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Description of document: National Railroad Passenger Corporation (AMTRAK)
Special Employee Advisories issued 2008-2016

Requested date: 23-February-2016

Released date: 17-March-2016

Posted date: 03-October-2016

Source of document: FOIA Request
Amtrak FOIA Office
60 Massachusetts Avenue, NE
Washington, DC 20002
Fax: 202-906-2004
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VIA MAIL

March 17, 2016



Re: Freedom of Information Act Request

Tracking Number: 16-FOI-00098

We are further responding to your February 23, 2016 request for information made under the Freedom of Information Act (FOIA), which was received via mail by Amtrak's FOIA Office on March 1, 2016.

Your request seeks a copy of the Amtrak Special Employee Advisories issued during the time period April 2008 to present.

Please find enclosed on CD the above-referenced records.

Your request has been classified as category IV – that is, a request other than for commercial-use from a representative of the news media, or from an educational or non-commercial institution. Requesters in this category receive the first 100 pages of duplication and the first 2 hours of search time free of charge. Thereafter, requestors are charged \$38.00 per hour for search time and 25 cents per page for reproduction of records. There is no charge for processing your request.

If you have any questions regarding the processing of your request, please feel free to contact me at (202) 906-3741 or via e-mail at Hawkins@amtrak.com.

Sincerely,

A handwritten signature in black ink, appearing to read "SHAWKINS", written over the word "Sincerely,".

Sharon Hawkins
Lead FOIA Specialist

Enclosure

2008

special employee advisory

August 20, 2008 • Page 1 of 1

Amtrak Mourns Passing of C & S Employee

Dear Co-workers,

It is with deep regret that I inform you that the Engineering department employee who was struck by *Acela Express* Train 2150 early this morning in New Carrollton, Md., has passed away.

We all grieve the loss of life, and it is especially painful when we lose one of our own on the railroad.

Our thoughts and profound sympathy are with his co-workers, friends and family; I can only imagine the degree of anguish they feel at this time.

Sincerely,



Alex Kummant
President and CEO

**Please distribute at all safety meetings
and post on all employee bulletin boards.**



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September 4, 2008 • Page 1 of 2

2008 President's Service and Safety Awards Recipients

Amtrak announces the recipients of the 2008 President's Service and Safety Awards, an honor bestowed upon employees who have made extraordinary contributions to the company during the calendar year 2007.

These outstanding employees will be honored this fall at several ceremonies in Chicago; Beech Grove, Ind.; Boston; Washington, D.C.; Philadelphia; New York; Oakland, Calif.; Los Angeles and Jacksonville, Fla. The celebrations will also honor those employees with 30 and 35 years of service in 2008. Congratulations to all recipients!

Achievement

- Donald R. Skinner, Marketing and Product Management
- Fort Worth Mechanical Team, Mechanical:
 - o Luis A. Castro
 - o Adam T. Cooper
 - o Robert L. Dodd
 - o Glenn A. Mallott
 - o Tommy W. Reynolds
 - o Elmer W. Wilkerson
- Go-Team Training
 - o Donald E. Cushine, Transportation
 - o Maia Dalton-Theodore, Human Resources and Diversity Initiatives

Business Diversity

- Darnell M. Speight

Champion of the Rails

- *Heartland Flyer* Team:
 - o Lila A. Cooper
 - o Michael Doty
 - o Carol A. Dougherty
 - o Judi Elmore (volunteer)
 - o Robert Villarreal

Environmental Achievement

- Edward Tom Meyer, Mechanical

Project Excellence

- Larry D. Johnson, Mechanical
- Amtrak Guest Rewards Team
 - o Michael A. Blakey, Marketing and Product Management
 - o Janet R. Langenderfer, Finance/Procurement and Materials Management
- Brake Pad Commodity Team
 - o James M. Fenley, Finance/Procurement and Materials Management
 - o Paul Ferguson, Mechanical
 - o Charles J. Florian, Mechanical
- NEC Master Plan Team, Strategic Partnerships and Business Development
 - o Monica Barrow (consultant)
 - o Janet Campbell-Lorenc (consultant)
 - o John M. Conlow
 - o Andrew J. Galloway
 - o Amrita Hill
 - o Stanley J. Slater
- South Bay Interlocking Remote Team, Engineering
 - o Paul S. Lockard
 - o Harry A. Wray

Safety Achievement (Luna Awardee)

- Det. John R. Mumford, Amtrak Police Department

Safety Committee of the Year

- Mid-Atlantic South Communications and Signals Safety Committee, Engineering
 - o Richard M. Catania
 - o Francis X. Connor
 - o Claude A. Dent
 - o Timothy P. Diven
 - o Robert E. Eberwein
 - o Robert J. Engel
 - o Lyle N. Ervin
 - o Jack L. Fritts
 - o William A. Hughey
 - o Jeffrey A. Merriman
 - o Albert J. Rush
 - o Larry W. Wilson



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September 4, 2008 • Page 2 of 2

State Partners

- Ron Adams, Wisconsin DOT
- Toby Fauver, Harrisburg (Pa.)
Local and Area Transportation
- George Weber, Illinois DOT,
Bureau of Railroads

Sustained Excellence

- Steven C. Anderson, Mechanical
- Stephen Baker, Mechanical
- John R. Burbach, Mechanical
- Melvin R. Butler, Transportation
- Gessner S. Canadiate,
Transportation
- Daniel Castro, Engineering
- Steven M. Cavalier, Transportation
- Michael R. Chandler,
Transportation
- Dennis G. Chastain, Transportation
- Donald G. Clayton, Transportation
- Mary T. Dawson, Marketing and
Product Management
- Michael J. Duffy, Mechanical
- Thomas J. Finizio, Human
Resources and Diversity Initiatives
- Michael M. Franklin,
Transportation
- Gary Gabbard, Mechanical
- Thomas F. Guerin, Transportation
- James E. Harper, Office of the
Inspector General
- Linda F. Honnell, Human
Resources and Diversity Initiatives
- Reginald A. Jackson,
Transportation
- Leon C. Jones, Transportation
- Edwin B. Klein, Transportation
- Donesta Lay, Transportation
- Pascual C. Magdongon, Human
Resources and Diversity Initiatives
- Henry A. Marcell, Human
Resources and Diversity Initiatives
- Thomas F. McCann, Transportation
- Andrew D. McColl, Mechanical
- Gary L. McDaniel, Mechanical
- Robin T. McDonough, Operation
- Alexis J. Medina, Marketing and
Product Management
- Alicia Ann Messenger, Marketing
and Product Management
- Bruce E. Mullins, Transportation
- Dennis W. Overvold, Mechanical
- David A. Rahn, Transportation

- Kenneth P. Raupp, Transportation
- Daniel P. Tasker, Engineering
- Carl D. Walker, Engineering
- Earl Watson, Engineering
- Ma Be Milagros Watson,
Transportation
- Diana R. Wesley, Human
Resources and Diversity Initiatives
- William Thomas Wiley, Marketing
and Product Management
- David E. Williams,
Finance/Procurement and Materials
Management
- Linda C. Woodson, Human
Resources and Diversity Initiatives

Valor

- Bryan H. Green, Engineering
- Raymond A. Lembo, Engineering

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special employee advisory

April 1, 2008 • Page 1 of 1

Wage Increases Take Effect in April, Retroactive Payments in May

The new rates of pay and retroactive wage payments for the ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment) and UTU will be paid as follows:

- The new rates of pay for positions in the above crafts take effect on April 1, 2008, and will begin to appear — depending on your union and pay schedule — as early as April 11, and in full in the April 25 paycheck. The first employee medical plan contribution for the above groups will be deducted from the April 25, 2008, paycheck. After that initial deduction in April of \$166.25, contributions in future months will be split between the first and second checks of each month.
- The first installment of the retroactive wage payment (40% of the total adjustment) is scheduled to be paid in a separate check (or through direct deposit) on May 9, 2008, and will be calculated on the wages through March 31, 2008, for employees eligible to receive the retroactive wage payment. A summary report of the full retroactive adjustment along with a list of frequently asked questions and answers will be furnished with the payment to provide employees with information about the calculation and who to contact about specific disputes regarding the payment.

In addition, the contract settlements provide employees with the ability to “opt out” of medical plan coverage, thereby not having to make the monthly contributions as of May 1, 2008. A separate mailing has been sent to employees about the Health Care coverage changes, including the form that must be submitted if employees wish to opt out of Health Care coverage. The required “opt out” form must be returned before April 30, 2008.



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August 20, 2008 • Page 1 of 1

C & S Employee Critically Injured by *Acela Express* Train

An Engineering department employee is in critical condition after being struck by *Acela Express* Train 2150 shortly after 5 a.m. today in New Carrollton, Md.

The Communications and Signals employee is currently being treated at a local hospital.

Please distribute at all safety meetings and post on all employee bulletin boards.



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August 21, 2008 • Page 1 of 1

Amtrak Statement on Employee Fatality

The following statement was released today with permission from the family of Steven Rychwalski, the Engineering department employee who passed away as a result of being struck by an *Acela Express* train yesterday:

Amtrak is saddened to announce the death of Steven Rychwalski, the employee struck Wednesday morning by an Acela Express train near New Carrollton.

“On behalf of all Amtrak employees, I offer my deepest condolences to the family of Steven Rychwalski,” said Alex Kummant, Amtrak’s President and CEO. “Steven was an exceptional member of the Amtrak family, and we mourn his untimely passing.”

Rychwalski, of White Marsh, Md., was injured early Wednesday, August 20 when he was struck by an Acela Express train north of the New Carrollton station. He was transported to a local hospital where he passed away.

Rychwalski, 22, joined Amtrak in 2005 and was working as an inspector for the Communications & Signals department at the time of his death.

Acela Express 2150 was traveling from Washington to Boston at the time of the incident. There were no injuries on board the train.

Please distribute at all safety meetings and post on all employee bulletin boards.



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August 29, 2008 • Page 1 of 1

Information for Employees Related to Tropical Storm Gustav

Amtrak is closely monitoring the progress of Tropical Storm Gustav as it makes its way toward the Gulf Coast. At this time, it is forecast to become a hurricane and to make landfall on the Gulf Coast as early as Monday night. Because the safety and well-being of our employees is paramount, Amtrak is taking steps to help employees in the region, should Gustav make landfall.

In preparation for the storm's arrival, all employees in the region should ensure they have their supervisor's contact information with them to maintain contact and so that they can obtain information about their work assignments.

To account for employees' whereabouts and safety, all employees in the region are being asked to call in to verify their current location.

Mechanical department employees in the region should call 800-424-0217 ext. 2082 or 302-683-2082 or 302-683-2083.

All other employees in the region should call 877-872-2334. As of this evening, this toll-free hotline will serve as a central reporting number and to field questions from employees affected by the storm.

The hotline personnel will manage a daily roster of employees and distribute it to department heads and supervisors to ensure that employees are accounted for.

On the operations front, as of today, regularly scheduled service has been suspended to and from New Orleans until further notice. *Crescent* Trains 19

and 20 will terminate and originate in Atlanta, *City of New Orleans* Trains 58 and 59 will terminate and originate in Memphis, and *Sunset Limited* Trains 1 and 2 will terminate and originate in San Antonio.

The Federal Emergency Management Agency (FEMA) has already begun evacuating some Gulf Coast cities, including New Orleans.

The company is preparing to run evacuation trains according to its agreement with FEMA. To that end, designated "Go Teams," made up of T & E, Mechanical and OBS crews, along with APD and Mobile Security Teams, are being deployed to operate the evacuation trains from New Orleans to Memphis.

As more information concerning affected employees, facilities and services becomes available, additional advisories will be posted.

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December 18, 2008 • Page 1 of 1

A Message from President and CEO Joe Boardman

Dear Co-workers,

I want to share with you some of the discussions that took place during the board of directors meeting this week.

First, I want you to know that, I — with unanimous support from the board of directors — will make it my highest priority to seek the funds for the remainder of the retroactive pay in 2009.

At a meeting with labor leaders last month, I said that it was my intent to deliver the retroactive pay in 2009. After the holidays, we plan to seek the necessary funds from Congress and will appeal to our key appropriators on the Hill to make the funds available for this purpose. I will join with labor leaders in taking this message to Capitol Hill.

We have an incredibly dedicated workforce. It's important to me that you know that I value the work you do, and that I will go to Congress for you.

At Congress' request, we have submitted a robust list of projects for consideration for the economic stimulus bill that President-elect Obama has said will be his first legislative priority in 2009. That list includes putting more people to work on our fleet and infrastructure so that we can expand capacity to meet demand. Stored equipment needs to be refurbished and put into service, and more work done on our current fleet so that we run the caliber of service we can all be proud of.

I'm sure you've heard me talk about my goal of a greener, safer, healthier and more connected Amtrak. Everything we do feeds into that goal. From putting additional equipment into service with the help of the stimulus bill (we hope), to fighting for the retroactive pay, to serving as a critical player in the nation's transportation network — it all means a better and stronger Amtrak.

With these goals in sight, we will position ourselves as a transportation leader and the most viable mode in the next energy crisis. Just consider the role Amtrak is playing in the presidential inaugural events. We're transporting the President- and Vice President-elect to Washington, as well as bringing hundreds of thousands of people to the nation's capital. We'll be working hard to accommodate the demand, and I thank all of the employees who will be working that day — including those who sign up to volunteer — to make those trips extremely successful.

I wish you all very happy holidays and please work safely.

Sincerely,



Joe Boardman
President and Chief Executive Officer

P.S. I will be on C-Span's Washington Journal on Tuesday morning, if you have the opportunity to tune in.

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December 24, 2008 • Page 1 of 1

Unified Security Command

Dear Co-workers,

Effective immediately and until further notice, all security direction and supervision will be unified under Chief Operating Officer William Crosbie.

I thank both the APD and OSSSO in advance for their cooperation.

Mr. Crosbie will decide the best way to ensure both common communication and policy decisions in connection with any and all agencies that coordinate with Amtrak on security and safety issues.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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December 31, 2008 • Page 1 of 1

Employee Information for Inauguration Day

Amtrak is taking extraordinary steps to accommodate the demand for service to and from Washington, D.C., for the events associated with Inauguration Day. Millions of people are expected to visit the nation's capital, and the demand will test Amtrak's capabilities on the Northeast Corridor.

"This will be our day to shine, and to show America how critical passenger rail is and how it is done safely, skillfully and professionally," said President and CEO Joe Boardman.

"This is an all-hands-on-deck situation," stated Chief Operating Officer William Crosbie. "We will need all the Northeast Corridor operations, security and APD employees on hand, and we are asking non-operations employees to participate in this historic day by volunteering in stations."

Accordingly, Jan. 20, 2009, is considered a working day for all employees, including those who live in the D.C. area. Everyone scheduled to work that day is expected to work a full day. Any requests for leave must be made in advance and approved by the head of the department if the employee's attendance is determined not to be required that day.

Any early departure for a department on Jan. 20 must be approved by the appropriate Executive Committee member. Requests from non-agreement-covered employees to work from home on that day will not be permitted unless the employee already has a planned work schedule from home that has been pre-approved by management.

Getting To and From Work

Due to extraordinary security measures and significantly altered traffic patterns expected in Washington on Jan. 20, employees should plan their commute to and from work in advance. Build extra time in anticipation of delays due to road closures and crowding. Please check www.inauguration.dc.gov and your local news for information about your commuting options.

MARC and VRE commuter trains will be all-reserved service on that day; however, Amtrak employees reporting for work will be permitted to ride free using their flash pass and are expected to stand on full trains. Both services will operate on adjusted schedules and not all stations will be served. Each service's respective Web site contains information on schedule changes. Normal flash pass privileges will apply to Amtrak trains.

Volunteers Needed

Employee volunteers are urgently needed to assist passengers and manage traffic flow at New York Penn, Philadelphia, Wilmington, Baltimore and Washington on Jan. 20. Employees who want to volunteer should first check with his or her supervisor. Managers are encouraged to allow their direct reports to volunteer when possible.

Those who sign up to volunteer in Washington Union Station will be asked to attend a walk-through on Jan. 19.

To volunteer in New York, contact Mike Gallagher at ATS 521-7278 or GallagMk@amtrak.com. For Philadelphia or Wilmington contact Rick Gadbois at ATS 728-2151 or GadboiR@amtrak.com. To volunteer at Baltimore or Washington, contact Ken Wiedel at ATS 777-3078 or WiedelK@amtrak.com.

Operational Changes

Extra trains and cars have been added to the Jan. 20 schedule to maximize capacity and inventory has been loaded into the Arrow system. A majority of the extra capacity available is southbound to Washington in the morning and northbound from Washington in the afternoon. Information about service that day is posted on Amtrak.com.

To meet demand, Mechanical forces are reducing shop counts as much as possible and the company has leased equipment from New Jersey Transit.

Further information and details will be provided in the coming weeks.



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February 12, 2008 • Page 1 of 1

Tentative Agreement Reached with UTU

Amtrak and the United Transportation Union have reached a tentative agreement for conductors that mirrors the tentative agreements the company reached with nine of its unions last month.

Details of the agreements will be sent to the UTU members for ratification. The UTU represents 1,904 Amtrak conductors.

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February 22, 2008 • Page 1 of 1

Tentative Agreements Reached With Three More Unions

Amtrak this week reached tentative agreements with three unions that cover nearly 1,700 employees. Agreements were reached with the Brotherhood of Locomotive Engineers and Trainmen; the International Association of Boilermakers, Iron Ship Builders, Blacksmiths, Forgers and Helpers; and the Sheet Metal Workers International Association.

The agreements correspond with tentative agreements the company has already reached with 10 other unions since mid-January. Details of the agreements will be sent to members of the unions for ratification.

The nine tentative agreements that were signed on Jan. 18 are out for ratification and results are expected on March 10.

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January 18, 2008 • Page 1 of 1

Message from President Kummant on Tentative Labor Agreements

Dear Co-workers,

A few moments ago, Amtrak and representatives of the nine unions before the Presidential Emergency Board signed tentative agreements, thereby averting a strike that could have taken place on Jan. 30.

Details of the agreements will be sent to the respective union members for ratification over the next several weeks, and will not be publicly disclosed until that process has begun.

The nine unions affected are the Brotherhood of Maintenance of Way Employees; International Brotherhood of Electrical Workers; International Association of Machinists and Aerospace Workers; Brotherhood of Railroad Signalmen; Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices; American Train Dispatchers Association; National Conference of Firemen and Oilers/Service Employees International Union; American Railway and Airline Supervisors Association (Maintenance of Equipment, Maintenance of Way).

On behalf of the board of directors, I want to thank the leadership of the labor organizations. It has not been easy for any of us, and I know they share our sense of relief and resolve to move forward in a productive and cooperative spirit to provide excellent passenger rail service.

We have averted a strike that could have had a crippling effect on the lives of millions of Americans. More importantly, we have jointly reached tentative agreements that enable us to get back to what brings us together, rather than what sets us apart. For Amtrak to succeed, we all need to push forward in the same direction.

I encourage everyone to put the disputes from the past behind them and to focus on what we can learn from this experience and how we can grow together.

Sincerely,



Alex Kummant
President and CEO

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July 30, 2008 • Page 1 of 1

Important Payroll Message for Agreement-Covered Employees Who Are Paid Weekly

Most weekly paid agreement employees will have an incorrect amount of 55 cents more than should have been deducted for their health care contribution in the August 1, 2008 paycheck. TCU and ASWC represented employees will have no health care deduction with this paycheck, when there should be one. This occurred because of data input errors in the preparation of the checks.

The employees who had 55 cents erroneously deducted will notice a deduction of \$83.12, instead of the proper deduction of \$82.57.

As a result, a one-time correction will be made so that the August 8 paycheck will reflect a deduction of \$82.02, to make up for the extra 55 cents deducted in this Friday's paycheck.

For those TCU and ASWC represented employees who had no health care deduction taken from the August 1 paycheck, a deduction of \$82.57 will be taken from the paychecks dated August 8 and August 15.

A similar correction will be made in the August 8 and August 15 paychecks for part-time TCU employees.

We apologize for any inconvenience this has caused. Please contact the Amtrak Benefits Service Center at 800-481-4887 if you have any questions.

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June 12, 2008 • Page 1 of 1

Amtrak Reauthorization Bill Passes House by Large Margin

Yesterday afternoon, the U.S. House of Representatives passed the Passenger Rail Investment and Improvement Act (H.R. 6003). Despite threats of a presidential veto, the bill passed by a vast margin of 311-104.

The bill authorizes \$14.4 billion in federal funding for Amtrak over the next five years. Passed last October, the Senate version of the bill (S. 294) authorized \$11.4 billion. The House and Senate will now meet in a conference committee to reconcile differences between the two bills.

“We’re pleased that the House and Senate have now passed major bills authorizing funding for Amtrak,” said President and CEO Alex Kummant. “Both indicate strong support for our company and our mission to provide America with safe and reliable intercity passenger rail service. The big vote in the House shows Congress understands the critical need for a balanced transportation policy, which includes Amtrak intercity rail.”

Both the House and Senate reauthorization bills contain provisions to provide resources for state of good repair and other important rail development opportunities. And for the first time, they include funds to match state investments in corridor development and equipment procurement.

The last Amtrak reauthorization bill was enacted in December 1997.

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June 27, 2008 • Page 1 of 1

Message from President Kummant on Labor Agreements

Dear Co-workers,

I am pleased to announce that the Transportation Communication International Union, the Amtrak Service Workers Council and the ARASA Product Line Supervisors have ratified their contract agreements.

The ratification of these agreements, which cover one-third of our unionized workforce, represents the final step on our path to securing current contracts for all of our nearly 16,000 union-represented employees.

Employees covered by one of these unions should expect to receive retroactive wage payments on or about August 29.

As a reminder, eligible UTU Yardmasters and Stewards are scheduled to receive their retroactive wage payments on July 3. UTU Yardmasters and Stewards will receive a customized summary statement that breaks down the calculation for the individual employee and a comprehensive list of Frequently Asked Questions.

In case you have questions that aren't answered in those documents, please call the call center established to field employees' inquiries (the phone number is in the FAQs you will receive).

My hope is that this last set of agreements formally gives closure to what was a trying period in Amtrak history. We will face a range of challenges and opportunities in the future, and I am counting on a committed, united workforce that can overcome those challenges and seize the opportunities.

Sincerely,



Alex Kummant
President and CEO



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March 10, 2008 • Page 1 of 1

Ten Labor Agreements Ratified

The tentative agreements reached with nine unions in January and the UTU (NEC and Off-Corridor, North End) in February have all been ratified by their respective membership. Once the agreements are signed, an implementation schedule will be finalized.

The nine unions with renegotiated agreements in place are the Brotherhood of Maintenance of Way Employes; International Brotherhood of Electrical Workers; International Association of Machinists and Aerospace Workers; Brotherhood of Railroad Signalmen; Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices; American Train Dispatchers Association; National Conference of Firemen and Oilers/Service Employees International Union; American Railway and Airline Supervisors Association (Maintenance of Equipment); American Railway and Airline Supervisors Association (Maintenance of Way).

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March 13, 2008 • Page 1 of 1

Acela Express 2154 Strikes Workers

At approximately 1:15 p.m. today, three persons were reported to have been struck by northbound *Acela Express* Train 2154 just north of the Providence, R.I., station.

The persons involved in the incident were two Amtrak employees and one contractor who were inspecting tracks in the area. One person was fatally injured and the other two were taken to a hospital.

There were 162 passengers and six employees on board Train 2154 at the time of the incident.

The situation is currently unfolding, and updates will be provided as they become available.

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March 14, 2008 • Page 1 of 1

Message from President Kummant on *Acela Express* 2154 Incident

Dear Co-workers,

Before I provide you with an update on the incident with *Acela Express* Train 2154 yesterday afternoon, I want to first and foremost express my own sorrow over the loss of life and serious injury as a result of what took place. I know I am not alone in this sentiment, and it pains us all to lose anyone on the railroad.

At approximately 1:15 p.m. yesterday, three people were struck by Train 2154 as they inspected track just north of the Providence station, resulting in the fatality of a contract employee and injuries to two of our Engineering department employees.

One of the Engineering department employees is being treated at a hospital for very serious injuries and our thoughts are with him. The second employee was treated and released from the hospital last night.

The third person involved, a contractor and former Amtrak Engineering department employee, was fatally injured.

I know that you join me in extending our deepest sympathies to the friends and family of the contract employee, whom many knew as part of the Amtrak family.

Our thoughts and well wishes are with the Engineering department employees and their families, as they strive to recover from this.

Sincerely,



Alex Kummant
President and CEO

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March 31, 2008 • Page 1 of 1

Two More Labor Agreements Ratified

The tentative agreements reached with the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers last month have been ratified.

Once the agreements are signed, an implementation schedule will be finalized.

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May 1, 2008 • Page 1 of 1

Wage Increases, Retroactive Wage Payments Take Effect for BLET, SMWIA in May

The new rates of pay and retroactive wage payments for the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers International Association will be paid as follows:

- The new rates of pay for BLET and SMWIA positions take effect on May 1, 2008, and will begin to appear as early as May 16, 2008, and in full in the May 23, 2008, paychecks.
- The first employee medical plan contribution of \$166.25 will be deducted from the May 30 paychecks. Due to a programming error, the health care contribution was mistakenly deducted from your May 2, 2008, paycheck. This is being corrected, and that deduction will be added back to your May 9, 2008, paycheck. After the initial deduction on May 30, contributions in future months will be split between the first and second checks of each month.
- The first installment of the retroactive wage payment (40% of the total adjustment) is scheduled to be paid in a separate check (or through direct deposit) on May 30, 2008, and will be calculated on the wages through April 30, 2008, for employees eligible to receive the retroactive wage payment. A summary report of the full retroactive adjustment along with a list of frequently asked questions and answers will be furnished with the payment to provide employees with information about the calculation and who to contact about specific disputes regarding the payment.
- In addition, the contract settlements provide employees with the ability to “opt out” of medical plan coverage, thereby not having to make the monthly contributions as of June 1, 2008. A separate mailing has been sent to employees about the Health Care

coverage changes, including the form that must be submitted if employees wish to opt out of Health Care coverage. The required “opt out” form must be returned before May 16, 2008.



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special employee advisory

May 5, 2008 • Page 1 of 1

Message from President Kummant on May 9 Retroactive Wage Payments

Dear Co-workers,

I am pleased to inform you that approximately 9,000 employees represented by several unions will receive retroactive wage payments this Friday. In accordance with the agreements reached with the unions, this payment represents 40 percent of the total retroactive adjustment.

In addition to the check or direct deposit notice, eligible employees will receive a customized summary statement that breaks down the calculation for the individual employee, and a comprehensive list of Frequently Asked Questions designed to provide answers about health care benefits deductions and other concerns employees may have regarding these calculations (I've attached a copy to this note).

The process associated with verifying the amount due to each employee is extremely complex and its magnitude is unprecedented for Amtrak. Teams of employees from the Finance, Information Technology, Human Resources and Labor Relations departments have worked diligently for months, analyzing 90 million lines of data related to each of the approximately 9,000 employees' work histories during a period of nearly six years.

Because of the complexity of the computation, I encourage you to thoroughly review the summary statement and the FAQs to help you understand what was included in the calculations. If you have questions that aren't already answered in those documents, we have established a temporary call center (the phone number is in the FAQs) designed to field employees' inquiries. Your inquiry will be logged and assigned a case number by the call center to initiate the review process.

Again, please keep in mind that this is an exceptional event for Amtrak and that the review process could take weeks, depending upon the issue and the volume of calls made. The sooner your call is received, the quicker your issue can be investigated and resolved.

Eligible employees represented by the following unions should receive the retroactive wage payment on May 9: Brotherhood of Maintenance of Way Employees; International Brotherhood of Electrical Workers; International Association of Machinists and Aerospace Workers; Brotherhood of Railroad Signalmen; Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices; American Train Dispatchers Association; National Conference of Firemen and Oilers/Service Employees International Union; American Railway and Airline Supervisors Association (Maintenance of Equipment, Maintenance of Way), International Brotherhood of Boilermakers and Blacksmiths; and United Transportation Union Train Service.

Eligible employees represented by the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers International Association are scheduled to receive retroactive wage payments on May 30.

Sincerely,



Alex Kummant
President and CEO

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May 23, 2008 • Page 1 of 1

Message from President Kummant on Tentative Labor Agreements

Dear Co-workers,

I am pleased to announce that earlier today, we reached tentative agreements with the Transportation Communication International Union, the American Service Workers Council and the ARASA Product Line Supervisors.

Details of the agreements, which cover one-third of our unionized workforce, will be sent to the respective union members for ratification.

Pending the ratification of the TCU, ASWC and ARASA PLS agreements, all of our nearly 16,000 union-represented employees will soon be operating under current contracts.

Following the distribution of retroactive wage payment checks to approximately 9,500 employees earlier this month, the first installment of the retroactive wage payment (40% of the total adjustment) for employees represented by the BLET and SMWIA will be issued on Friday, May 30.

In addition, UTU Yardmasters and Stewards wage increases will become effective June 1, and those employees are scheduled to receive retroactive wage payments on or about July 3.

Like the distribution of retroactive pay for certain employees on May 9, eligible employees represented by BLET, SMWIA, and UTU Yardmasters and Stewards will receive a customized summary statement that breaks down the calculation for the individual employee, and a comprehensive list of Frequently Asked Questions designed to provide answers about health care benefits deductions and other concerns employees may have regarding the calculations. The FAQ updated for BLET and SMWIA is attached to this note.

Due to the complexity of the computation, if you are one of the

employees receiving a check, you should review the summary statement and the FAQs to fully understand what was included in the calculations. If you have questions that aren't already answered in those documents, we have established a temporary call center (the phone number is in the FAQs) designed to field employees' inquiries.

The retroactive payment calculation requires meticulous attention and the process for verifying the amount due to each employee is extremely thorough. As I've stated before, the scope of this endeavor is unprecedented for Amtrak and is being carried out by a group of dedicated employees from a number of departments.

I am pleased to say that so far in this process, it appears that the temporary call center has served as a helpful tool for employees and we have received a relatively low number of disputes related to the calculations.

I look forward to the ratification of the last of our tentative agreements. It is my hope that as we close this chapter in Amtrak history, we move forward as a united workforce that will collectively focus on how we can grow together.

Sincerely,



Alex Kummant
President and CEO

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Nov. 14, 2008 • Page 1 of 1

Amtrak Statement

The following press release is being issued this afternoon:

WASHINGTON – The National Railroad Passenger Corporation today announced the resignation of its President and CEO, Alex Kummant.

“On behalf of the entire Board, I’d like to thank Alex for his leadership over the past two years,” said Donna McLean, Chair of the Board. “During the past two years, the company experienced exciting economic times, strong ridership and revenue growth, solid profit and loss performance, and the advancement of the Amtrak brand overall. He also successfully oversaw the completion of labor agreements with all of the unions representing Amtrak’s employees. We are grateful to Alex for his contributions to the company. We wish him well in his future endeavors.”

Alex Kummant reflected that he was “proud of what the management team at Amtrak had accomplished over the last two plus years and that [he believed] Amtrak had a strong operational and financial base to get through the coming turbulent times.” He continued that he “would help in any way to make this a smooth transition.”

“I’d like to thank Alex for his commitment to Amtrak over the past two years,” said Hunter Biden, Vice Chair of the Board. “Our Board is committed to keeping Amtrak on an aggressive path of performance improvement. Current economic conditions highlight the need for us to continue finding ways to drive quality and customer service across the system. We are moving forward with the development of an aggressive long-term plan for the company, based on the recent legislation passed by Congress.”

After record ridership and revenue in FY08, a downturn in the economy and new legislative requirements present challenges as well as opportunities. In the coming years, Amtrak will need leadership to maximize its potential and utility to the traveling public, while increasing the efficiency of the whole operation. The Board is confident that this transition will be seamless, with William Crosbie, Amtrak’s Chief Operating Officer, as Acting President and CEO for an interim period.

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November 17, 2008 • Page 1 of 1

Letter from William Crosbie

Dear Co-workers,

When the board of directors asked me to serve as acting president and chief executive officer, I agreed because of my loyalty to Amtrak and my faith in all of you.

I've been with Amtrak nearly six years and have had the opportunity to travel around the system and get to know many of you. If we haven't yet met, you should know that the railroad has been in my blood long before my time here. My career in the railroad industry started as a child working for my father's construction company. We provided rock drilling, blasting, and heavy construction services to CP Rail. Over 24 years ago, I hired on CP Rail as a Signal Gang Helper "C", and never looked back, working various jobs in freight and passenger rail, as well as transit. I am proud of my service at Amtrak.

I want to assure you that, along with the board of directors, we have a strong leadership team in place that will ensure a seamless transition until a choice is made for the permanent position. In the interim, I expect everyone to maintain focus on what's most important — the day-to-day activities that we all count on you to carry out safely and professionally. As for me, I remain committed to my duties as chief operating officer, in addition to taking on my newly assigned responsibilities.

The course set before us has not changed; we remain focused on operating safe and efficient service with a high degree of customer service, while we continue to move ahead with shaping a passenger railroad that will thrive in the coming decades.

Despite an uncertain economy, our path is in some ways more clearly delineated now than it has been in recent years by the enactment of the authorizing legislation last month.

Yet like most industries, Amtrak is not immune to the downturn in the economy. Now more than ever, we need to work particularly hard to make sure that we hold onto our customers — including the many first-time riders that were introduced to Amtrak in the last year — and entice prospective travelers. We do that by delivering on-time performance where we control it, equipment that is clean and reliable, and service that makes passengers feel welcome and comfortable.

As many of you know, I put a great deal of emphasis on safety. No matter what your job function, the safety of our co-workers and passengers always comes first.

It is your hard work and dedication that have contributed to the record years we've had. I, along with the senior leadership team, am counting on you to help us continue that trend.

Staying safe means staying focused. As always, please look out for one another and keep up the good work.

Sincerely,



William L. Crosbie
Acting President and Chief Executive Officer

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November 25, 2008 • Page 1 of 1

Amtrak Selects Transportation Industry Veteran for President and CEO

The following press release is being issued today:

Washington – The National Railroad Passenger Corporation Board of Directors announced today that it has chosen Joseph Boardman, a nationally recognized transportation industry professional, to become president and chief executive officer of the company, effective November 26.

Boardman offers nearly 34 years of experience in the surface transportation industry at city, county, state, and federal government levels; most recently as the administrator at the Federal Railroad Administration.

“In an attempt to maintain the momentum at Amtrak, while finding a permanent CEO candidate, the board has appointed Mr. Boardman for one year, but will conduct a search in the coming months for a permanent CEO,” said Board Chairman Donna McLean. She added that “Amtrak is at a critical juncture and needs a vigorous management vision and ability to take advantage of this unique time. The board has unanimously chosen Mr. Boardman in this capacity because we have complete confidence that his depth of experience and leadership skills will allow Amtrak to maintain growth and implement the requirements of the recently enacted authorization legislation.”

“Joe Boardman knows the industry extremely well, but what makes him exceptionally qualified for the position is that he has the unique perspective of having known Amtrak as a customer and state partner, administrator, and has been involved with Amtrak, in one role or another, over the course of many years,” said board Vice Chair Hunter Biden. “Joe is the right person to help Amtrak during this important period,” he added.

Having served as administrator of the Federal Railroad Administration since April 2005, Boardman was the Department of Transportation designee on the Amtrak board of directors. Prior to his tenure at FRA, he served as commissioner of the New York State Department of Transportation beginning in July of 1997. There, Boardman led a

transformation effort that better enabled the agency to respond to the challenges associated with an expanding global marketplace. In this capacity, Boardman was deeply involved in the operation of the large complement of Amtrak service in the state. In addition, he was chief operating officer of Progressive Transportation Service, Inc., a transportation management company. He was chairman of the Executive Committee of the Transportation Research Board in 2005 and chair of the American Association of the State Highway and Transportation Officials’ Standing Committee on Rail Transportation from 2000 to 2005.

“I am humbled that the board selected me to lead the company, on an interim basis, at this very exciting time. Over the past decade — in one capacity or another — I have been an active participant in the affairs of Amtrak. I have come to know the company, the culture, a number of employees, and I am keenly aware of the challenges facing us right now,” said Boardman. “In my view, a national intercity, interconnected passenger rail service is critically important for the mobility and energy independence of the United States.”

Joe Boardman fills the position following the departure of Alex Kummant earlier this month. Chief Operating Officer William Crosbie served as acting CEO in the interim. “The board is grateful to Bill Crosbie for his dedication to Amtrak and for managing the company during the transition,” McLean added.

Boardman is a lifelong resident of New York, and is the second of eight children born and raised on a dairy farm in Oneida County, which two of his siblings currently operate. In 1966, he volunteered for service in the United States Air Force, serving in Vietnam from 1968 to 1969. Upon receiving an honorable discharge from the Air Force, he earned a Bachelor of Science in Agriculture Economics from Cornell University in Ithaca, N.Y., and a Master of Science in Management Science from the State University of New York at Binghamton. He presently resides with his wife Joanne in Washington, D.C., and has three grown children.

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November 26, 2008 • Page 1 of 1

A Message from President and CEO Joe Boardman

Dear Co-workers,

I recognize that most of you are extremely busy doing your part to ensure that we deliver safe and reliable service on the busiest week of the year, so I will keep my introduction short for now.

First off, I'd like to thank Bill Crosbie for stepping in as acting president and chief executive officer during the brief interim period — he is a selfless leader and I look forward to working with him very closely in his role as chief operating officer.

Many of you may not know me, but I know you. What I mean is that over the course of more than a decade, I have had the opportunity to work with Amtrak in a number of capacities, the most recent of which was as administrator at the Federal Railroad Administration and the U.S. Department of Transportation's designee on Amtrak's board of directors. What you will come to know about me is that I am more comfortable in the field than I am behind the desk. I will be traveling the system and getting to know you personally on your trains, at your stations, and at your facilities.

I want you know that I believe that a national — interconnected — intercity passenger rail service is critically important for the mobility and energy independence of the United States. I am personally committed to excellence in safety, being more energy-efficient, and establishing an environment where the contributions and innovations of the men and women of Amtrak will combine to build a first-class intercity passenger railroad that all Americans can be both proud of and connected to. That's why I believe in Amtrak.

Please remain focused on providing safe and reliable service to America during the busy Thanksgiving week.

Sincerely,



Joe Boardman
President and Chief Executive Officer

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October 2, 2008 • Page 1 of 1

Senate Passes Amtrak Bill

By a vote of 74 to 24, the Senate last night passed a combined Amtrak authorization and rail safety bill.

The authorization enables \$12.9 billion in funding for the FY 2009-2013 period, approximately \$2.5 billion for each year within that period. The legislation includes \$1.9 billion for state grants for rail programs, reforms such as improved accounting and standards for service and on-time performance, and a requirement for a collaborative NEC state-of-good-repair plan.

It is expected that the president will sign the bill into law. The legislation serves as the policy framework for passenger rail and recommends funding levels for the five years; annual appropriations legislation must still be passed by Congress.

In other news, the U.S. DOT this week announced that it would make available \$30 million to match local investments in 15 rail capacity enhancement projects across the country. The funds for states are aimed at reducing delays and expanding capacity on existing intercity passenger rail routes, as well as helping establish new services.

In response to the announcement, the company offered the following statement: "Amtrak has always supported some form of matching federal grants to assist intercity passenger rail capital development, so that states can make choices about where to invest their transportation dollars. These funds, which are provided by Congress, and Secretary Peters' announcement were welcome steps in rail corridor development."

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Amtrak Mourns the Loss of Notable Supporters

Amtrak lost two ardent passenger rail supporters as former board member Paul Weyrich and United Transportation Union National Legislative Director James M. Brunkenhoefer both passed away last week. Amtrak whistles across the entire system will blow today and tomorrow at 3 p.m. to honor them.

Best known as a co-founder of the politically conservative Heritage Foundation, Weyrich later founded the Free Congress Foundation, which unlike most similar organizations favored rail mass transit. He served on the Amtrak board — from February 1987 to January 1993— as well as the National Surface Transportation Policy and Revenue Study Commission. A former political reporter, Weyrich was also a prolific writer and publisher of *The New Electric Railway Journal*.

“Paul Weyrich has been a friend and passionate supporter of Amtrak since the early days of the company’s formation,” said Government Affairs and Corporate Communications Vice President Joe McHugh. “Even after his service on the board ended, he continued to serve the company with great enthusiasm. We will miss him very much.”

Funeral services will be held today at the Holy Transfiguration Melkite Greek-Catholic Church in McLean, Va. Contributions in Weyrich’s honor should be made to the church.

Brunkenhoefer, also known as “Brokenrail,” began his railroad career in 1966 as a trainman for the Southern Pacific Transportation Co. Until his death, he held seniority in the Train and Engine service crafts on the Union Pacific lines in Texas and Louisiana. Before serving as UTU’s national legislative director, Brunkenhoefer served in a number of offices in Local 83 in Houston. In 1980, he became the alternate Texas state legislative director before assuming full directorship of the Texas State Legislative Board in 1982. He served at the national level since 1987.

“It is with great sadness that I recognize the passing of James Brunkenhoefer,” said President and CEO Joe Boardman. “There is no one with a kinder heart for the suffering that another human has. ‘Brokenrail brought compassion and concern to me at a time that I needed it. My prayers and thoughts are with his soul as well as his loved ones during this time of loss. We will all miss him.”

“The passing of James Brunkenhoefer is a loss to the railroad world,” added Labor Relations Vice President Joe Bress. “He exemplified the best in lobbying for the UTU and supporting Amtrak. I will miss his way of refocusing an issue and doing it with passion, humor and personality.”

Funeral services will be held today at Am Kolel Sanctuary in Rockville, Md.

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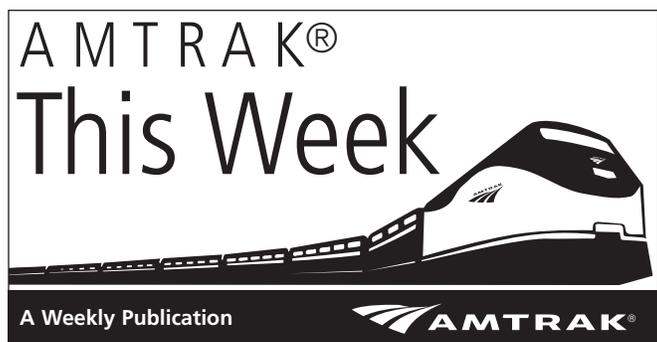
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In Other News:

Transportation: Daryl Pesce has been appointed general superintendent of the Central Division, effective Jan. 1, 2008. Former Superintendent of Operations Mike Sherlock is serving as acting general superintendent of the Mid-Atlantic Division.

Operational Update: The Winter 2008 edition of the system timetable, effective Jan. 21 through April 6, is being delivered to stations this month, and incorporates schedule adjustments resulting from maintenance-of-way projects and other operational factors.

Payroll: Due to late releases by numerous tax authorities and the related technical issues associated with applying tax changes to SAP, many 2008 tax rates will not be applied to the first paycheck of 2008 on Jan. 4. It is expected that all of the changes will be received in time to recalculate all affected taxes by the end of January.

FY '08 Appropriations Bill Signed

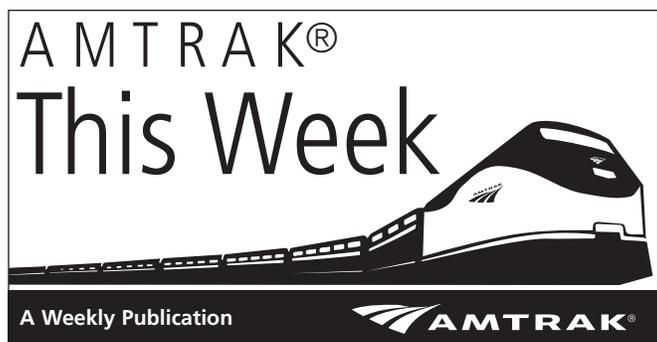
On Dec. 26, President George W. Bush signed into law H.R. 2764, the omnibus appropriations bill for fiscal year 2008, which includes \$1.325 billion for Amtrak — \$475 million for operating grants and \$850 million for capital improvements (including up to \$285 million for debt service). The bill also includes \$30 million for capital grants to states via the Federal Railroad Administration for new or improved intercity rail passenger service.

Remembering George Warrington

Amtrak mourns the passing of former Amtrak President and Chief Executive Officer George D. Warrington, who succumbed to pancreatic cancer on Dec. 24 after an eight-month battle. As the company's chief executive from Dec. 1997 to April 2002, and chief executive of the Northeast Corridor Strategic Business Unit from July 1994 to Dec. 1997, he presided over the electrification of the north end of the NEC and the launch of *Acela Express* service.

Warrington left Amtrak in 2002 to serve as the executive director of New Jersey Transit. After leaving NJT in 2007, he co-founded Warrington Fox Shuffler, a strategic consulting firm.

Warrington remains in the hearts and minds of many across the Amtrak system and our thoughts are with his family.



In Other News:

Operational Update: Due to Union Pacific’s plan to install 87,000 concrete ties in the Pomona, Calif., area, the Ontario, Calif., stop for the *Sunset Limited* Trains 1 and 2 will not be accessible through Feb. 23. Passengers can book to or from Pomona, seven miles west of Ontario.

Benefits: All agreement-covered employees (except FOP) should have received correspondence from Aetna regarding verification of dependent information. To continue dental benefits, Aetna requires a response. For questions, contact Aetna immediately at 866-682-5619.

401(k) Rollout: Employees currently not participating in the Fidelity 401 (k) Retirement Savings Plan will soon receive an enrollment guide and meeting schedule in the mail. Fidelity will hold enrollment meetings for non-participating Amtrak employees beginning Jan. 14. Current participants can now access their accounts at www.mysavingsat-work.com/amtrak.

Human Resources: It’s not too late to enter your 2007 absences into mySAP. Not entering your 2007 absences could affect your ability to accrue vacation in 2008. Once your vacation hours reach a maximum of 125 percent of your total vacation entitlement, you will cease to accrue vacation for 2008; lost vacation accrual is not retroactive.

Information Technology: On Jan. 8, Help Desk users will receive an e-mail invitation requesting their participation in a brief online customer satisfaction survey. The e-mail message will direct users to a clickable link to complete the 10-minute questionnaire; Arrow users must cut and paste the link into their Web browser.

PEB Recommendations Made

The Presidential Emergency Board recommendations for settling the ongoing negotiations between Amtrak and nine of its unions were submitted to the President early last week, initiating a 30-day cooling off period. The PEB recommendations are posted on the Intranet home page.

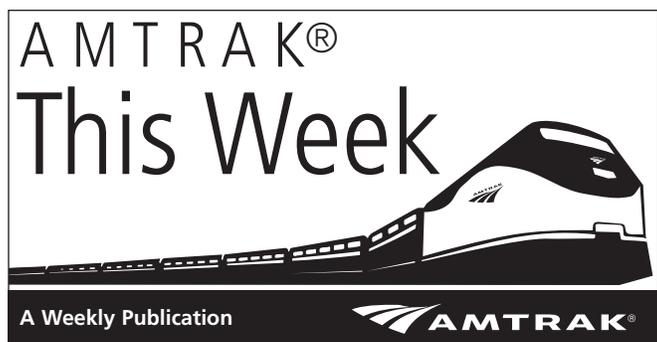
During this period, Amtrak and its unions have an opportunity to identify a resolution based on the recommendations provided by the PEB. If no resolution is reached by midnight on Jan. 29 — and no extension of the cooling off period is agreed to or imposed — either party may seek self-help at 12:01 a.m. on Jan. 30. In the interest of reaching a settlement and averting a strike, it is possible for both parties to agree to extend the length of the cooling off period.

Please be assured that we will keep you apprised of any developments that occur on this matter; in the meantime please remain focused on running a safe and reliable railroad.

Don’t Forget: Keep your Mailing Address Current

It is very important that every employee review the Railroad Retirement Board (RRB) form BA-6 that details employees’ service months and eligible compensations earned for the last calendar year. This form is sent to every employee’s mailing address; to confirm the correct mailing address, employees should call their local RRB office, which is listed under “United States Government” in the telephone directory. Changes of address may also be sent to the RRB headquarters at the address shown on the back of the BA-6 or faxed to 312-751-7190.

Also, W-2 forms will be mailed to employees’ current address by Jan. 31. Employees are encouraged to notify Human Resources if their mailing address has changed during the past calendar year.



In Other News:

Engineering: Production's New England Division Rail Team, with the assistance of the New England Division Engineering forces, is installing 3,500 linear feet of patch rail on the curves of the Northeast Corridor north of New Haven, Conn., this week.

Human Resources: The United Way campaign is currently underway and will run through Jan. 31. To obtain a pledge card, contact Carolyn Stagger at ATS 777-3899 or 202-906-3899 or via e-mail at staggec@amtrak.com.

Health Services: Effective Jan. 14, due to the closing of the Chicago Health Services office, employees and departments in the Western Region will now be serviced via the centralized office in Philadelphia. Please direct all applicable communication and correspondence to: Amtrak Health Services; 30th and Market Streets; Mail Box 67; Philadelphia, PA 19104. The phone number is ATS 728-2389 or 215-349-2389; fax: 215-249-2323 (Western) or 215-349-4401 (Eastern).

Benefits: All agreement-covered employees (except FOP) should have received correspondence from Aetna regarding verification of dependent information. To continue dental benefits, Aetna requires a response. For questions, contact Aetna immediately at 866-682-5619.

Corporate Communications: If you haven't already, you will soon be receiving a hard copy of *Amtrak Ink*, in its new magazine format, which is now being mailed to all active employees' homes.

New Procedures in Effect for Requesting Arrow Log Sign-In

To enhance system security, effective Jan. 22, requests to create, modify or delete Arrow IDs will be processed by the Arrow Security Team, replacing the IBM-operated Amtrak Help Desk in Boulder, Colo. All Arrow log sign-in requests must be completed by a supervisor, lead clerk or foreman.

There will be four methods for submitting an Arrow ID request:

1. Sending an e-mail to Sandra Cooper, manager, Reservation System and Testing Support: CooperS@amtrak.com.
2. Sending an Arrow message to queue "MHQ," using the format found on Arrow DRS page G/POL/ARO/P6.
3. Faxing the "Log Sine Request Form" to Arrow Security Team at ATS 777-2493 or 202-906-2493. The form is also on the Intranet: "Library" ►► "ARROW" ►► "Log Sine Request."
4. Using the Customer Service Request (CSR) process.

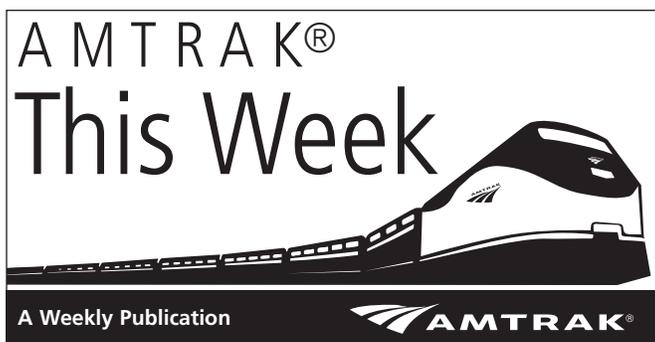
Requests received by 4 p.m. EST will be honored on the same business day; requests received after 4 p.m. EST will be honored the next business day. Weekend or holiday requests will be honored the following business day.

Requests for a large quantity of new Arrow log sign-ins (i.e., for new hire classes) may require additional handling time. Those requests from external clients require prior approval from the Information Security Department.

First-time users with a newly assigned log sign-in will be prompted to: enter SAP ID (or last 4 digits of SS#). However, users should only enter the last six digits of their SAP ID; Arrow is being modified to remove the reference to Social Security number.

Any log sign-in inactive for 90 days is automatically deactivated by Arrow, removing it from the Arrow system and terminating access. To restore access, follow the procedures outlined above.

For more information, please contact Sandra Cooper at ATS 777-3905 or 202-906-3905.



Top Story

Landslide in Oregon Affects *Coast Starlight* Service

A massive landslide spanning an estimated 15 miles has severed the Union Pacific railroad north of Chemult, Ore., affecting service of the *Coast Starlight*.

Taking into consideration the low load factors and a cost-benefit analysis of the alternatives, the Transportation department has modified schedules of Trains 11 and 14 today and tomorrow, and cancelled service of northbound trains originating on Jan. 24 through Jan. 31, while southbound trains will be cancelled on Jan. 25 through Jan. 31.

The landslide is reportedly advancing and the area must be stabilized before service can resume, making an estimation of when service can be restored difficult. Amtrak will be monitoring the situation very closely. For complete details, refer to the corresponding Arrow message.

In Other News:

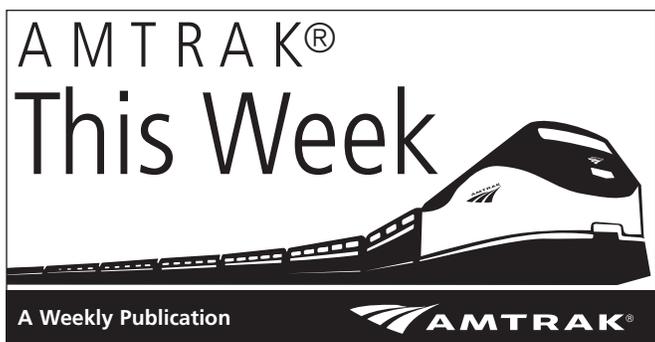
Engineering: The Switch and Rail gang is doing preparatory work for the reconstruction of 14,400 linear feet of Track 2 in the south tube of the North River Tunnel in New York, which will require 26 55-hour weekend outages (10 p.m. Friday through 4 a.m. Monday) throughout the year.

Human Resources: Nomination forms for the President's Service and Safety Awards (PSSA) program will be posted on the Intranet tomorrow and can be found at "Employees" ►► "Awards and Achievements" ►► "2008 PSSA Nomination Forms." The nomination period runs until April 11.

Operational Update: The last of the annual West Palm Beach Safety Patrol special trains operate this week between Mangonia Park, Fla., and Washington, D.C., carrying approximately 600 students and 25 chaperones.

Benefits: All agreement-covered employees (except FOP) should have received correspondence from Aetna regarding verification of dependent information. To continue dental benefits, Aetna requires a response. For questions, contact Aetna at 866-682-5619.

Payroll: W-2s will be mailed out soon; expect to receive your W-2 next week.



Top Story

Engineering Department Plans June NEC Maintenance Blitz

Amtrak has begun notifying communities north of New Haven, Conn., of a planned four-day rail outage between New Haven and Boston associated with the replacement of the span of the Thames River Bridge this summer. In June, a vertical lift span will replace the current span on the Thames River Bridge in Groton, Conn., which in recent years has been prone to operating failures. The multi-year project will culminate in the installation of the new span during the four-day rail closure of the bridge in mid-June.

The bridge outage provides the Engineering department an opportunity to conduct a nearly around-the-clock repair and maintenance “blitz” between New Haven and Boston. Taking the rail out of service between New Haven and Boston will enable Engineering crews to complete about a year’s worth of maintenance work in just four days. Operation of the Shore Line East and MBTA commuter services will not be affected by the blitz.

The capital improvement blitz, which is unique in its magnitude and scope, will improve the overall reliability of the infrastructure and reduce the need for future service disruptions due to track outages for maintenance work. The blitz will involve tie replacement, surfacing at interlockings, electric catenary maintenance, road-crossing panel replacement and other bridge, track and platform work.

Amtrak will continue to notify communities north of New Haven, and will be briefing local leaders on the scope of work and the service suspension itself in the coming months.

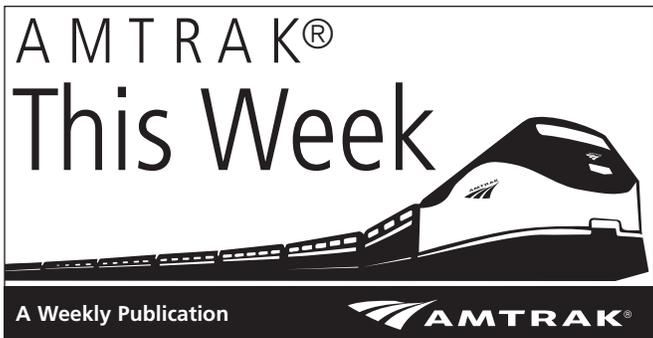
In Other News:

Engineering: The New York Division-West Concrete Tie Gang is working to remove slow orders on Track 1 between Union and Islen by installing more than 800 concrete ties, and surfacing and stabilizing the track to return to timetable speed.

Operational Update: Due to CSX track work south of Florence, S.C., which has been extended to every Monday through Thursday until Feb. 14, Train 90, the *Palmetto*, will originate at Florence and bypass stops at Savannah, Yemassee, Charleston and Kingstree.

Human Resources: The United Way campaign ends Jan. 31. To obtain a pledge card, contact Carolyn Stagger at ATS 777-3899 or 202-906-3899 or via e-mail at staggec@amtrak.com.

Environmental Health and Safety: In conjunction with the Mechanical department, the Safety Audit group will review potential safety concerns with the Mechanical contractor in Bakersfield, Calif.



In Other News:

Operational Update: Due to Norfolk Southern track work, on Wednesday, Feb. 6, *Carolinian* Trains 79 and 80 will operate between Raleigh and Charlotte only.

Engineering: The New York Division Engineering forces are replacing base corroded rail on Line 1 of the East River Tunnel this week, changing out 12 locations totaling 658 linear feet of track. Line 2 was completed in late January.

Human Resources: Nomination forms for the President's Service and Safety Awards program are posted on the Intranet at "Employees" ►► "Awards and Achievements" ►► "2008 PSSA Nomination Forms." The deadline for nominations is Friday, April 11.

Benefits: All agreement-covered employees (except FOP) **must** respond to the Aetna request for verification of dependent information by **Friday, Feb. 29** to avoid termination of dental benefits for dependents. For questions, contact Aetna **immediately** at 866-682-5619.

401(k) Update: Enrollment meetings for the Fidelity Investments 401(k) Retirement Savings Plan are ongoing through March 20. Log on to www.mysavingsatwork.com/amtrak or check the meeting schedule included in "Your Guide to Getting Started" (mailed only to current non-Plan participants) for a meeting at your location.

Partial *Coast Starlight* Service Being Restored

Service on the Sacramento-Los Angeles portion of the *Coast Starlight* route is being restored this week after a massive mudslide severed the Union Pacific Railroad north of Chemult, Ore., on Jan. 19. Northbound Train 14 will begin service on Wednesday, originating in Los Angeles and making all regularly scheduled stops to Sacramento. Southbound Train 11 will begin service on Thursday over the same route. Service north of Sacramento remains suspended until further notice.

"We've been in discussions with Union Pacific and all parties involved throughout this disruption, and the UP has been unable to provide a date the route will be reopened," said Chief Operating Officer William Crosbie.

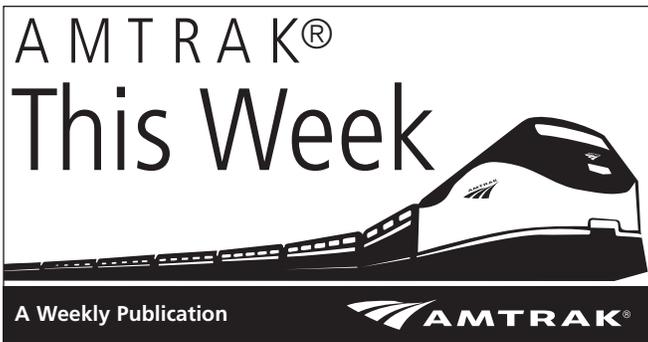
The initial mudslide buried approximately 3,000 feet of track under as much as 20 feet of dirt and fallen trees and destabilized the surrounding area on the mountain. Restoration efforts have been further complicated by heavy snow in the area. For more details, see corresponding Arrow messages.

In the past week, other weather-related factors have disrupted service. On Jan. 31, unstable avalanche conditions in Glacier National Park made it necessary to terminate *Empire Builder* trains and set up a bus bridge between Havre and Whitefish, Mont. On Feb. 1, heavy snow conditions and a bulldozer that partially fell through a bridge deck caused annulment of *California Zephyr* trains with passengers either bussed back to their origins or put up in hotels.

"We thank and appreciate the crews who worked hard to improvise and manage these difficult situations while keeping passengers safe and comfortable," added Crosbie.

FY '09 Administration Budget Released

The Administration released its FY '09 budget yesterday, which includes no operating funds for Amtrak next year. The \$800 million budget for Amtrak, which is the same number as last year, comprises \$525 million for capital expenses (which includes up to \$285 million for debt service) and \$275 million for efficiency grants. The entire budget is posted on the Internet at www.whitehouse.gov/omb/budget/fy2009. Amtrak plans to present its budget request to Congress later this month.



In Other News:

Transportation: All station locations maintaining a cash drawer must carry a minimum of \$5 in the new presidential \$1 coins. A supply of coins should be ordered with the next station deposit.

Operational Update: Due to Norfolk Southern track work, *Crescent* Trains 19 and 20 will not operate between Atlanta and New Orleans, Mondays through Thursdays only, through March 6.

Engineering: As part of 26 planned 55-hour weekend outages for reconstruction of 14,400 linear feet of Track 2 in the south tube of the North River Tunnel in New York, the Switch and Rail Gang installed the first 1,600 linear feet of track panels this weekend. The High Speed Surfacing Gang surfaced the track to resume service today.

Government Affairs: Transportation Vice President Richard Phelps today testifies before the House Subcommittee on Railroads, Pipelines and Hazardous Materials on "The Role of Intercity Passenger Rail during National Emergencies" at the New Orleans Union Passenger Terminal.

Marketing and Product

Management: If you know of a former Pullman porter who is interested in attending the upcoming Pullman porter celebration in Washington, D.C., on Feb. 25, contact Saunya Connelly at connels@amtrak.com.

Major Campaign on Tap to Expand Marketplace Exposure

This spring marks the beginning of a major marketing initiative designed to generate awareness of train travel through a series of events, promotions and advertising campaigns, which will culminate in the first National Train Day.

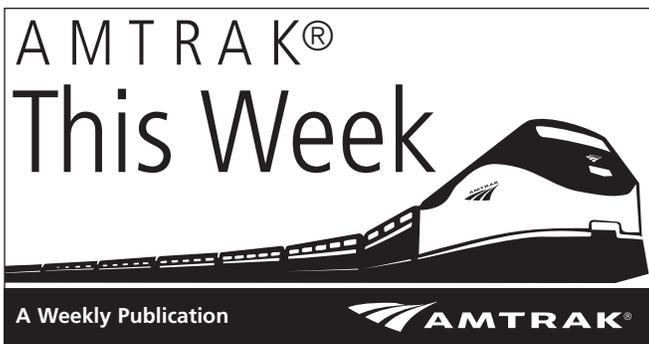
Scheduled for May 10, National Train Day commemorates the completion of the Transcontinental Railroad in Promontory, Utah, in 1869, and will feature exhibits, family friendly activities, VIP appearances and musical and entertainment acts in the major markets of Chicago, Los Angeles, Washington, D.C., and New York City.

The six-week campaign leading up to National Train Day encompasses a string of promotions that are part of this year's advertising program. The promotional events target a range of demographics and segments of the overall market, aiming to expand Amtrak's exposure in the marketplace.

"All of the promotional events are bound together under the National Train Day banner," said Vice President Marketing and Product Management Emmett Fremaux. "With rail travel in the public eye in various forms for six weeks and leading up to events in four major cities on May 10, we expect to strengthen our relationship with current riders as well as reach those who aren't familiar with Amtrak's service, and gain market share."

Beginning in March, consumers will start to see National Train Day messaging on board trains, in stations and as part of a national advertising campaign.

Some elements of the campaign are still under development, including plans for employee involvement. Look for updates on the National Train Day campaign in future editions of *Amtrak This Week* and *Amtrak Ink*.



In Other News:

Operational Update: *Acela Express* Train 2151 will now operate five minutes earlier between Boston-South Station, New London, Conn., and all intermediate stations. The train will operate according to its published schedule to all other stations on the route.

Benefits: The *Open Enrollment for 2008 Benefits* handbook incorrectly states that dental implants are a covered expense for non-agreement employees. For a complete description of covered services, refer to the *Amtrak Management Employee Benefits Handbook* at www.amtrakbenefits.com or call the Benefits Service Center at 800-481-4887.

Environmental Health and Safety: High Speed Rail, Mechanical and EHS have initiated a program to separate paper recyclable from trash on *Acela Express* trains in New York, an initial step toward a more comprehensive on-board recycling program that will also include bottles and cans on *Acela* and the *Auto Train*.

Engineering Milestone Achieved

With a calendar year 2007 safety ratio of 2.12 versus the 2.17 of BNSF Railway, Amtrak Engineering bested another Class 1 railroad engineering department in safety for the first time. New York Engineering is the leading division to date in FY '08, with a safety ratio of 0.61. The Engineering department congratulates the entire team. Keep up the good work.

New Security Procedures Launched *Random baggage screening conducted by Mobile Security Teams*

Today, the company announced the deployment of new specialized Mobile Security Teams, which will patrol stations and trains and randomly screen passengers and their carry-on baggage on an unpredictable basis.

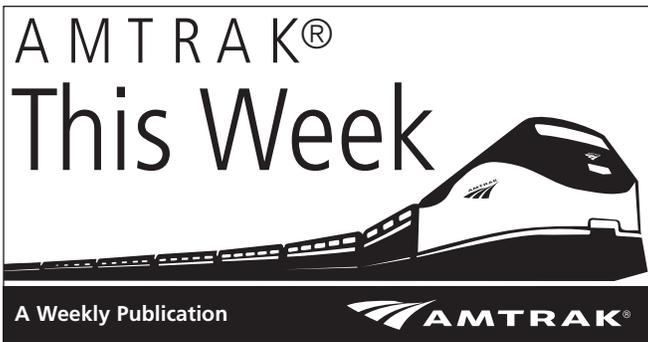
The Mobile Security Teams supplement patrols already in place to enhance the safety and security of passenger rail travel. This is a further step in improving rail security and minimizing the risk of terrorist threats. The Mobile Security Teams will ultimately be deployed nationwide.

“Keeping our customers and employees safe remains our priority,” said President and CEO Alex Kummant. “These new procedures will strengthen our overall security, and they are vital in our efforts to deter, detect and prevent a terrorist incident on the rail system.”

The Mobile Security Teams’ squads may consist of armed specialized Amtrak police, explosives-detecting K-9 units and armed counter-terrorism special agents in tactical uniforms. They will screen passengers, randomly inspect baggage and patrol stations. These squads also may sweep through trains using K-9 units.

Passengers will have the right to refuse inspection. However, if they do so, they will not be permitted to board the train and will be offered a full refund.

The Mobile Security Teams’ procedures will not affect train schedules. Random passenger baggage inspection is a quick process and typically will take less than a minute.



Kummant to Testify in Support of FY '09 Grant and Legislative Request

President and CEO Alex Kummant will testify this week before the House Appropriations Subcommittee on Transportation, HUD and Related Agencies on the FY '09 Grant and Legislative Request Amtrak submitted to Congress last week. Detailing the company's financial needs for the 2009 fiscal year, the request totals \$1.67 billion, including \$801 million for capital investments, \$525 million for operating expenses and \$345 million for debt service.

In addition, Amtrak outlined the requirement for a Congressional appropriation for \$114 million to fund the balance of retroactive pay in FY '09 due as a result of the Presidential Emergency Board 242 recommendation.

The total funding request is slightly higher than last year's request, due mainly to rising operating costs. Salaries, wages and employee health benefits that account for approximately 60 percent of total operating expenses will increase in part because of new labor agreements.

Rising diesel fuel costs and uncertainties in the national economy contribute to the higher financial needs as well. The company also seeks to invest in its operations with an aggressive upgrade of information systems.

In regard to capital funding, the vast majority of the \$801 million requested will go toward maintaining a state of good repair, with \$331 million directed at infrastructure and \$176 million earmarked for equipment. Compliance with the Americans with Disabilities Act, technology improvements and improvements in data security also account for large portions of the requested capital funds.

The request initiates the annual appropriations process, which will involve hearings before House and Senate committees and legislation crafted in the late spring or early summer. Typically, appropriations bills are passed in September or October.

The 2009 Grant and Legislative Request can be found in its entirety in the "Legislative News" section of the Intranet and on Amtrak.com under "Inside Amtrak" ►► "Other Reports."

Engineering: The Switch and Exchange System and the New England Division Engineering forces are removing derrails at the approaches to the Mystic, Thames, Conn and Niantic movable bridges on the NEC between New Haven and Boston.

Operational Update: Due to CSX track work, Regional Train 94 will not operate between Newport News, Williamsburg and Richmond, Va. (Main Street Station), Feb. 26 through Feb. 28. Train 86 will make special stops at these stations, before resuming its normal schedule at Richmond (Staples Mill Road).

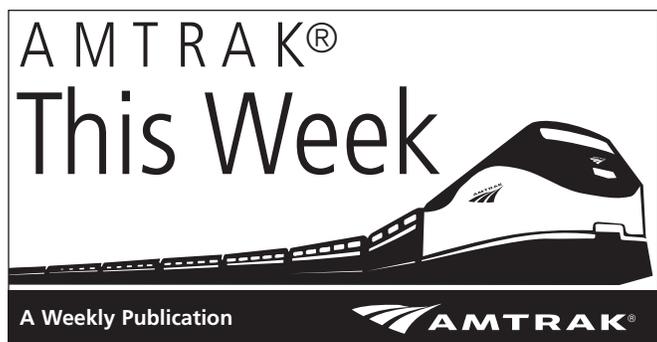
Human Resources: The deadline for PSSA nominations is Friday, April 11. Nomination forms are posted on the Intranet at "Employees" ►► "Awards and Achievements" ►► "2008 PSSA Nomination Forms."

Please Note: President and CEO Alex Kummant recently appointed Chief Operating Officer William Crosbie and Vice President, Government Affairs and Communications Joe McHugh as the executive liaison to Seattle, taking over from Vice President, Procurement and Materials Management Michael Rienzi.

ATTENTION! ATTENTION! FINAL DAYS OF DENTAL AUDIT

All agreement-covered employees (except FOP) must respond to the Aetna request for verification of dependent information by **Friday, Feb. 29** to avoid termination of dental benefits for dependents. For questions, contact

Aetna **immediately** at 866-682-5619.



Executive Liaison Program Gives Divisions Access to Top Management

Shortly after joining Amtrak in Sept. 2006, President and CEO Alex Kummant initiated the creation of the Executive Liaison Program in an effort to improve communication between the executive committee and operating divisions across the country. The program has gained traction since its inception, and the company is beginning to see the benefits.

“This program is designed to further promote two-way communication between executive management and employees who make our railroad run on a day-to-day basis,” said COO Bill Crosbie, the program’s coordinator. “Mr. Kummant wanted to make sure that employees working at our major crew bases and facilities had the opportunity to be heard by decision makers, and also make sure those decision makers remain engaged with what’s going on across the company, not just their respective departments here in Washington.”

Every member of the executive committee is assigned to one or more cities where operating facilities are located. Executives are responsible for making periodic visits to those facilities to serve as a sounding board for managers and employees to voice their ideas and concerns.

The program is not in any way designed to supplant local decision making, but rather, to further open the lines of communication and bring the company closer together. A key initiative will be executives helping their respective divisions create a five-year plan for facility improvement. They will also serve as an advocate to make sure divisional projects receive the proper consideration.

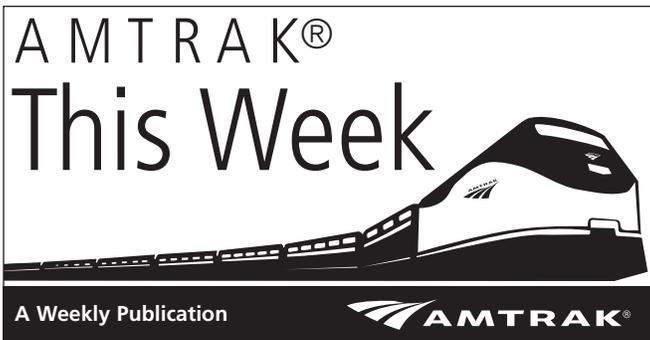
“This is an extremely valuable effort,” said Vice President of Government Affairs and Corporate Communications Joe McHugh, who is the liaison to Albany, N.Y., and as of last month, Seattle. “My trips and contacts with people who run our equipment service and maintenance in Albany has been a special part of my time at Amtrak. It is a great group of dedicated people and they have some excellent ideas about improving service and increasing revenue.”

According to McHugh, one such idea came from the operating crews on the *Adirondack*. They suggested putting the company’s only dome car on the train last fall. Said McHugh, “We all worked together to make it happen and it was a big success.”

Engineering: Production C&S, with Mid-Atlantic Division support, will be completing signal system improvements on the Harrisburg Line between Roy (mp 94.3) and Rheems (mp 83.4) interlockings. The upgraded signal system will greatly improve the flexibility of operations by allowing trains to operate at timetable speeds in either direction on either track.

Operational Update: As Union Pacific continues to restore the track damaged by mudslides in January, *Coast Starlight* service has been extended via motorcoach service between Portland, Ore. and Sacramento, Calif. Motorcoach service will also make stops in both directions at Salem, Eugene-Springfield and Medford, Ore., as well as meal and rest stops. Complete train service is expected to resume in April.

Marketing and Product Management: Check your local listings and tune in to watch *Wheel of Fortune* today, March 3, as Amtrak Vacations Grand Canyon Package Tour is being featured on “America’s Game.”



March 10, 2008

Planning Department Reorganized

Last week, President and CEO Alex Kummant announced the disbanding of the Planning and Analysis department, and the integration of the group's employees into four other departments: Finance; Marketing and Product Management; Transportation; and Strategic Partnerships and Business Development.

“In the past weeks, the board, executive staff and I have been engaged in refocusing Amtrak's strategic plan,” said Kummant. “Rather than maintaining a stand-alone department responsible for our strategy, we are re-deploying the department's resources into the wider organization. This is a work in progress and one about which I will be sharing more, as well as seeking employee input and feedback along the way.”

Kummant has asked John Bennett, who had served as acting vice president of Planning and Analysis, to coordinate the company-wide effort in the role of assistant vice president of Policy, Standards and Business Integration within the Strategic Partnerships department.

“The executive staff will work to ensure the projects and talents of this group are shared and applied across organizational boundaries as necessary to achieve the best contribution and result,” added Kummant.

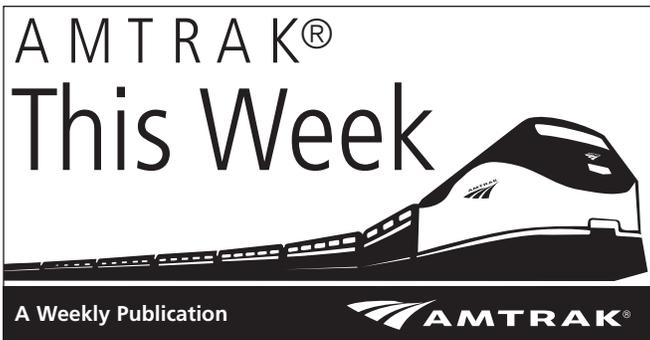
Operational Updates: *Lake Shore Limited* trains 448 and 449 will not operate between Boston South Station and Albany/Rensselaer on March 18 and 19 due to CSX track work. Motorcoach service will be provided as alternate transportation.

Beginning March 17 and continuing through May 8, *Silver Star* train 92 will depart Miami at 9:50 a.m. and operate on an earlier schedule to Jacksonville and all intermediate stations. From April 28 through May 8, on Mondays through Thursdays only, further schedule adjustments will be made between Kissimmee and Jacksonville.

Human Resources: Remember that nominations for 2008 President's Service and Safety Awards are due by Friday, April 11. Forms are posted on the Intranet at “Employees” ►► “Awards and Achievements” ►► “2008 PSSA Nomination Forms.”

Engineering: This week, Production's Switch Exchange System, with the assistance of New York Division Engineering, is replacing the #12 and #21 switches at Union Interlocking in Rahway, N.J.

Marketing and Product Management: Amtrak is the official transportation sponsor for a fashion show at L.A. Union Station on March 14 as part of the city's fashion week. Celebrities involved include cast members of “America's Next Top Model,” “Project Runway” and “The Janice Dickinson Modeling Agency,” as well as various actors.



March 17, 2008

Faulty Motors Being Replaced on P-42 Locomotives

Operational Updates: A track-side pile of demolition debris toppled onto tracks this morning just north of Windsor Locks, Conn., resulting in the derailment of Train 490 and suspension of *Vermont* and Amtrak Shuttle service between Springfield, Mass. and Hartford, Conn. No injuries occurred and motorcoach service is being provided as alternate transportation until tracks are restored.

Trains 55 and 56, the *Vermont*, will be replaced by motorcoach service between Springfield, Mass. and Brattleboro, Vt. on Mar. 19 due to CSX track work.

Suspension of *Coast Starlight* service north of Sacramento, Calif. has been extended beyond the previously projected restoration date of April 1. Union Pacific is still restoring severed tracks that resulted from a large mudslide in January. Trains 14 and 11 are now suspended through April 20 and 21, respectively.

Operations Service: The U.S. government has begun issuing redesigned \$5 bills with improved security features. Employees involved in cash transactions with passengers should refer to OSA 08-07 for info on how to recognize counterfeits.

Station Uniform Reminder: New station uniform policies went into effect on March 15 requiring all *uniformed* station supervisors, ushers, baggage handlers and red caps to wear the prescribed blue mesh security vest as their outermost garment. Refer to SOU 08-01 for full details.

Board of Directors Update: Late last week, the U.S. Senate confirmed two nominees for the Amtrak board of directors. Thomas C. Carper, former mayor of Macomb, Ill., and Nancy Naples O'Neill, former commissioner of the New York State Department of Motor Vehicles, will both serve five-year terms.

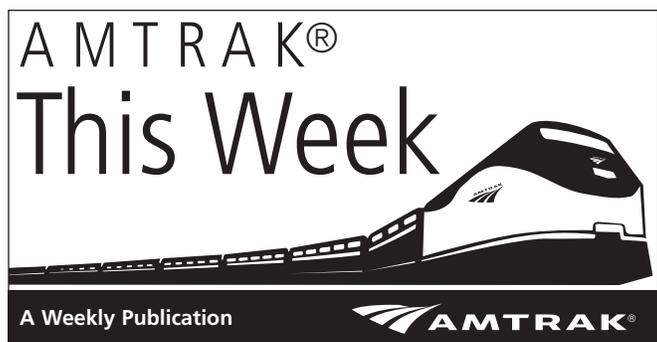
The Mechanical department is in the midst of a campaign to purge its P-42 locomotive fleet of potentially faulty traction motors. Over the last 16 months, the company has experienced a rash of traction motor failures in its P-42 fleet, resulting in numerous train delays, cancellations and, in some instances, stranded passengers.

The cause of the failures has been identified as a faulty pinion-end bearing in motors built by GE in 2006 and 2007. The Engineering and Mechanical departments have been working diligently with GE to correct the problem. When the bearing fails, it prevents the motor's armature from turning, which ultimately results in a locked axle.

A new bearing has been designed and, to date, 200 new motors have been delivered and installed with no bearing-related failures. According to Chief Mechanical Officer Vince Nesci, the goal is to finish the campaign by changing out 25 motors per week. Each P-42 has four motors.

"We aim to replace all four motors on a locomotive at the same time whenever possible, and then route those on to single locomotive trainsets to reduce the impact on reliability," said Nesci. "This is a big undertaking for the Mechanical department. We currently have 19 P-42s with a full set of new motors and 19 more that only need one more new motor to be fully equipped with the new design."

The new bearings and motors are being built by GE. Mechanical crews join the motors to wheel sets and the finished combinations are then shipped to various shops around the country for installation.



Sweepstakes Launched as Part of National Train Day

As part of the upcoming National Train Day on May 10, Amtrak and MasterCard are celebrating America's natural treasures with the "Amtrak America the Beautiful Sweepstakes with MasterCard."

The promotion launched last week and runs through May 31. During that period, every time a customer uses a MasterCard® to purchase a train ticket, merchandise, or food and beverages, he or she will automatically be entered for a chance to win in the "Amtrak America the Beautiful Sweepstakes with MasterCard." The grand-prize winner will receive his or her choice of any Amtrak Vacations National Parks package for four, valued at up to \$10,000 and a \$5,000 prepaid MasterCard Gift Card. Twenty-five other prizes will also be awarded.

In celebration of National Train Day, Amtrak will also donate \$0.50 to the National Park Service for every MasterCard purchase made with the company, up to a total donation of \$500,000. Since 1994, the National Park Service and Amtrak have partnered on the "Trails and Rails" program, which encourages visiting national parks by train.

"We're proud to bring attention to our national parks this spring and contribute to the critical efforts of the National Park Service," said David Lim, chief, Marketing and Sales Promotions. "Preserving our environment has been the goal of the National Park Service since its inception and traveling by train is another way we can work toward a greener world."

More information on National Train Day and the sweepstakes may be found at NationalTrainDay.com.

National Train Day programs and contests for employees are being finalized now. More information will be provided as it becomes available.

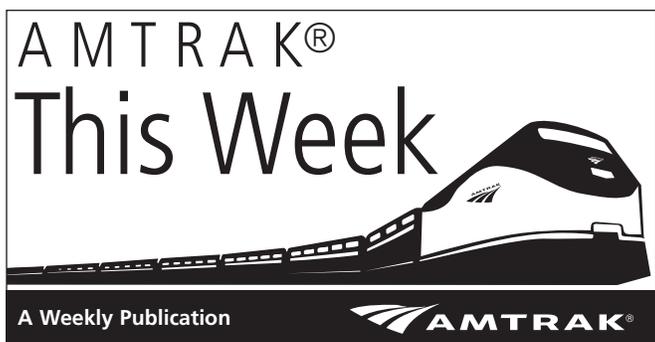
Operational Update: Due to UP track work between March 28 and March 30, Capitol Corridor weekend Trains 746 and 749 are canceled with no alternate transportation. A bus bridge will be used for Capitol Corridor weekend trains between Martinez, Calif., and Richmond, Calif., and Martinez and Oakland, Jack London Square.

Engineering: Track Laying Machine operators, Wilmington Maintenance-of-Way Equipment Shop repairmen and Structures welders are completing repairs and modifications to the TLM in preparation for an April 14 cut-in of the TLM at Elmore.

Benefits: April 15 is the deadline to submit receipts for reimbursement if you have participated in the healthcare or dependent care flexible spending accounts in 2007. For questions or a reimbursement form, call the Amtrak Benefits Service Center at 800-481-4887 or visit amtrakbenefits.com.

Marketing and Product Management: If you know of a former Pullman porter interested in attending the upcoming Pullman porter celebration in Chicago on May 10, contact Saunya Connelly at connels@amtrak.com.

Reminder: The deadline for PSSA nominations is Friday, April 11. Nomination forms are located on the Intranet at "Employees" ►► "Awards and Achievements" ►► "2008 PSSA Nomination Forms."



National Train Day Promos Continue

As part of an ongoing slate of activities to commemorate National Train Day, Amtrak is launching a new promotion as well as two employee contests to raise awareness of the May 10 celebrations.

The National Train Day “Buy One, Get One Free” promotion, which provides a free companion ticket with the purchase of a full fare adult ticket, is valid for sale on April 4 only and travel on May 10 only. “What better way to celebrate National Train Day than to take advantage of the buy one, get one free offer for travel on May 10,” said Darlene Abubakar, director, Brand Advertising and Sales Promotions.

On the employee front, the “Children of Amtrak” Art Contest begins today. The contest is open to children of Amtrak employees and contractors between the ages of six and 12. The contest judges are looking for art that best captures the essence of train travel and/or National Train Day. Four grand-prize winners will receive a free family trip to one of the National Train Day entertainment venues — Washington, D.C., New York, Chicago or Los Angeles.

Entries must be postmarked by April 24 and received by April 29. For complete contest rules and details on how to participate, log on to www.nationaltrainday.com/employees/artcontest.

The Employee Mini-Essay Contest also begins today. In 50 words or less, employees can respond to a weekly question posted in *Amtrak This Week*. Entries will be judged for style, content, structure and relevance to the topic, and the winning entry will be posted in the following week’s ATW, along with the new question of the week. Weekly winners will receive Amtrak merchandise.

Winning Mini-Essay entries will also be printed in the May issue of *Amtrak Ink*.

Marketing and Product Management/Operational Update:

Amtrak Charter Services will operate charter trains for the 2008 Major League Baseball season for teams including the Baltimore Orioles, Los Angeles Angels, Los Angeles Dodgers, New York Yankees, Philadelphia Phillies, Pittsburgh Pirates and Washington Nationals.

Engineering: Production’s Switch Exchange System, with the assistance of the High-Speed Surfacing Gang and New York Division Engineering forces will be installing the 12A switch within Union Interlocking.

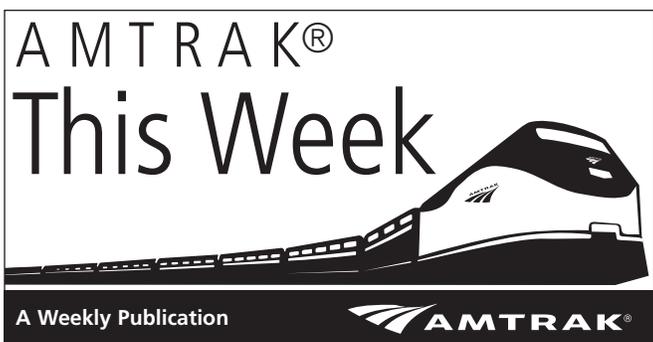
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Reminder: The deadline for PSSA nominations is Friday, April 11. Nomination forms are located on the Intranet at “Employees” ► “Awards and Achievements” ► “2008 PSSA Nomination Forms.”

National Train Day Question of the Week

What are the best reasons for traveling by train?

All essays must be submitted by Thursday of each week — with “NTD Mini-Essay Contest” in the subject line — to ecom@amtrak.com. Check back next week for the winning response and a new National Train Day Question of the Week.



Kummant, McLean Defend FY '09 Funding Needs

Board Chairman Donna McLean and President and CEO Alex Kummant testified last Thursday before the Senate Appropriations Subcommittee on Transportation, Housing and Urban Development in support of the company's FY '09 funding request. Amtrak's Grant and Legislative Request for \$1.67 billion was submitted to Congress on Feb. 20.

McLean opened testimony by providing an outline of the board's current effort to refine the company's five-year strategic plan.

"Our strategic priorities must reflect the dual nature of Amtrak, which combines the goals of a private company with the obligations of a public service provider," said McLean. "Our strategy will provide a realistic assessment of what we can do as a transportation provider, of the opportunities we see, and of the types of events and trends that could be obstacles to success."

In his prepared statement, Kummant took the opportunity to reiterate the great potential for passenger rail travel in the coming years and provided details on the company's recent successes in ridership and ticket revenue.

Additionally, Kummant said, "To help shape the next few years, Amtrak is focusing its efforts on a set of key strategic priorities," said Kummant. "We are working on increasing revenue, reducing costs, and improving both trip times and system-wide on-time performance."

To reach these goals, Kummant explained, the company seeks \$801 million for capital investments, \$525 million for operating expenses and \$345 million for debt service. Separately, the company has requested an additional appropriation of \$114 million, which is necessary to fund retroactive payments in FY '09, in accordance with the Presidential Emergency Board recommendation.

"On the whole, I think our projections for the upcoming year are responsible, realistic, and attainable ... I appreciate all of the hard work our employees put in every day, sometimes in difficult or trying situations," Kummant added.

Operational Update: Starting today, *Empire Service* schedules are adjusted to accommodate Metro-North track work near Beacon, N.Y., and other route maintenance performed by CSX Transportation. The Metro-North track work will also affect *Northeast Regional* and *Acela Express* schedules west of New Haven, Conn.

Engineering: The Northern District Tie Gang has begun installing 60,000 wood ties on the Springfield Line.

Marketing and Product Management: Beginning April 19, the time allowed for employees to book a weekend ticket on *Acela* trains (either class) or non-*Acela* Business class trains will be reduced from three hours before departure to one hour.

Reminder: The deadline for PSSA nominations is Friday, April 11. Nomination forms are located on the Intranet at "Employees" ► "Awards and Achievements" ► "2008 PSSA Nomination Forms."

National Train Day Question of the Week Winner

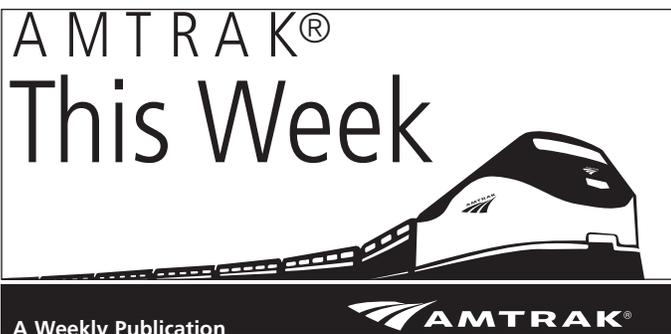
What are the best reasons for traveling by train?
The best reason for traveling on an Amtrak train is the ability to relax and take in the surroundings. Riding on the train allows you a better glimpse of the world around you: vibrantly colored foliage, interesting architecture, animals and people at play. What a wonderful world it is!

Tonya Williams, Secretary I, Jacksonville, Fla.

National Train Day Question of the Week

What is Amtrak's most scenic route? Why?

All essays, 50 words or less, must be submitted by Thursday, April 10 to ecom@amtrak.com.



April 14, 2008

Partial *Coast Starlight* Service Resumed

Partial *Coast Starlight* service between Los Angeles and Seattle will resume with the northbound Train 14 on Tuesday, April 15. The first southbound Train 11 will depart Seattle on Wednesday, April 16.

Passengers will be provided motorcoach service between Eugene and Klamath Falls, Ore., in both directions. The northbound and southbound *Coast Starlight* Trains 14 and 11 will operate normally between Los Angeles and Klamath Falls.

Train service on the route was suspended between Los Angeles and Seattle on Jan. 19, due to massive landslides over the railroad north of Chemult, Ore. Union Pacific Railroad continues to restore tracks affected by the slides. Currently, freight railroad traffic through the area remains disrupted and is slowly being restored. There is no scheduled date for full restoration of the route at this time.

Amtrak began partial coach only train service on Feb. 1, between Los Angeles and Sacramento, with no alternate transportation north of Sacramento. On Feb. 29, the company introduced motorcoach service between Sacramento and Portland.

Benefits: Tomorrow is the deadline to submit receipts for healthcare or dependent care flexible spending accounts reimbursement for 2007. For more information, call the Amtrak Benefits Service Center at 800-481-4887 or visit amtrakbenefits.com.

Travel Reminder: Beginning this Saturday, employees can only book personal tickets for weekend travel aboard *Acela Express* or non-*Acela* Business class trains within one hour of departure, due to heavy ridership.

Reminder: National Train Day is May 10. Station and on-board service advisories and Arrow messages are being distributed today and tomorrow to provide event info and details on the effective display and use of promotional material. For other NTD info, log on to www.NationalTrainDay.com.

National Train Day Question of the Week

What Amtrak destination offers the best attractions for kids?

All essays, 50 words or less, must be submitted by Thursday, April 17 to ecom@amtrak.com.

National Train Day Question of the Week Winner

What is Amtrak's most scenic route? Why?

"To truly experience the beauty of the American landscape, take a ride on the Empire Builder. What other route affords you the opportunity to view such an eclectic panorama that includes city skylines, Great Lakes, rolling farmland, the Mississippi River, Midwestern plains, Glacier National Park and the Cascade Mountains?"

**Bob Cook, Manager,
Call Center Operations, MARSCC
Philadelphia**

NOTE: Don't forget to enter your kids in the "Children of Amtrak" Art Contest; complete rules are attached and can also be found at www.nationaltrainday.com/employees/artcontest.

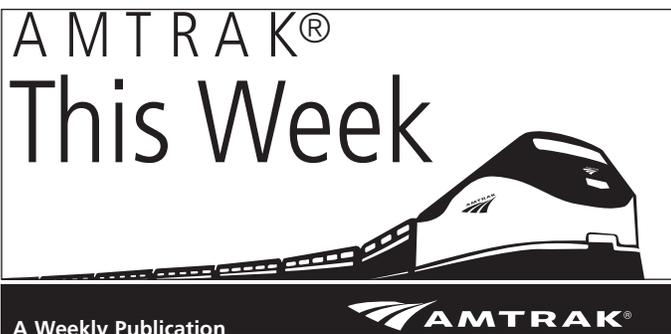
UTU Reaches Agreement

Amtrak and the Yardmasters (United Transportation Union) have reached a tentative agreement. Details of the agreement have been sent to union members for ratification.

Important Note

Make sure your time is entered promptly. Employees represented by **ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment), IBB, and UTU** must enter time for work through March 31, 2008, by April 25, 2008, to ensure that those hours are factored into the first installment of the retroactive wage payment.

Any time submitted after April 25, 2008, for dates worked prior to March 31, 2008, will be paid at the old rates and require time-consuming manual adjustments. Accordingly, the results of those manual adjustments would become part of the calculation for the planned second installment of the retroactive wage payment.



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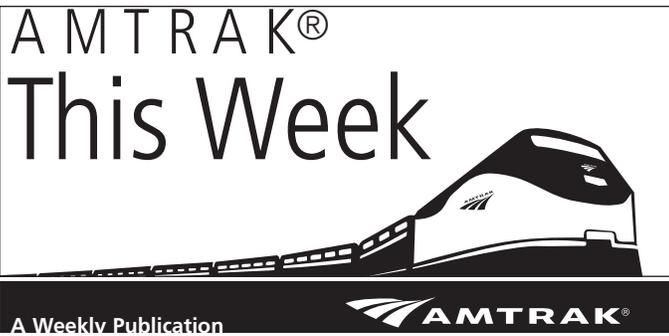
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**Bob Cook, Manager,
Call Center Operations, MARSCC
Philadelphia**

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April 21, 2008

19 Days and Counting Until National Train Day

Enthusiasm for National Train Day is building as communities and employees across the system plan open houses, and stations in Washington, D.C., New York, Chicago and Los Angeles gear up for major events on May 10. Visit www.nationaltrainday.com for a list of open houses and events in your area aimed at promoting passenger rail on May 10.

National Train Day materials such as buttons, stickers and posters have been sent to stations and crew bases for use by station and on-board personnel. Events leading up to May 10 include the "Coachella Express," a special train that will carry 500 campers to the festival grounds in Indio, Calif., this Thursday and back on Monday morning.

NOTE: The "Children of Amtrak" Art Contest ends Thursday, complete rules are on the National Train Day Web site at www.nationaltrainday.com/employees/artcontest.

Marketing and Product Management: As of April 15, Version 4 of "Service Standards: Manual for Train Service and On-Board Service Employees" and "Policy Resource Booklet" are now in effect, and can be found on the Intranet at "Library"►► "Service Standards."

Government Affairs: President and CEO Alex Kummant testifies on rail capacity Wednesday before the House Subcommittee on Railroads, Pipelines and Hazardous Materials.

"Take your Daughters and Sons to Work" Safety Rules

Employees are welcome to bring their children to work on Thursday as part of the National "Take our Daughters and Sons to Work Day." However, children are not allowed:

- At sites where there is train movement or heavy equipment.
- In the cab of a moving locomotive under any circumstances.
- Where their presence could disrupt operations or the movement of passengers.
- In areas where personal protective equipment is required.

National Train Day Question of the Week Winner

What Amtrak destination offers the best attractions for kids?

"Orlando, Fla., gets my vote as the best destination for kids. With its plethora of amusement parks, including Walt Disney World, Universal Studios and Sea World, as well as numerous water parks and wildlife parks, it offers something for every child, including the child in all of us."

Mary Weinberger
Customer Service Representative
MARSCC, Philadelphia

Deadline for Entering Work Through March 31

Employees represented by **ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment), IBB** and **UTU** must enter time for work through March 31, 2008, by April 25, 2008, to ensure that those hours are factored into the first installment of the retroactive wage payment.

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National Train Day Question of the Week

How can employees help spread the word about National Train Day?

All essays, 50 words or less, must be submitted by Thursday, April 24 to ecom@amtrak.com.



Regional Service Re-Launch Project Underway

The Marketing and Product Management department is working with a multifunctional team that includes NEC Service Operations, System Operations, OBS Service Standards, Food and Beverage, Mechanical, Transportation and Industrial Design to improve current *Regional* service, leading to an enhanced product and an ad campaign slated for mid-June.

Since it kicked off in October 2007, the NEC *Regional* Service “Re-Launch” Project is focused on enhancing overall product quality by improving on-time performance, equipment and service features to grow ridership and revenue on Amtrak’s most heavily traveled service.

“We want to improve every area that touches our passengers to deliver a consistently satisfying travel experience to our expanding customer base,” said Patrick Pietrantonio, director, Product Management-East.

The June 2008 “re-launch” will include a new product identity and advertising — the new name, *Northeast Regional*, and logo will appear on both sides and the center of the Café car; implementation of tactical pricing offers; tighter OTP tolerances; restructured Business class amenities; adjusted seat inventory to better accommodate monthly and multi-ride ticket holders; new and improved menu offerings, and en route cleaning practices and processes.

In addition, the entire *Northeast Regional* fleet will have all-table Café cars in all its trainsets. The Café cars are being centered in the consists to provide easier access for Coach customers, which account for 75 percent of Café car revenue. The Café cars will also undergo a number of interior cosmetic improvements, including more comfortable booth cushions.

The project is being supported by service guides and training videos for OBS and T and E employees.

“The *Regional* service will improve significantly,” said Pietrantonio. “The impact we are looking for will come from a combination of incremental improvements in a variety of areas that will be noticeable to our customers and enhance their travel experience.”

Future plans include additional food service car modifications, more Amfleet coach overhauls, a capital program to increase fleet size, and a plan to operate variable consists to maximize market demand.

Operational Update: Due to CSX Transportation track work, *Pere Marquette* Train 371 will operate one hour earlier to all stations along the route, through Friday, May 2.

Environmental Health and Safety: An FRA-funded safety culture survey — requested by the board of directors — is being conducted among Washington Terminal, crew base and Ivy City employees to assess perceptions of safety management. Surveys are being distributed next week.

Corporate Communications: An interview with President and CEO Alex Kummant is scheduled to air Tuesday, April 29 or Wednesday, April 30 on “NBC Nightly News,” check local listings for broadcast times.

Reminder: The deadline for the “Children of Amtrak” Art Contest is being extended; all entries must be postmarked by Friday, May 2 and received by May 7. Complete rules are on the NTD Web site at www.nationaltrainday.com/employees/artcontest.

National Train Day Question of the Week

What National Train Day events are you most looking forward to?

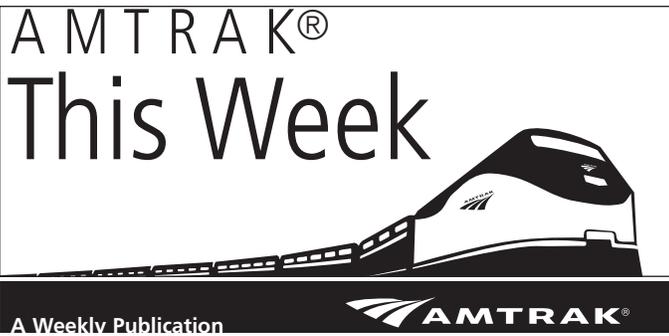
All essays, 50 words or less, must be submitted by Thursday, May 1 to ecom@amtrak.com.

National Train Day Question of the Week Winner

How can employees help spread the word about National Train Day?

“Spreading the word about National Train Day can take on many forms, from greeting your customers, to sending Amtrak e-cards to “Get Your Choo-Choo On,” to displaying printed materials. Word of mouth is the best tool we have to spread the news about National Train Day and all Amtrak service!”

Donna Engstrom
Support Desk Representative
MARSCC, Philadelphia



Five Days Until National Train Day!

Six weeks of promotions, partnerships, special events and an ad campaign culminate this Saturday with the first-ever National Train Day celebration. More than 50 stations and communities — including the Washington, D.C., New York, Chicago and Los Angeles stations — are hosting National Train Day events, which will include such attractions as live entertainment, photo galleries, equipment exhibits and children’s activities.

“This first National Train Day is a great opportunity for us to highlight the importance of passenger rail travel,” said Emmett Fremaux, vice president, Marketing and Product Management. “So, tell your friends, family and neighbors to join us on Saturday for this unique celebration.”

For more information on National Train Day events in your area, log on to www.nationaltrainday.com.

Labor Relations: The tentative agreement reached with the UTU Yardmasters last month has been ratified. Once the agreement is signed, an implementation schedule will be finalized.

Operational Update: The *Coast Starlight* resumes normal operations tomorrow between Los Angeles and Seattle with northbound Train 14. The first southbound Train 11 departs Seattle on Wednesday.

Engineering: The Production Switch Exchange System Gang will be installing the No. 23 switch at Bush Interlocking this weekend, with the assistance of Mid-Atlantic Engineering forces.

Government Affairs: Reps. James L. Oberstar (D-Minn.) and Corrine Brown (D-Fla.) will announce the introduction of the Amtrak reauthorization bill on Thursday. A hearing is scheduled for May 14.

National Train Day Question of the Week

What events and activities would you like to see as part of next year’s National Train Day?

All essays, 50 words or less, must be submitted by Thursday, May 8 to ecom@amtrak.com.

Station Improvement Workshop To Be Held in Albuquerque

The Great American Stations project continues this week with another “Civic Conversation” in Albuquerque, N.M., among Amtrak officials, state transportation officials and community leaders to discuss station improvements.

“As was the case at the two previous ‘conversations’ in Pittsburgh and Denver, we want to direct mayors, civic leaders and state officials toward resources and best practices for rail station in need of upgrades or repairs,” said Joe McHugh, vice president, Government Affairs and Corporate Communications.

The morning session on Wednesday includes a review and update on the Americans with Disabilities Act and remarks from Mark Yachmetz, associate administrator, Federal Railroad Administration, and Rich Wessler, NRPC operations officer, BNSF Railway. Meridian, Miss., Mayor John Robert Smith; Ryan Carpenter, director of special projects for Dodge City, Kan., and Andi Udriș, president and CEO of Union Station in Kansas City, Mo., will present case studies highlighting their revitalization plans.

The next “Civic Conversation” is slated for the fall in North Carolina.

National Train Day Question of the Week Winner

What National Train Day events are you most looking forward to?

“The ‘Children of Amtrak’ Art Contest is the event that I am looking forward to. Children put so much into their projects, and I really enjoy looking at all of the entries. All of them are winners!”

Terry Pryor
*Administrative Assistant, IT
Washington, D.C.*



May 12, 2008

Safety Record Improvement Earns Industry Recognition

President and CEO Alex Kummant will accept a 2007 E.H. Harriman Memorial Award on behalf of Amtrak this week in Washington. The E.H. Harriman Memorial Awards Institute is presenting the award for most improved safety record among Class I railroads at a luncheon hosted by the Association of American Railroads.

“Winning a Harriman Award is an excellent achievement for Amtrak and the recognition is extremely meaningful,” said Kummant. “While we have instituted a number of initiatives to promote safety on the railroad, this award belongs to each and every employee who earned it by making safety a priority. I am very proud of our employees’ efforts.”

In 2007, the company had a rate of 2.4 FRA-reportable injuries per 200,000 man-hours — an improvement of 27 percent from the prior year and a 46 percent improvement compared to 2005.

“We want to prevent on-the-job injuries and illnesses,” said Roy Deitchman, vice president, Environmental Health and Safety. “The programs and procedures put in place by operating departments have helped, but we can still do better. Safety is a priority at Amtrak and is stressed every day in job briefings, work practices and job safety analysis.”

According to Deitchman, the reduction of injuries can be attributed to implementation of the comprehensive System Safety Program along with adoption of the Six Tenets of Safety which sets standards for performance and accountability for management and agreement employees. Increased safety education at Block Training and Training Camps was also instituted and cross-functional safety teams have been formed to solve specific workplace safety issues.

National Train Day Question of the Week Winner

What events and activities would you like to see as part of next year’s National Train Day?

“What I would like to see is another contest for the children, like an essay contest. I think it would be really nice to hear what children have to say about trains, they are our future. And art work again, but open the age group to at least 16 years of age.”

***Pauline Kittilson, Lead Accounting Clerk
Philadelphia***

Note: The Spring/Summer System Timetable becomes effective today, May 12.

Corporate Communications: The 2009 “Picture Our Train” Wall Calendar Photo Contest begins today, May 12. Complete rules are posted on www.Amtrak.com/photocontest and the Intranet. The deadline is July 11.

Government Affairs: On May 14, President and CEO Alex Kummant will testify on the Amtrak reauthorization bill before the House Transportation and Infrastructure Subcommittee.

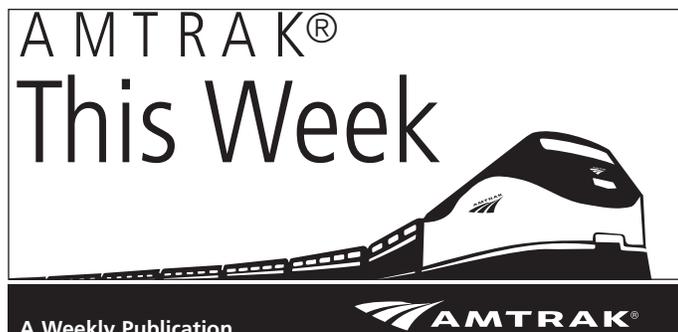
Labor Update

Retroactive Wage Payment

If you are one of the more than 9,500 union-represented employees who received the first installment (40% of the total amount) of the retroactive wage payments on May 9, please be sure to review the detailed information provided in the summary statement and the Frequently Asked Questions you received with the check or deposit notice. If you have additional questions, please call the temporary call center set up to field payment questions at 1-888-514-0983, Monday-Friday 8 a.m. to 8 p.m. If your question requires further examination, you will be provided a case number that you must include on the Retroactive Wage Payment Inquiry NRPC Form 3287 (available on amtrakbenefits.com and on the Intranet under “Library,” then “Forms”) which should be mailed, along with the necessary supporting documentation, to Payroll Operations at the address on the form.

Deadline for Entering Work Through April 30

Employees represented by BLET and SMWIA must enter time for work through April 30, 2008, by May 16 to ensure that those hours are factored into the first installment of the retroactive wage payment. Any time submitted after May 16 for dates worked prior to April 30 will be paid at the old rates and require time-consuming manual adjustments. Accordingly, the result of those manual adjustments become part of the calculation for the planned second installment of the retroactive wage payment.



Marketing and Product

Management: As of this month, the USA Rail Pass is now available to any persons regardless of nationality or residence with proper identification. A passport is no longer required to purchase or use the USA Rail Pass, although a passport remains a valid form of identification.

Operational Update: CSX is in the fourth week of a 16-week project in the Rochester subdivision to install 304,940 linear feet of rail between Warners, N.Y., and Corfu, N.Y. Trains operating west of Albany may experience slight delays.

Note: The 2007 Annual Report is now posted on the Intranet under “Library” ►► “Reports” ►► “Annual Reports.” It is also posted on Amtrak.com at “Inside Amtrak” ►► “Annual Reports and Consolidated Financial Statements.”

e-Commerce: The new Asset Disposal Request eForm must be submitted and approved before taking any Amtrak asset (excluding PCs and monitors) off the property. The eForm can be found by clicking “Company eForm” from the eTrax login page ►► “Request for Asset Disposition.”

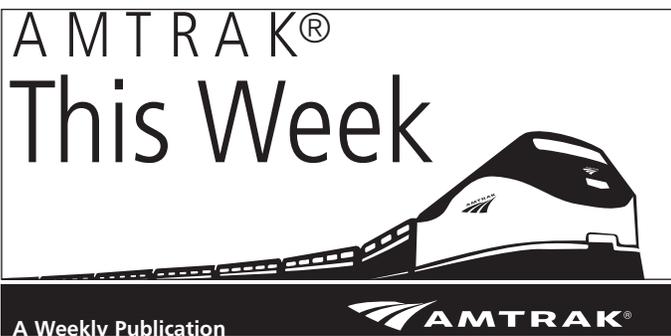
CEO Calls for Participation in Operation RedBlock at All Levels

Amtrak is committed to preventing and avoiding on-the-job alcohol and drug abuse in the workplace through the Operation RedBlock program (ORB). Earlier this month, the Operation RedBlock Executive Steering Committee, composed of senior labor union leaders and management, met to recertify its common interest in ORB and reinvigorate the involvement of managers and employees in the program.

“I support and urge the support of all our managers and employees for the RedBlock program. It is important that we maintain a safe working environment free of drugs or alcohol. We all share in this responsibility and I commend the volunteer employees who act in concert to strive toward this common goal,” said President and CEO Alex Kummant.

Noting that tireless commitment from employees and managers at all levels is necessary, Kummant added that Operation RedBlock fosters an environment in which co-workers look out for one another. “The active participation of management in the regional, divisional and local ORB committees is critical,” he added.

Operation RedBlock is a union developed, company adopted, drug and alcohol peer prevention and intervention program. Its mission is to emphasize awareness, education and prevention of substance abuse through union-led committees. More information about Amtrak’s RedBlock program can be found on the company Intranet under the “Employees” menu or at www.redblock.com.



Internal Marketing Plan Focuses on “Big Six” Services

A new internal education campaign is now underway to help Amtrak call center agents and travel agents better sell the features and benefits of the Marketing department’s “Big Six” trains that comprise the FY ’08 Route Improvement Plan: *City of New Orleans*, *Auto Train*, *Coast Starlight*, *Hiawatha Service*, *San Joaquins* and *Northeast Regional*.

“We want to focus on our sales agents who, in addition to on-board service employees and ticket agents, directly touch customers,” said Hank Koppelman, senior director, Product Management, “and ensure that they have the most accurate information about a particular train service, which should enhance the reservation and sales process.”

The *City of New Orleans* was highlighted in April and the *Auto Train* was the featured service in May. The *Coast Starlight* is the Train of the Month for June.

As part of the plan, route product managers brief — and subsequently quiz — call center agents and travel agents on the features of a given service, such as upgraded dining car services, special equipment or promotions. The anticipated outcome is an increase in revenue and ridership. For example, the *City of New Orleans* showed a 17 percent revenue increase over last year at MARSCC in Philadelphia, and a 2 percent increase at WRSCC in Riverside, Calif., for April. Additionally, a promotion enabling Amtrak Guest Rewards members to earn a 25 percent point bonus for travel on the *Auto Train* resulted in a 2,270 registrations in May, according to Vicky Radke, senior officer, Loyalty Marketing.

Train of the Month is a collaborative effort among Product Management, Marketing, Loyalty Marketing, eCommerce, the Western and Mid-Atlantic Reservation Sales Call Centers and the Travel Agent Sales Center.

Engineering: The Switch Exchange System and Mid-Atlantic Division forces are installing a new interlocking at New Park on the Harrisburg Line in Thorndale, Pa. The first of four #20 turnouts will be installed this weekend during a 55-hour outage.

Operational Update: Due to extensive Union Pacific track work in Springfield, Ill., through May 31, two *Lincoln Service* trains will be canceled and busing/rescheduling will occur on a portion of the route for four others. The *Texas Eagle* will also be delayed, with bus travel to and from Springfield.

Human Resources: A pilot Diversity Youth Career Program is underway with the D.C. Chamber of Commerce to recruit area minority college students for an eight- to 10-week work initiative in the Washington, D.C., metropolitan area, beginning in June.

Alleman Tapped for Top Spot in Mid-Atlantic Division

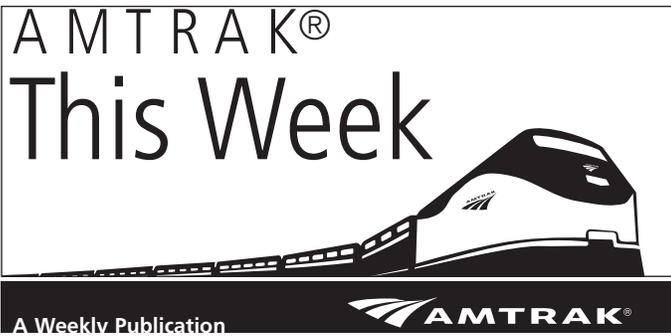
Steven J. Alleman, deputy chief engineer, Construction, has been appointed general superintendent, Mid-Atlantic Division, effective June 1, replacing Acting General Superintendent Mike Sherlock. Sherlock will assist in the transition process until June 15, before resuming his duties as operations superintendent.

“Steve offers a wealth of experience and knowledge, and he’s demonstrated great skill and leadership as manager for a number of complex projects and operations,” said Vice President, Transportation Richard Phelps. “We should also applaud Mike for stepping up and serving in exemplary fashion during the search for a permanent replacement.”

Alleman joined Amtrak in 1977 as a track worker while attending Virginia Tech. He has served in a variety of roles including New England Division general manager, High Speed Rail program director and senior program director of Fire and Life Safety.

Labor Update

The first installment of the retroactive wage payment (40 percent of the total adjustment) for the approximately 1,900 employees represented by the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers International Association will be distributed on Friday, May 30.



June 2, 2008

“Picture our Train” Calendar Contest in Full Swing

Engineering: The cutover on the Shell at grade project occurs on Sunday, June 8. The project improves the junction of the Hellgate Line with the New Haven Line to allow a speed increase from 15 mph to 45 mph for Amtrak trains.

Operational Update: Due to Union Pacific track work, the *California Zephyr* will detour through Wyoming via UP’s Overland Route affecting service at stations between Denver and Salt Lake City from Sunday, June 8 through Sunday, June 15.

Marketing and Product Management: An “Historical On-Time Performance” link on the Amtrak.com home page now assists passengers in planning their trip by providing a particular train’s on-time performance history for the last 12 months, and includes general information about causes for delays.

Benefits Reminder: Employees who have questions regarding their benefits should contact the Amtrak Benefits Service Center at 800-481-4887.

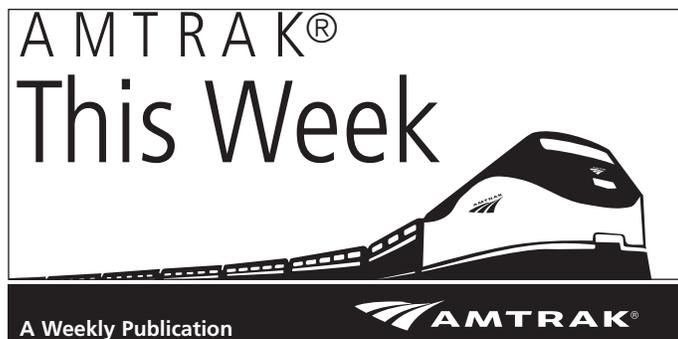
Now is the time to enter the “Picture our Train” 2009 Wall Calendar Photo Contest. The contest, which began on May 12, is an annual opportunity for employees and train buffs to submit a favorite photo of an Amtrak train to be featured on next year’s calendar.

The contest review panels are looking for the best original color photographs featuring a train with the current Amtrak logo and livery visible, including Amtrak California trains, Amtrak *Cascades*®, *Pacific Surfliner*® and *Acela Express* trains. Last year’s winning entry, a *Coast Starlight* train passing the majestic Mt. Shasta in Northern California, was submitted by Richard J. Allen, a retired police officer from Cortland, N.Y.

All entries must be an 8 x 10 original color photo suitable for enlargement up to 25 inches.

The grand prize winner will receive a \$1,000 travel voucher and a photo credit on the calendar. Second-through fifth-place contestants will receive travel vouchers as well, ranging from \$100 to \$500. **The contest ends July 11.**

Contestants are reminded to stay away from tracks and railroad rights-of-way and remain in public access areas. The official rules are posted on Amtrak.com/photocontest.



Thames River Bridge Lift Span To Be Installed This Weekend

Maintenance Blitz Will Be Conducted During Four-Day Track Outage

Operational Update: The cutover for the Shell at grade project, originally scheduled for June 8, has been postponed and will be rescheduled for later this month.

Marketing and Product Management: The Amtrak Guest Rewards® Web site recently underwent a significant redesign to improve user navigation, provide members with an even higher degree of targeted information, and better position Amtrak Guest Rewards® program partners.

Benefits: The one-year service requirement for enrollment in the 401(k) Retirement Savings Plan has been eliminated for agreement employees, who can now enroll immediately upon hire or anytime thereafter. Enrollment packages will be sent to agreement employees hired within the last year.

Government Affairs: The U.S. House of Representatives will take up consideration of H.R. 6003, the Passenger Rail Investment and Improvement Act of 2008, the House version of the Amtrak reauthorization bill.

Important Notice

Effective May 31, all dependent medical, dental and rail pass benefits are terminated for those employees who did not respond to Aetna's numerous requests for dependent information; a response is required to reinstate benefits. Call Aetna at 877-277-3368 to check benefits status or obtain a copy of the request.

This weekend, the movable span of the 90-year-old Thames River Bridge, located between Groton and New London, Conn., will be replaced with a vertical lift span. This is the final stage of a multiyear project designed to improve the reliability of the bridge, reduce the chance of operational failures and minimize train delays.

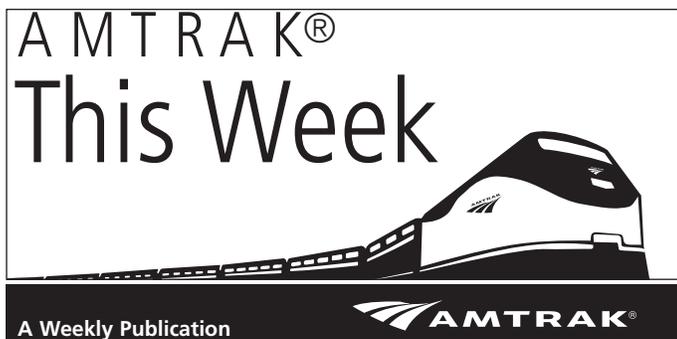
The span replacement begins Saturday, June 14 and continues through Tuesday, June 17. During this four-day track outage, Amtrak will also perform a maintenance "blitz" between Boston and New Haven that will provide passengers with a smoother ride and significantly improve the reliability of the railroad.

To accommodate this project, service cancellations and adjustments have been made for travel between Boston, New Haven, Conn., and New York. In addition, a special train will operate round-trip between Washington and Boston via Springfield, Mass., on June 15, 16 and 17.

To communicate the service changes between New York and Boston during the four-day changeout, the company launched an extensive outreach campaign that began in February to inform appropriate state and local leaders, passengers and residents of the upcoming construction and service changes.

The company has held numerous local meetings, sent correspondence, produced an informational video, and launched media relations and customer communications campaigns as part of the outreach effort.

More information on this project is available on Amtrak.com through Wednesday, June 18.



Operational Update: The massive flooding in the Midwest is now affecting the following services, including provisions for alternate motorcoach service: *Empire Builder*, *California Zephyr* and Illinois and Missouri services.

Benefits: All dependent medical, dental and rail pass benefits are terminated for those **agreement** employees who did not respond to Aetna’s numerous requests for dependent information; a response is required to reinstate benefits. Call Aetna at 877-277-3368 to check benefits status or obtain a copy of the request.

Information Technology: When sending e-mail across the entire enterprise, distribution lists should cover only those areas directly affected by the announcement. The current policy can be found on the Intranet at Library ►► Policies ►► Amtrak Policy and Instruction Manual ►► 3.0 Operations ►► Computer Security and Usage.

Reminder: The 2009 “Picture our Train” Wall Calendar Photo Contest is in full swing. The deadline for submissions is July 11. For more information, log on to Amtrak.com/photocontest.

Coast Starlight Re-Launches with Fanfare

In Los Angeles, Santa Barbara, Portland and Seattle, Amtrak officials and various travel industry representatives were joined by local politicians and passengers to commemorate the re-launch of the *Coast Starlight*.

Across the route, events included ribbon-cutting ceremonies and special receptions designed to generate excitement about the enhanced amenities on board the *Coast Starlight* service that links Los Angeles to Seattle.

Sleeper car passengers are now able to enjoy an exclusive wine and cheese event on board featuring four regional wines and four artisan cheeses, specialty coffees and appetizers for purchase, along with a library, board games and a Parlour car theatre.

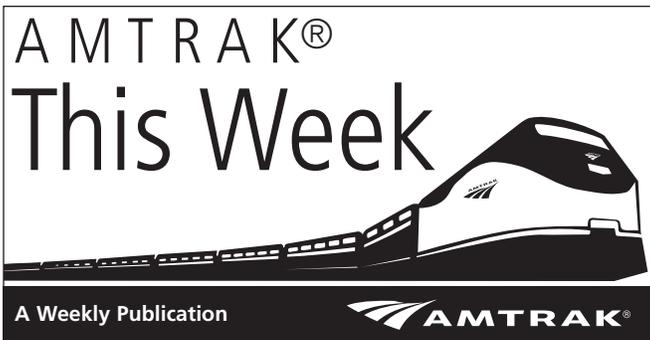
Coach passengers can take advantage of new and larger complimentary pillows, new blankets for purchase, at-seat meal and beverage options.

A new and improved Arcade car is available to all passengers.

Update on the Thames River Bridge Project

Following discussions this morning with the contractor working on the Thames River Bridge in Connecticut, there is currently no firm date for the bridge span changeout. The installation of the new lift span is delayed due to complications encountered in the dismantling and removal of the bridge’s counterweight.

Once the contractor delivers a firm date, we will issue an operating plan to accommodate the span changeout. We expect an update at the end of the day on Wednesday. Until further notice, we are operating according to a normal schedule between New York and Boston.



Engineering: At 3 a.m. on Tuesday, the New England Division Tie Gang will begin the installation of 4,000 wood ties on Track 3 from Read to Forrest, just south of Boston. The project will conclude before 4 p.m. on Thursday.

Human Resources: More than 370 nominations have been submitted for this year's President's Service and Safety Awards. The winners will be announced in August.

Thames River Bridge Update

The installation of a new lift span on the Thames River Bridge has been rescheduled for June 24 through June 27 due to an unexpected complication encountered by Amtrak and its contractor in dismantling the bridge's 4 million-pound counterweight.

To accommodate passengers, Amtrak has scheduled substitute rail service between Boston and New York via the inland route through Springfield, as well as other special trains that will serve segments of the Boston-New Haven-New York route. Limited connecting bus service to bypass the bridge outage will also be available during this period.

New Agreements with Maryland Transit Administration Take Effect Next Week

Amtrak recently signed two new contracts with the Maryland Transit Administration (MTA) to continue operations and provide infrastructure access for MARC commuter trains. The Operating Agreement and the Access Agreement, both effective July 1, are five-year deals and the Access Agreement also includes a five-year extension option.

"The new contracts have significant improvements for Amtrak on the financial side as MTA is ramping up its commitment to improving commuter rail service," explains Jason Steffensen, principal, Commuter Partnerships-Mid-Atlantic.

The new agreements have new and increased incentives for on-time performance and fleet availability. Combined, a revenue increase of approximately 10 percent is expected over last year.

The Access Agreement also includes an increase in funding for recapitalization of existing infrastructure, bringing the new total to \$35 million over the five-year deal. An additional \$220 million is built in for Amtrak to begin implementing part of MTA's 30-year service expansion plan with projects to improve capacity and reliability.

Amtrak currently has six contracts to operate or support commuter train services. In addition to MARC, they include California's Caltrain, Connecticut's Shore Line East, Florida's Tri-Rail, Virginia's VRE and Washington's Sound Transit.

June 30, 2008

Message from President and CEO Kummant

Dear Co-workers,

I wanted to take an opportunity to share with you some news about how we're doing, as we kick into the busy summer season. With just a couple months left in the fiscal year, ticket revenue through May was almost 14 percent ahead of last year over the same time, and ridership was nearly 11 percent higher. In addition, last month was one for the record books — we earned \$153.4 million in ticket revenue and served 2.58 million riders; both are the largest totals for any single month in company history.

While a range of factors contribute to these achievements, I credit your hard work and dedication for our success. I thank you for your commitment to Amtrak and for persevering in light of the challenges we face.

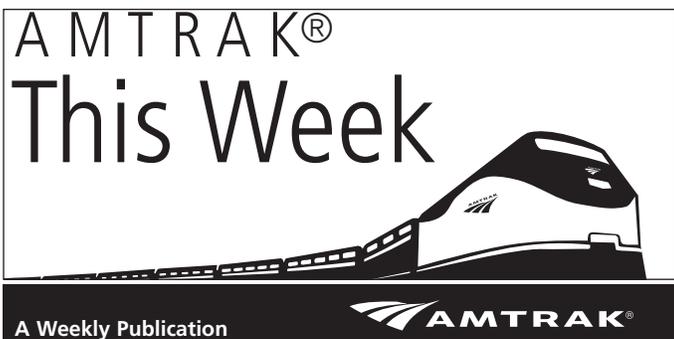
And we do, and will, encounter some hurdles. A sustained downturn in the economy and uncertainty about its long-term vitality could dampen our momentum. Moreover, the same reason that helps drive up ridership — high gas prices — also causes our costs to soar. We expect to spend close to \$100 million more on diesel fuel than we did last year.

In addition, the problems we're experiencing with locomotive reliability are taking a toll on service and on-time performance, not to mention the front-line employees who are managing failures when they occur. I want you to know that our Mechanical teams are still in the process of replacing faulty traction motors on our P-42 diesel locomotives and they're working on remedies to address the difficulties we're having with our aging fleet of AEM-7 electric locomotives.

We've proven time and again that we tackle challenges with skill, but don't get me wrong — I am not satisfied with just surviving another day. My goal for Amtrak is to realize our ambitions to grow as we become an increasingly important part of the national transportation network. Congress appears to be close to completing a reauthorization bill that will keep us headed in that direction. Both the House and the Senate versions of the bill passed with relatively little opposition, an indication of the support for passenger rail.

We're busy now and the summer's only going to get busier. The highest percentage of injuries occurs during the summer, so please look out for one another and work safely.

Sincerely,
Alex Kummant
President and Chief Executive Officer



Operational Update: Beginning June 30, *Saluki* Train 391 will operate one hour **earlier** to all stations, and *Illini* Train 392 is currently operating one hour and 10 minutes **later** due to Canadian National track work. *Saluki* Train 390 and *Illini* Train 393 will continue operating on a revised schedule through Aug. 5.

Engineering: Production forces are in the process of constructing 10 turnout packages for Shore interlocking in North Philadelphia. These turnouts will be installed as four crossovers and two individual turnouts later in the production season.

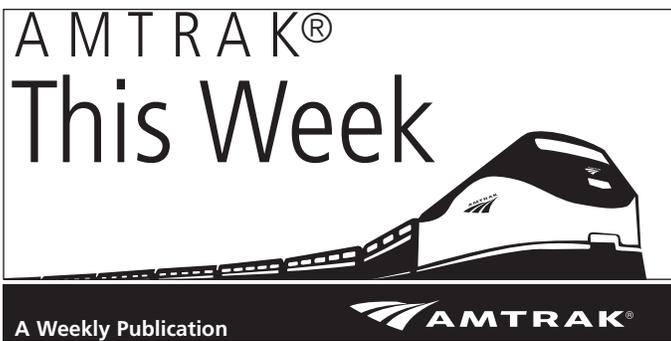
Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from \$0.50 per mile to \$0.58 per mile between July 1 and Dec. 1, 2008. The new rate will be effective for mileage expenses incurred on or after July 1.

Corporate Communications: Only authorized Media Relations personnel, or their designees, are permitted to speak to the media. Please direct media during regular business hours to 202-906-3860; after hours inquiries should be directed to the Media Relations answering service at 800-562-1904.

Reminder: Don't forget to submit your entry for the 2009 "Picture our Train" Wall Calendar Photo Contest; the deadline for submissions is Friday, July 11. Log onto Amtrak.com/photocontest for official rules.

Thames River Bridge Update:

The Thames River Bridge became operational on Saturday, June 28 with the passage of *Northeast Regional* Train 66 at 5:57 a.m. Engineering forces continue to work toward a July 10 deadline for full operation of the draw span.



Operational Update: On July 9, 10 and 11, Amtrak *Cascades* Train 504 will not operate due to Union Pacific Railroad track work. Passengers will be provided motor-coach service between Eugene, Albany, Salem, Oregon City and Portland, Ore.

Engineering: The compaction grouting project that began on April 1 to stabilize 1,000 feet of concrete floor slabs of the B and P Tunnel in Baltimore is progressing on schedule toward its July 21 completion target.

Human Resources: All non-agreement managers should have completed performance goals discussions with employees and entered FY '08 goals into IMPACT, the online performance management system. The final IMPACT training sessions — 10 a.m. to 11 a.m. and 1 p.m. to 2 p.m. Monday through Friday — are currently underway and will conclude on Friday July 25.

Benefits: New benefit contribution rates go into effect this month for agreement-covered employees, and will be in effect for the next 12 months. For more information, contact the Amtrak Benefits Service Center at 800-481-4887.

Reminder: Don't forget to submit your entry for the 2009 "Picture our Train" Wall Calendar Photo Contest; the deadline for submissions is Friday July 11. Log onto Amtrak.com/photocontest for official rules.

Finance (Correction): The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from 50.5 cents per mile to 58.5 cents per mile between July 1 and Dec. 1, 2008. The new rate will be effective for mileage expenses incurred on or after July 1.

Service Resumes Following Midwest Floods

Service has now been fully restored on all three routes that were temporarily suspended in mid-June due to massive floods throughout the Midwest. The *Empire Builder* and *Southwest Chief* returned to regular service on July 1, while the *California Zephyr* resumed on July 5.

"Floods of this size can wash out tracks and cause a lot of damage to switches and signal systems," said Chief Operating Officer Bill Crosbie. "The host railroads — BNSF, Canadian Pacific and Union Pacific — worked diligently to help us minimize the impact of the floods on our passengers and our business, and we appreciate their efforts."

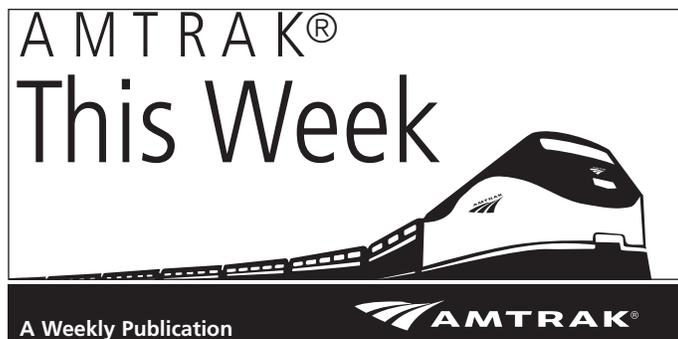
Missouri Announces \$5 Million to Improve Amtrak Service

Last week, the Missouri Department of Transportation (MoDOT) announced that \$5 million will be provided by the state legislature to improve infrastructure and increase reliability of service between Kansas City and St. Louis. The state is also seeking another \$5 million in matching funds from the federal government.

Amtrak operates two daily Kansas City-St. Louis roundtrips on the Union Pacific Railroad, which currently suffers from heavy freight train congestion. The investment from MoDOT will increase track capacity through the addition of sidings, thereby relieving bottlenecks along the route.

"We're extremely excited about Missouri's new level of commitment to passenger rail service," said Anne Witt, vice president, Strategic Partnerships. "This is a trend we're seeing across the country — states are continually recognizing the need for reliable mass transit options, which equates to a lot of growth potential for our company."

In other news on state support, a previously reported proposal to eliminate funding for Amtrak in Illinois to help balance the state budget is no longer under consideration. The company currently operates more than a dozen daily roundtrips as part of a service contract with the Illinois DOT, and a contract renewal at the current level of \$28 million per year is expected to be completed soon.



Top Story

Extended Agreement with Connecticut DOT Expands Service

On the heels of new and expanded agreements with Maryland for the operation of its MARC commuter rail line, Amtrak has agreed to a five-year extension of its operating and access agreement with the Connecticut Department of Transportation (CDOT) that runs through June 2012.

The company will continue to provide transportation, mechanical and materials management services for CDOT's Shore Line East commuter rail, along with access to territory between New Haven and New London. New weekend service has also begun as part of the deal. Total contract revenue for existing and expanded service is expected to increase by 32 percent annually.

Amtrak currently has six contracts to operate or support commuter train services including MARC and Shore Line East. Others are California's Caltrain, Florida's Tri-Rail, Virginia's VRE and Washington's Sound Transit.

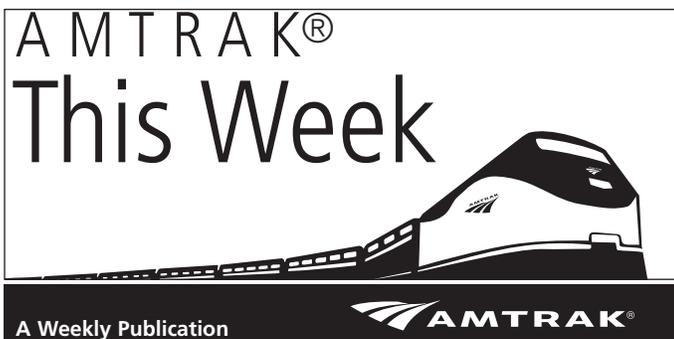
Operational Update: Beginning July 14 through Aug. 14, Trains 470, 490, 493 and 495 will not operate between Hartford, Conn., and Springfield, Mass., due to Amtrak track work. Service will not be provided to Windsor, Conn., but motorcoach service will be provided between Springfield, Windsor Locks, Conn., and Hartford.

Labor Relations: In response to questions from employees, all eligible agreement-covered workers who were on the payroll on Dec. 1, 2007, will receive next year's retroactive pay regardless of whether they retire before the payment is issued.

Engineering: Beginning July 14, the New England Division System Tie Gang S126 will install 11, 216 ties on the Springfield Line on the single-track section between Hayden, Conn., and Windsor, Conn., through the third week of August. Motorcoach service will be provided for the two midday shuttle passengers.

Human Resources: Questions related to the IMPACT training for non-agreement-covered managers, which concludes on July 25, should be sent to Impact@amtrak.com. For more performance management information, log onto the performance management Web site via the Intranet: "Employees" ➤ "Performance Management."

Benefits: To schedule appointments with Fidelity representatives, employees may now call 800-642-7131 or visit www.fidelity.com/atwork/reservations. Written confirmations are provided for reservations made two weeks in advance, but reservations may be made as late as 48 hours in advance.



Company Addresses Baggage Car Shortage

Operational Update: Due to Canadian Pacific track work, the eastbound *Empire Builder* will operate on an alternate route between St. Paul-Minneapolis and Chicago on Tuesday, July 22 and Tuesday, July 29.

Alternate transportation will be provided at intermediate stations.

Engineering: Over the next two weeks, the Track Laying Machine will replace ties from Rahway, N.J., station to Union Interlocking.

Human Resources: IMPACT training for non-agreement managers, which occurs daily from 10 a.m. to 11 a.m. and 1 p.m. to 2 p.m., ends Friday, July 25. This is a mandatory program for all non-agreement managers.

Benefits: To find out if a Fidelity Investments representative will be in your area or to make an appointment, log onto www.mysavingsatwork.com/amtrak and click on "Meet with a Fidelity Representative." You can also call 800-642-7131 to reserve an appointment at a convenient location.

The amount of baggage on trains has increased dramatically as ridership soars and passengers exceed carry-on limits, causing more demand for baggage equipment. The Mechanical and System Operations departments are taking steps to alleviate the strain as much as possible for front-line employees and passengers.

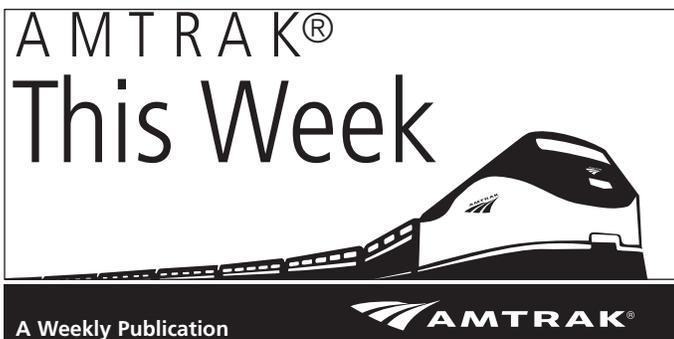
There are currently 63 baggage cars in the active fleet — 51 are required for revenue service, and the other 12 are allocated for running repair, preventive maintenance and overhaul at terminals in New York, Los Angeles, Chicago and Beech Grove. Currently, 10 baggage cars are due for required air brake maintenance at Beech Grove.

"The problem," explains Mike Frazier, director, System Operations, "is that with 10 cars in Beech Grove, the current operating plan only allows for two more baggage cars to be shopped for any reason elsewhere in the system. This is not feasible or sustainable. We've tried using baggage coaches as a temporary fix, but they simply can't handle the high volume of luggage, which is why we adjusted our plan last week."

That plan includes temporarily suspending baggage car service on Trains 448 and 449, effective July 19. Those cars will be redirected for use on the *Sunset Limited*. Repairs at Beech Grove are also being accelerated; three shopped cars are expected back in service within the next three weeks, according to Deputy Chief Mechanical Officer Terry Schindler.

"We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help," said Schindler. This 58-year-old fleet has been downsized over the years due to restructuring. Should capital funding become available, replacing these cars will become a priority. According to Schindler, the challenge lies with striking a balance between investing in equipment that may be retired soon and planning for the future while meeting the current needs of the fleet.

July 28, 2008



Letter from the COO: Maintain Safety Focus

Dear Co-workers,

As I'm sure you're aware, we are experiencing record ridership across the system, making our regularly busy summer season all the more demanding. But with this increase in passengers comes an increased responsibility to maintain our focus on the safety of our co-workers and our passengers.

Safety is always our top priority. Distractions and short-cuts can put you, your co-workers and passengers at risk, and this is especially critical for employees in operating departments — from conductors to engineers and on-board personnel.

Whether it's a matter of slips, trips and falls or other potential hazards, we can prevent injuries by following proper procedures and being mindful of the safety training, safety briefings, and information provided by your safety committee, among other resources.

To that end, we will be talking to each and every Transportation department employee about his or her safety responsibilities from now through August. All Engineering and Mechanical employees will have similar discussions by the end of September. These individual contacts, which are typically done on a quarterly basis, are part of the Employee Safety section of our System Safety Program.

The discussions are meant to serve as a dialogue, so that we may also learn from you what you do to work safely. Our aim is to foster an environment of open communication regarding personal safety, and in the coming months you'll be hearing more about other safety-related measures we're planning.

Until then, stay alert, focused and safe. Remember — no matter how busy we may get, we are never too busy to operate a safe railroad.

Sincerely,

A handwritten signature in black ink, appearing to read 'William L. Crosbie', written in a cursive style.

William L. Crosbie
Chief Operating Officer

Operational Update: On Saturdays and Sundays through Sept. 1, *Ethan Allen* Trains 292 and 296 will be adjusted to accommodate passengers traveling to and from Saratoga Springs, N.Y., for the 2008 Saratoga Races.

Marketing and Product Management: A new fare sale — promoting a 15 percent reduction on select city pairs (10 percent on the *Auto Train*) — is underway to stimulate travel on certain segments of the long-distance routes. Reservations are available through Aug. 8 for travel between Sept. 2 and Dec. 11.

Human Resources: All non-agreement managers who have not yet completed Impact training must do so via a computer-based training module, which is now on the performance management Web site: “Employees” ►► “Performance Management. Select “Impact-CBT” from the “Impact” drop-down menu.

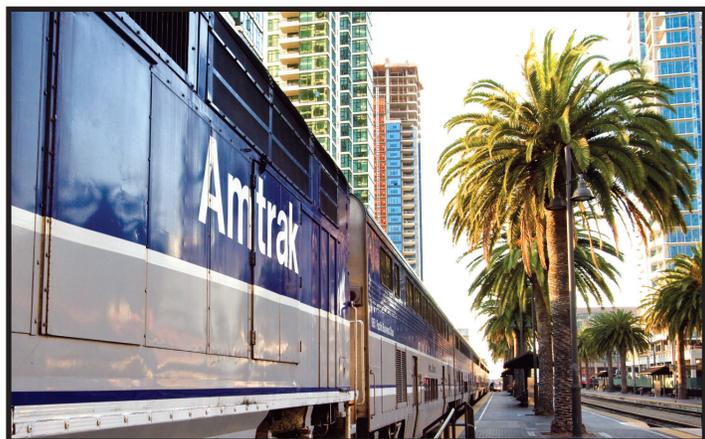
Information Technology: IT has launched a new departmental Intranet page with the same look and feel as the corporate Intranet page. Log on to “How We Work” ►► “Information Technology” to access the site for information related to IT processes and policies.



Operational Update: Beginning Aug. 4, minor changes will be made to many Northeast Corridor train schedules due to track work.

Engineering: The Track Laying Machine will be preparing Track 1 at Princeton Junction, N.J., for a cut-in during the early morning hours on Aug. 5 and then installing 37,000 concrete ties from Ham to Midway through the second week of October.

Human Resources (Health Services Drug and Alcohol Programs): Effective Aug. 25, new U.S. Department of Transportation drug testing guidelines mandate direct observation during specimen collection for all employees under an Alcohol and Drug Waiver Agreement or Letter of Determination for a federal violation. This requirement also applies to other situations as determined by DOT or Amtrak. More information can be found online at www.dot.gov/ost/dapc/news.html.



“Picture Our Train” Photo Contest Winners Selected

A San Diego-based attorney is the grand-prize winner of the 2009 “Picture Our Train” Wall Calendar Photo Contest. Marcee Chipman, 61, submitted a stunning shot (below) of a *Pacific Surfliner* on June 27 as it departed the Santa Fe Depot in San Diego.

“My passion for photography has developed to counterbalance my work as a criminal defense attorney,” said Chipman. “It is truly an artistic expression but, more importantly, I like to share the beauty and awesomeness of life in general.”

Chipman added that her submission was an “oh wow” moment for her. “I was walking across the station and saw the palm trees in the afternoon sun, and I wondered how many people in Minnesota would know that palm trees really do grow at a train station.”

This year’s contest launched on May 12 and concluded on July 11, after receiving 283 submissions from 183 entrants; a record number. Congratulations to the second- through fifth-place prize winners:

Second Place: Richard R. Hansen, Morro Bay, Calif.

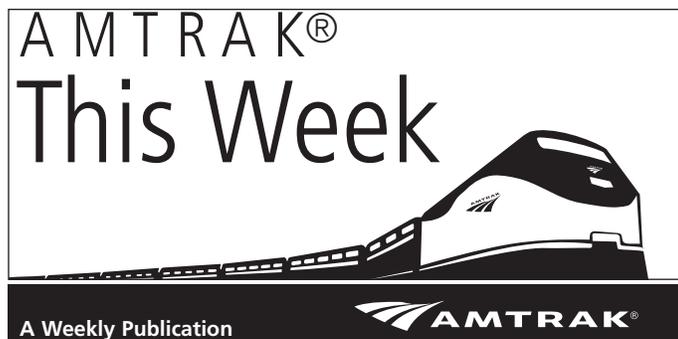
Third Place: Brian Nicodemus, Akron, Ohio

Fourth Place: Alex Mayes, Fairfax, Va.

Fifth Place: Scott Lothes, Corvallis, Ore.

As the grand-prize winner, Chipman receives a photo credit on the calendar and a \$1,000 travel voucher. Hansen, Nicodemus, Mayes and Lothes will also receive travel vouchers of \$500, \$250, \$150 and \$100 respectively.

Look for the 2009 Wall Calendar this fall.



Operational Update: On Tuesday, Aug. 12 only, all *Wolverine*, *Pere Marquette* and *Blue Water Service* trains will be cancelled due to multiple track work projects performed by Norfolk Southern, Conrail and Amtrak. Motorcoach service will be provided.

Engineering: The 10-megavolt amp transformer at Jericho Park in Bowie, Md., will be returned to service this week, bringing service back to its full 20 MVA capacity.

Human Resources (Health Services Drug and Alcohol Programs): Effective Aug. 25, new U.S. Department of Transportation drug testing guidelines mandate direct observation during specimen collection for all employees under an Alcohol and Drug Waiver Agreement or Letter of Determination for a federal violation. More information can be found online at www.dot.gov/ost/dapc/news.html.

Performance Management Update: The first issue of *Focus* newsletter, along with accompanying FAQs, is now available on the performance management Web site to provide the latest information on the company's performance management and pay-for-performance initiative. Log on to Intranet: "Employees" ► "Performance Management" ► "Tools and Resources."

Record-Breaking Numbers Aided by Holiday, Ad Campaigns

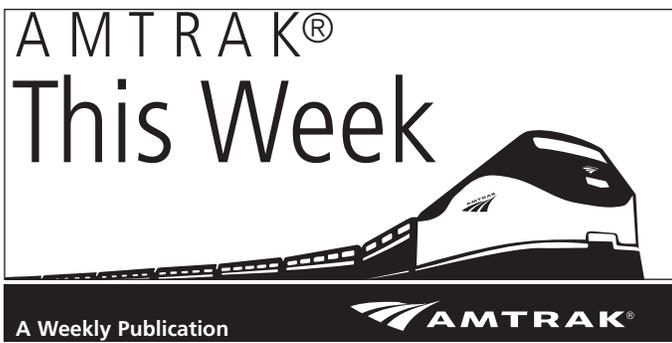
July 2008 resulted in the highest ridership and ticket revenue totals in the history of the company. Heavy holiday travel, coupled with successful Amtrak and *Acela Express* advertising campaigns and the National Train Day tie-in, all contributed to 2.75 million trips and more than \$168 million in ticket revenue. Ridership was up 14 percent over last July and 9 percent over budget; ticket revenue jumped 19 percent over last year and 12 percent versus budget.

"Because of market conditions affecting competitive travel modes, combined with on-time performance and other service delivery improvements on some routes, nearly all routes are posting record-breaking ridership levels and significant growth rates versus FY '07," said Emmett Fremaux, vice president, Marketing and Product Development.

Between May and July 2008, the *Downeaster's* ridership numbers increased 38 percent, the highest among short-distance non-Northeast Corridor trains, while the *Coast Starlight* led long-distance trains with a 28 percent jump in ridership over the same period last year.

Among state corridor trains, ridership was up 19 percent and ticket revenue increased by 18 percent. Long distance service also experienced jumps in ridership and revenue, with increases of 12 percent and 25 percent respectively.

Growth rates are slowing along the NEC. Yet, the *Acela Express* and *Northeast Regional* combined to deliver \$7.1 million versus the ticket revenue budget. On the *Acela*, ridership increased 6 percent over last year; ticket revenue improved by 18 percent. *Northeast Regional* ridership was 9 percent better than last year; ticket revenue jumped 15 percent.



California Zephyr Schedule Reduced Via UP Partnership

Effective Monday, August 11, *California Zephyr* schedules will be shortened by as much as 45 minutes, one of the targets established in an agreement between Amtrak and Union Pacific Railroad. The trip-time reduction is part of a multiyear program to return the Overland Route between Salt Lake City and San Francisco to a state of good repair, ultimately allowing the *California Zephyr* to operate on a more reliable schedule.

Amtrak and UP agreed in 2006 to temporarily add more than three hours to the *Zephyr's* schedule while UP performed track work as part of a commitment to improve on-time performance. Many track delays have been eliminated and the added time has been removed incrementally from the schedule as planned. This is the third schedule reduction since the program began in June of last year.

“This is another milestone in our effort to improve service and OTP on the *Zephyr*,” said Paul Vilter, assistant vice president, Strategic Partnerships. “UP is making great progress toward fulfilling its commitment to reduce slow orders on the route, which allows us to gradually restore the original schedule and deliver on-time arrivals.”

Eastbound Train 6 will now depart Emeryville, Calif., 45 minutes later and operate 45 minutes faster to Salt Lake City. The remaining schedule to Chicago will not change. Train 5, originating in Chicago, will operate according to the current schedule to Winnemucca, Nev., then operate 30 minutes faster to Emeryville.

Since the program began last June, two hours and 10 minutes of the time added to Train 5 have been removed, while two hours and 20 minutes have been taken from the schedule of Train 6.

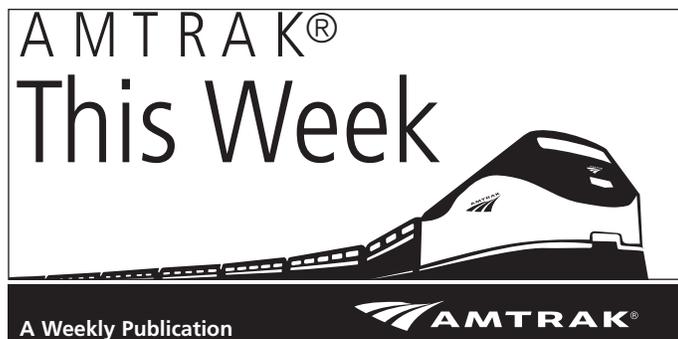
“We appreciate UP’s efforts related to the *Zephyr*, and we look forward to UP removing slow orders on other Amtrak routes,” added Vilter.

Operational Update: On Tuesday, Aug. 12 only, all *Wolverine*, *Pere Marquette* and *Blue Water Service* trains will be cancelled due to multiple track work projects performed by Norfolk Southern, Conrail and Amtrak. Motorcoach service will be provided.

Engineering: The 10-megavolt amp transformer at Jericho Park in Bowie, Md., will be returned to service this week, bringing service back to its full 20 MVA capacity.

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California Zephyr Schedule Reduced Via UP Partnership

Marketing and Product Management: With 2.75 million trips (14 percent higher than last year), resulting in \$168 million in ticket revenue (19 percent higher), July 2008 was the highest ridership and ticket revenue month on record.

Engineering: The 10-megavolt amp transformer at Jericho Park in Bowie, Md., will be returned to service this week, bringing service back to its full 20 MVA capacity.

Human Resources (Health Services Drug and Alcohol Programs): Effective Aug. 25, new U.S. Department of Transportation drug testing guidelines mandate direct observation during specimen collection for all employees under an Alcohol and Drug Waiver Agreement or Letter of Determination for a federal violation. More information can be found online at www.dot.gov/ost/dapc/news.html.

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Corporate Communications: On Thursday, Aug. 14, President and CEO Alex Kummant is scheduled to appear live on CNBC's "Street Signs," which airs from 2 p.m. to 3 p.m.

Effective Monday, August 11, *California Zephyr* schedules will be shortened by as much as 45 minutes, one of the targets established in an agreement between Amtrak and Union Pacific Railroad. The trip-time reduction is part of a multiyear program to return the Overland Route between Salt Lake City and San Francisco to a state of good repair, ultimately allowing the *California Zephyr* to operate on a more reliable schedule.

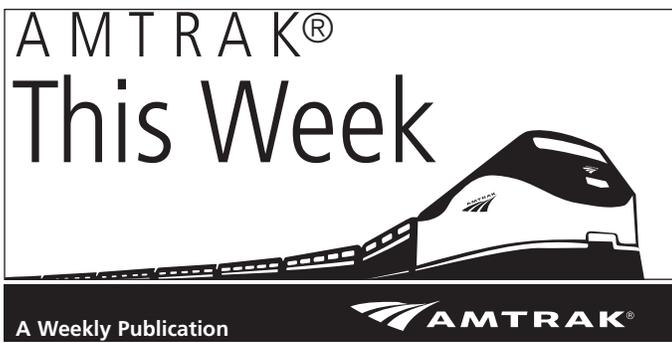
Amtrak and UP agreed in 2006 to temporarily add more than three hours to the *Zephyr's* schedule while UP performed track work as part of a commitment to improve on-time performance. Many track delays have been eliminated and the added time has been removed incrementally from the schedule as planned. The Aug. 11 change is the third schedule reduction since the program began in June of last year.

"This is another milestone in our effort to improve service and OTP on the *Zephyr*," said Paul Vilter, assistant vice president, Strategic Partnerships. "UP is making good progress toward fulfilling its commitment to reduce slow orders on the route, which allows us to gradually restore the original schedule and bring greater reliability to the *Zephyr* schedule."

Eastbound Train 6 will now depart Emeryville, Calif., 45 minutes later and operate 45 minutes faster to Salt Lake City. The remaining schedule to Chicago will not change. Train 5, originating in Chicago, will operate according to the current schedule to Winnemucca, Nev., then operate 30 minutes faster to Emeryville.

Since the program began last June, two hours and 10 minutes of the time added to Train 5 have been removed, while two hours and 20 minutes have been taken off the schedule of Train 6.

"We appreciate UP's efforts related to the *Zephyr* and, while we will continue to monitor the performance on Trains 5 and 6, we will turn our attention to removing slow orders on other Amtrak routes on the UP system," added Vilter.



Operational Update: From Thursday, Aug. 21 through Monday, Sept. 1, the *Empire Service* and *Maple Leaf* trains will make a special stop at the New York State Fairgrounds in Syracuse, N.Y. During this period, the trains will continue to make their regular stops at the Syracuse station.

Engineering: The Floor Slab Stabilization Project in the Baltimore and Potomac tunnels has recently been completed. Contractor and Engineering forces stabilized more than 1,000 linear feet of tunnel floor by injecting grout.

Human Resources: All Human Resources offices will be closed on Monday, Aug. 25 for an all-HR hands meeting in Baltimore. For emergencies, call the main HR telephone number at ATS 777-2216, which will be checked periodically during the day.

Benefits Reminder: The remaining Fidelity Investments enrollment sessions for the third quarter will be held in Seattle; Los Angeles; Baltimore; Washington, D.C.; Philadelphia; Albany/Rensselaer, N.Y.; Meridian, Miss.; New Orleans; New York City and Florence, S.C. Call 800-642-7131 or visit the reservations Web site at www.fidelity.com/atwork/reservations to make a reservation.

Record-Breaking Numbers Posted in July Offset by Energy Costs

Ridership and ticket revenue hit all-time highs during the month of July, with systemwide trips totaling 2.75 million for the month, generating \$168 million in ticket revenue, which marked increases of 14 and 19 percent over last July, respectively.

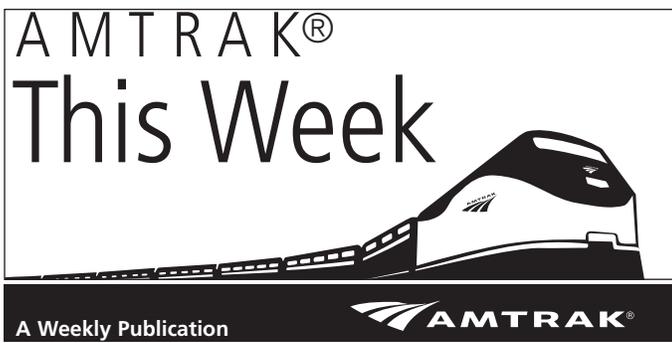
These single-month records can be attributed in part to high gas prices, highway congestion, airline issues and environmental awareness among consumers. Other contributors include heavy July 4 travel, along with successful advertising campaigns and National Train Day tie-ins.

However, according to Chief Financial Officer Bill Campbell, operating costs have jumped significantly as well, offsetting the gains in revenue. “These gains in ridership and ticket revenue enable us to absorb rising expenses, especially skyrocketing energy costs. Unfortunately, we’re not making any gains — it’s a wash.”

Currently, the company uses roughly 67 million gallons of diesel fuel each year, in addition to electricity used to operate trains on the Northeast Corridor. Approximately 21 percent of total operating dollars are budgeted for energy.

From May 2007 to May 2008, the price of diesel fuel ballooned by 102 percent. As a result, energy costs for FY '08 are projected to increase by \$100,000 more than the increase in ticket revenue.

“We couldn’t predict the remarkable growth in fuel costs,” said Campbell. “But because we’ve done such a great job in boosting ridership and improving revenue management, we aren’t drowning like other companies, and we can still provide the high level of service our passengers are used to.”



Operational Update: Union Pacific track work resulting from last winter's mudslides will affect north-bound *Coast Starlight* during four periods, beginning Aug. 24 through Oct. 9. Passengers on Train 14 may experience delays of approximately two hours between Klamath Falls and Seattle.

Engineering: The Switch Exchange System, with the assistance of High Speed Surfacing Gang Y042 and Mid-Atlantic Division forces, will be completing the installation of the No. 54 switch in Shore Interlocking. This is the first of nine turnouts planned for replacement at Shore Interlocking in North Philadelphia.

Human Resources: Implementation of the new DOT rule requiring direct observation urine collection for those employees returning to duty following a previous positive reading or follow-up testing **only** has been delayed until Nov. 1. Other federal tests requiring direct observation will follow the procedures as outlined in the new policy.

Marketing and Product Management: Amtrak Mobile Service, which provides customers with access to Amtrak.com via any Web-accessing mobile device, now enables users to request information or provide feedback using a standard "Contact Us" form. It also allows them to check weather reports up to three days in advance of travel.

Retro Pay Coming for Eligible Union Employees

Eligible employees represented by the TCU, ASWC and ARASA (OBS) will receive their retroactive wage payments on Friday, Aug. 29. These employees — approximately one-third of Amtrak's unionized workforce — will also receive a customized summary statement that breaks down the calculation for the individual employee and a comprehensive list of Frequently Asked Questions. Additional questions may be directed at the toll-free number provided in the FAQs.

Message From President Kummant

Dear Co-workers,

While ridership is at an all-time high, we face a number of hurdles that temper that success. Rising expenses (particularly the cost of fuel), on-time performance off the Northeast Corridor, and the condition and size of our fleet are among them.

Last week, I was in Chicago with one of our stalwart supporters in Congress, Sen. Dick Durbin of Illinois, Amtrak board member Tom Carper and Illinois Department of Transportation Secretary Milt Sees to discuss equipment issues and on-time performance in the region. At the 14th St. Yards, Sen. Durbin held a press conference to announce legislation he introduced that would support financing options for the replacement and rehabilitation of our equipment. The Train CARS Act also aims to encourage the revival of the passenger car manufacturing industry in this country.

As you well know, our fleet is aging and, in some cases, there's only so much repairing our Mechanical crews can do. We also need to increase capacity to meet the growing demand for passenger rail.

That demand is leading to tremendous support from members of Congress, state legislators and mayors. In fact, later that day, Sen. Durbin and I were in Bloomington-Normal to meet with several mayors from across the state to discuss on-time performance, especially along the Chicago-St. Louis corridor.

I was talking to some of the employees at the yard about the difficult winter conditions they face there, and I wish I'd had more time there before we had to leave with Sen. Durbin for the meeting with mayors in Bloomington. I will be on the road again this fall, including PSSA ceremonies at nine locations across the system, and look forward to talking to more of you then.

Sincerely,

Alex Kummant
President and CEO

Message From COO Crosbie on Hurricane Gustav

Dear Co-workers,

Hurricane Gustav made landfall on the Gulf Coast over the weekend and continues to impact inland communities, but well-orchestrated preparation and evacuation efforts helped safeguard the welfare of the area's residents, and I am very proud to say that Amtrak played a role in making that happen.

The safety of our employees in the area is of utmost importance. It appears that most of the more than 300 employees there left for safer ground. My thoughts are with them — most won't know the condition of their homes and communities until they can get back home — and the company wants to be as helpful as we can to them as they work through this process.

While we regroup and wait for authorization to return to the area, we want to ensure every Amtrak employee affected by this storm is safe and accounted for. Those employees should call to inform us of their whereabouts. Mechanical employees should call 800-424-0217 ext. 2082, APD employees should call 800-331-0008, and all other employees should call 877-872-2334 (employees may also call this number for answers to some general questions). Employees should also maintain contact with their supervisors to check on the status of work assignments.

I want to express my appreciation for all of the hard work and professionalism from the employees who played a part in preparing for Hurricane Gustav, and coordinating and executing three special evacuation trains that took over 2,000 New Orleans area residents safely from that city to Memphis on Saturday and Sunday.

This was a tremendous team effort. General Superintendent Joe Wall and his Southern Division team, including Assistant Superintendent Richard "Butch" Williams, who was the point person for the evacuation operation, did a phenomenal job. Employees from Mechanical, Engineering and Operations, the Central Division, as well as the Go Teams, Mobile Security Teams and Amtrak Police, were also critical to our success. From coordination with FRA and FEMA, to the operation of the trains and the work of our front line employees — and in the face of medical emergencies and fallen trees — you performed exceptionally well.

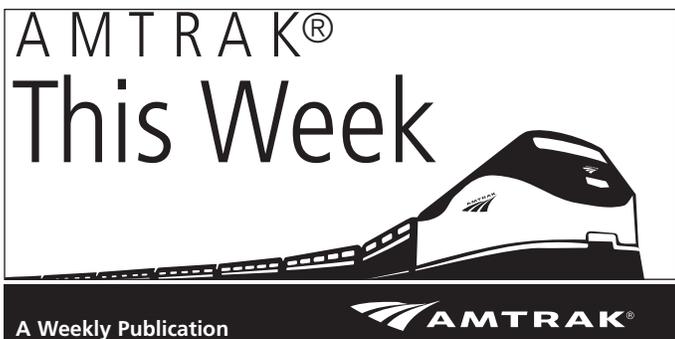
Amtrak took action as a national transportation asset to assist in the evacuation of the city, and you did us proud. While it is uncertain when we can resume regular service to New Orleans, we are currently working with FEMA to determine when we will transport people back to New Orleans later this week.

Thank you for your dedication, and please keep our employees affected by the storm in your thoughts; it is my hope that they recover from this event safely and quickly. Remember that the hurricane season isn't over yet; Gustav is still active, and we're closely watching Hurricane Hanna and Tropical Storms Ike and Josephine.

Sincerely,



William Crosbie
Chief Operating Officer

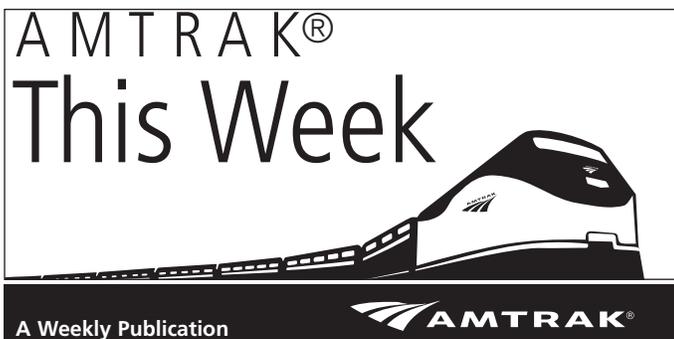


Operational Update: On Tuesday, Sept. 2 through Thursday, Sept. 4, and Sunday, Sept. 7 through Wednesday, Sept. 10, *Piedmont* Trains 73 and 74 will operate between Raleigh and Salisbury, N.C., only, due to Norfolk Southern track work. Motorcoach service will be provided between Salisbury, Kannapolis and Charlotte.

Human Resources: Implementation of the new DOT rule requiring all employees to submit to direct observation urine collection for return-to-duty from previous positive tests or follow-up testing **only** has been delayed until Nov. 1. Other federal tests requiring direct observation will follow the procedures as outlined in the current DOT regulation.

Environmental Health and Safety: A five-week EHS and Engineering noise monitoring initiative is underway at various Mid-Atlantic and New England locations. This week's monitoring will occur in New York, Elmora, N.J., and Morrisville, Pa.

Reminder: Don't forget to complete the voluntary and confidential Employee Satisfaction Survey being mailed to your home this week and next. The results of the survey will enable the company to better address issues affecting employees and improve customer service. The deadline to return the completed survey is Oct. 10.



Operational Update on Recent Tropical Storms

While attention is turning back to the Gulf Coast as Amtrak monitors the progress of Hurricane Ike, other areas of the country affected by Tropical Storm Hanna and Hurricane Gustav have begun to return to normal.

After assisting FEMA in the evacuation of New Orleans area residents prior to Hurricane Gustav, Amtrak transported approximately 2,000 evacuees from Memphis back home on two trains last Thursday and Friday. Full revenue service will resume as *City of New Orleans* Trains 59 and 58 return to service today and tomorrow.

Last week, numerous trains were either canceled or limited to partial service due to Tropical Storm Hanna's effect along the East Coast. Despite fallen trees and flooding, all regular service has been resumed.

"The planning and safe execution of train operations for these storms has been absolutely first-class," said Chief Operating Officer William Crosbie. "So many employees have gone out of their way to protect our passengers, our co-workers and our business. We should all be proud of the excellent work, but we also need to remain focused as yet another hurricane is impending."

Operational Update: The temporary service change for the Springfield Shuttle has been extended through Friday, Sept. 26. Trains 470, 490, 493 and 495 will not operate between Hartford, Conn., and Springfield, Mass., due to Amtrak track work; motor-coach service will be provided between Springfield, Windsor Locks, Conn., and Hartford.

Engineering: The New England Division Concrete Tie Gang is continuing its efforts to eliminate slow orders resulting from defective concrete ties on the Shore Line between East Haven, Conn., and Guilford, Conn.

Environmental Health and Safety: A five-week EHS and Engineering noise monitoring initiative is underway at various Mid-Atlantic and New England locations. This week's monitoring will occur in Princeton Junction, N.J.; Elmora, N.J.; Newark, N.J. and at Penn Station in New York.

Corporate Communications: Check out Good Morning America next week! Beginning Monday, Sept. 15 through Thursday, Sept. 18, ABC News' Good Morning America will be broadcasting live from a chartered Amtrak train that will tour the Northeast and terminate in Washington, D.C.

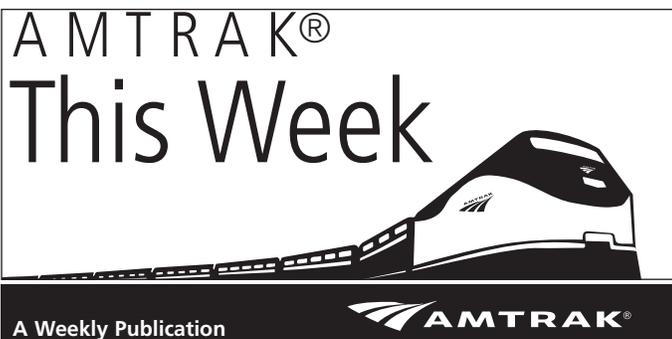
Centennial Celebration Set for October 4-5 in Washington, D.C.

Employees invited to attend, volunteers needed

Employees and their families are invited to the Washington Union Station Centennial Celebration that takes place on Oct. 4, from 10 a.m. to 4 p.m., and Oct. 5, from noon to 4 p.m. The event includes entertainment, railroad memorabilia exhibits and an expansive train display featuring current Amtrak equipment as well as historic locomotives and private cars representing the railroads that have served the station during its 100-year history. The celebration also marks the 20-year anniversary of the station's historic redevelopment. Stay tuned for upcoming information on perks for employees, including special offers on souvenir items.

Help us tell the story — if you have any special memories or photos from Union Station, share them with us. Send them to Employee Communications at ecom@amtrak.com.

Any employee who will be in the area that weekend and would like to volunteer for the event should contact Saunya Connelly at AT5 777-4164 or ConnelS@amtrak.com. Volunteers will be provided a meal and free t-shirt.



Message from President Kummant

Dear Co-workers:

Over the course of the next week, you will receive an Employee Satisfaction Survey in the mail. I cannot stress enough how important it is for you to take a few minutes to complete and return the survey by Oct. 10, answering the questions as sincerely as possible. This is an opportunity for you to tell us your thoughts on what works and what can be made better.

All responses will be mailed directly to a third party and will be kept strictly confidential, and the anonymous, tabulated responses will be sent back to us. Our workforce is our most valuable resource; by participating in the survey you will make your voice heard as we shape the future of the company.

Sincerely,

Alex Kummant
President and Chief Executive Officer

Operational Update: As Texas braces for the arrival of Hurricane Ike in the Corpus Christi area on Saturday, several services are affected.

Sunset Limited Train 1 (11), scheduled to depart New Orleans today, has been canceled between New Orleans, La., and El Paso. Train 2 (12) is canceled between El Paso and New Orleans. Trains 421 (11) and 422 (12) are canceled in both directions between Fort Worth and El Paso.

Texas Eagle Train 21 (11) is canceled between Fort Worth and San Antonio. Train 21 (12) and Train 22 (13) are canceled between St. Louis and San Antonio. *Crescent* Trains 19 (11-13) and 20 (12-14) will not operate between Meridian, Miss., and New Orleans.

No alternate transportation will be provided for any service.

Don't Miss Good Morning America Next Week!

Amtrak, ABC Make History Next Week

Make sure you catch ABC News' Good Morning America next week, as it broadcasts live from an Amtrak charter train, the centerpiece of a five-day Whistle-Stop Tour that will travel across the Northeast and Ohio. Amtrak and ABC will be making history, as this is the first time anything of its kind has been done on live television.

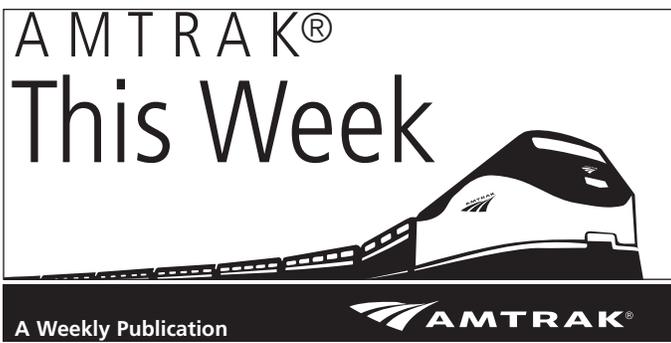
Kicking off the five-day tour, anchors Diane Sawyer, Robin Roberts, Chris Cuomo, Sam Champion and the ABC crew will air the first show Monday while traveling through Massachusetts aboard specially equipped Amtrak equipment and two private rail cars. Powered by two P-42 locomotives, the train will travel through Massachusetts Monday; New York on Tuesday; Ohio, Pennsylvania, Maryland on Wednesday; and West Virginia on Thursday. The tour concludes on Thursday in Washington, D.C.

The 11-car, 874-foot-long traveling studio, operated with Amtrak Train and Engine crews with host railroad pilots and staffed by On-Board Service employees, includes two Superliner Sleeping cars, a Cross Country Café car, two Diner Lounge cars and a Transition Dorm, plus two private cars. The equipment conversion, paid for by GMA, was performed at Beech Grove and at the Albany Maintenance Facility.

"The GMA charter provides us an opportunity to show millions of Americans the benefits of train travel and our capacity to serve travelers from large and small communities across the country," stated Corporate Communications Chief Cliff Black. Spearheaded by the Charter Services group, the tour involves the collaboration of several departments including Transportation, Mechanical, Engineering and Amtrak Police Department, along with the cooperation of Norfolk Southern, CSX Transportation and Housatonic Railroad.

For more detailed information about the Whistle-Stop Tour, including a behind-the-scenes look at the months of preparation put into the project, visit www.abcnews.go.com/gma.

Amtrak This Week is being distributed early to remind employees of GMA's broadcasts from an Amtrak train.



Note: An enthusiastic and heartfelt thank you to everyone who played a role in making the Good Morning America Whistle-Stop Tour train a success last week, including employees in the Transportation, Mechanical, Engineering and Amtrak Police departments.

Operational Changes: For the duration of the equipment upgrade, the Washington-New York *Acela Express* Train 2108 is now Train 2160 and extended to Boston. Train 2162 is now Train 2110 and terminates in New York.

Engineering: Production C&S and Mid-Atlantic division Engineering forces will complete the cutover this week of the new signal system on Track 1 of the Harrisburg Line between Rheems and Cork to allow bi-directional traffic under signal indication at timetable speed. This will greatly improve flexibility on the route for train operations and maintenance activities.

Human Resources: Beginning in October, all desktop users (except SAP users) will be required to create a new password and submit challenge questions and answers in the event of lost or forgotten passwords. This allows employees to reset their password without calling the Help Desk. For instructions, log onto <https://iam.amtrak.ad.nrpc/idm/docs/IAM-Job-Aid.pdf>.

WUS Centennial Celebration: Amtrak is hosting the Washington Union Station Centennial Celebration on Saturday and Sunday, Oct. 4 and Oct. 5, displaying memorabilia, souvenirs and current and historic train equipment. To volunteer and receive a free souvenir t-shirt and meal voucher, contact Saunya Connelly at ATS 777-4164 or ConnelS@amtrak.com.

Frequently Asked Questions About the Employee Satisfaction Survey

The Employee Satisfaction surveys recently mailed to all active employees' homes is an opportunity for employees to provide input on what works and what can be made better. It's completely anonymous; please take the time to complete it and return it by Oct. 10.

What's the purpose of the survey?

While it's not the only way for Amtrak to learn from its employees, the survey is an opportunity for you to sincerely share how you feel about the company, your job, the service we provide and many other facets of your perspective on Amtrak. The survey is an important tool for Amtrak to gauge current performance as an employer and a service provider, and for making improvements in both areas.

Why should I take the time to complete it?

You have a stake in Amtrak, and in the long run, you benefit by making your opinions known. Whether you're on the front lines or in the back offices, you offer a unique perspective on improvements we can make, and we want to know what they are.

Will I hear about the results of the survey, and if so when?

The findings will be tabulated and delivered to Amtrak around the end of the calendar year, and will help the company identify areas for improvement or development. You should expect to hear about the survey results (look for information in *Amtrak Ink* and *Amtrak This Week*) after the new year.

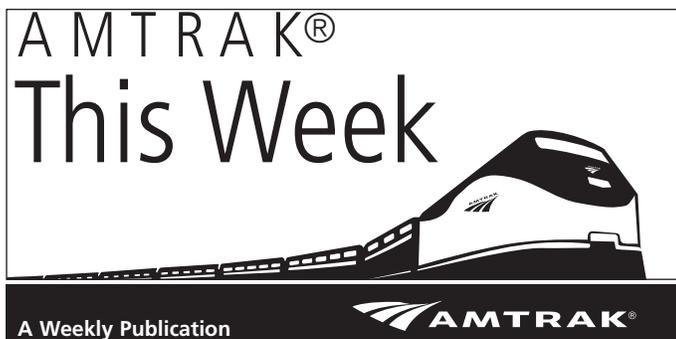
Is the survey confidential?

Yes. The survey is completely confidential and managed by an outside firm. All employees, including those in small departments, are assured that the firm will protect all information or findings that can identify anyone personally.

In fact, we purposely ask that no one volunteer his or her name on the survey. Amtrak wants your honest opinions and recognizes that we need to protect your anonymity in order to obtain them.

I didn't get the survey in the mail. Who do I call to get it mailed to me?

If you did not receive the survey at home, please e-mail ecom@amtrak.com or call (202) 906-3770 to request that one be sent to you. Please remember to include your name and mailing address.



Reminder: Don't forget to complete and return your responses to the Employee Satisfaction Survey by Oct. 10. All responses are strictly confidential. Call ATS 777-3770 or e-mail ecom@amtrak.com as soon as possible if you have not received the survey.

Operational Changes: Through Oct. 26, *Empire Service* trains 280, 281, 284, 286 and 288 will operate on an adjusted schedule due to track work being performed by Amtrak between Albany-Rensselaer and Buffalo, N.Y.

Engineering: The Switch and Rail Gang will be installing the No. 87 switch on the Hudson Pocket Track Project in Newark, N.J. The new turnout will connect Hudson Yard Tracks 10 and 11 and help restore the yard's operational flexibility.

WUS Centennial Celebration: The Washington Union Station centennial celebration takes place on Saturday, Oct. 4, from 10 a.m. to 4 p.m., and Sunday, Oct. 5, from noon until 4 p.m. Contact Saunya Connelly at ATS 777-4164 or ConnelS@amtrak.com to volunteer.

Vote, But No Politicking on the Job

With the Nov. 4 election approaching, Amtrak employees are encouraged to exercise their right to vote. However, while on the job employees are not advertisements for candidates, propositions or other political issues.

The wearing of political buttons, stickers or other signs of political support or opposition is not allowed. This prohibition also applies to equipment, company vehicles and other company-owned property. It does not apply to your personal vehicle. Thank you for complying, and be sure to exercise your right to vote.

Congress Passes Continuing Resolution for FY '09

House, Senate Action Taken on Amtrak Reauthorization

With the Senate vote on Saturday, Congress approved a continuing resolution that will provide Amtrak funding for FY '09 through March 6, 2009, at the FY '08 level (\$1.3 billion). In the absence of a formal appropriations bill, the CR serves to continue funding into the start of the new fiscal year on Oct. 1, to maintain current operations.

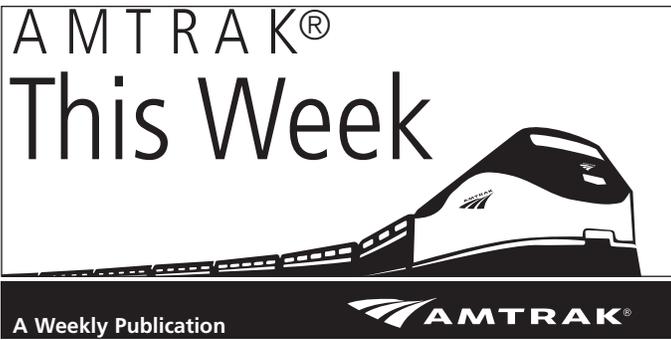
Last week, the House also passed H. R. 2095, a combination of a rail safety bill and Amtrak reauthorization bill, which enables \$12.9 billion in funding for the FY 2009-2013 period. The funding includes \$1.9 billion for state grant programs for rail programs; reforms such as improved accounting and standards for service and on-time performance; and a requirement for a collaborative NEC state-of-good-repair plan.

The Senate earlier today approved a procedural measure to clear the way to take up the legislation on Wednesday.

Authorizing legislation, not to be confused with appropriations legislation, establishes the policy framework for intercity passenger rail and sets the recommended annual funding levels to meet the objectives of the authorization. Federal funding must still be obtained on an annual basis via the congressional appropriations process.

The rail safety portion of the bill mandates and makes funding available for positive train control on certain rail main lines used by passenger and freight trains.

Combining the reauthorization legislation with the rail safety bill provided the impetus to finish the reauthorization bill before the end of Congress' session. Given the many items on the legislative agenda and the current financial crisis, having Congress take up Amtrak's reauthorizations as one of its last actions speaks well of the support for passenger rail on Capitol Hill.



October 6, 2008

Collaborative Effort Contributes to Best *Acela Express* OTP

Acela Express trains operated at 92.8 percent on-time performance for the month of September, making it the best OTP month in more than two years and the best month operating under a 16-train plan. The best OTP month ever for the *Acela* was March 2006, when the train ran on time 93.2 percent using 14 of 20 trainsets.

A number of factors are involved in this strong performance including improved crew performance, targeted schedule adjustments, and reductions in infrastructure challenges. The nearly 93 percent OTP for September 2008 contributed to Amtrak's increased air-rail market share along the Northeast Corridor. On the south end of the NEC, the company's air-rail market share increased to 63 percent; 49 percent on the north end.

Final Reminder: The deadline for completing and returning your responses to the Employee Satisfaction Survey is this **Friday, Oct. 10**. All responses are strictly confidential. Call ATS 777-3770 or e-mail ecom@amtrak.com, and include your home mailing address, as soon as possible if you have not received a survey.

Operational Changes: Due to Union Pacific track work, *Coast Starlight* Train 14 will depart Klamath Falls at 10:25 a.m., two hours later than the published scheduled, but will still operate between Los Angeles, Klamath Falls and intermediate stations. Northbound passengers may experience two-hour delays.

Engineering: On Friday, Oct. 10, the Production Switch Exchange System and Mid-Atlantic Division Engineering will begin the installation of the 32B switch at Shore Interlocking in Philadelphia. The track will be back in service Monday morning.

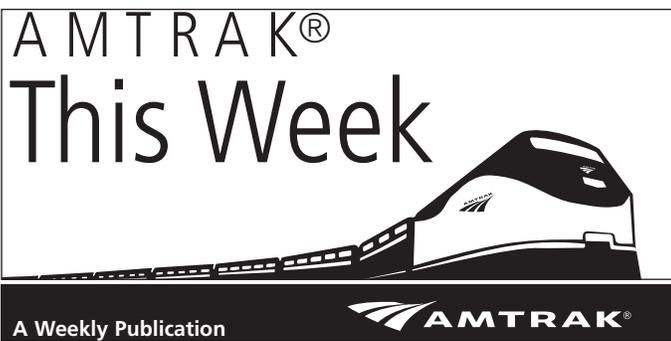
Benefits: Given the recent news about the economy, employees should direct any questions about their Fidelity 401(k) Retirement Savings Plan to the Fidelity Retirement Services Center at 877-477-AMTK. Representatives are available Monday through Friday, 8 a.m. to midnight EDT.

Health Services: As the influenza season quickly approaches, the Centers for Disease Control and Prevention recommends an annual flu vaccine as the first and most important step in protecting against this serious illness.

Thank You, Centennial Volunteers

Thank you to the many volunteers who donated their time this past weekend to make the Washington Union Station Centennial Celebration a success. From the expansive array of historical locomotives, private cars and current Amtrak equipment to the model rail displays and exhibits, the celebration had something for everyone. The celebration's organizers and volunteers were the backbone of this once-in-a-lifetime event.

Designed by architect Daniel Burnham, Washington Union Station is considered the gateway to the nation's capital. More than 32 million people visit the station each year. The celebration also marked the twentieth anniversary of its renovation and its becoming Amtrak's headquarters.



October 13, 2008

EIM Phase 2 Supports Broad Enterprise Systems Initiative

Record Ridership Again: Ridership in FY '08 reached nearly 30 million passengers and generated \$1.7 billion in revenue, marking the sixth straight year of ridership and ticket revenue increases.

Operational Changes: On Saturday and Sunday, Oct. 18, 19, 25 and 26, track work being performed by Metro-North Railroad will affect service and schedules along the *Empire Service*, *Ethan Allen*, *Maple Leaf*, *Adirondack* and *Lake Shore Limited* routes.

Marketing and Product Management: A pilot program is currently underway on the *Downeaster* in which conductors are using handheld computers to scan ticket barcodes to electronically record ridership data in real time. This first-of-its-kind pilot is the initial step toward print-at-home tickets for *Downeaster* passengers, beginning next spring.

Engineering: On Saturday, Oct. 18, Bridge Rehab Gang R-901 will employ 16 100-ton hydraulic jacks to lift the four bottom pins to position stabilizing yokes in the center of span No. 4 on the Susquehanna River Bridge as part of the Pin Stabilization Project. Thirteen additional spans will undergo this procedure over the next two years.

PSSA Update: The first of nine regional President's Service and Safety Awards luncheons takes place in Chicago on Wednesday, Oct. 15, followed by another recognition luncheon in Beech Grove, Ind., the next day. Across the country, 84 employees and six external partners will be honored with PSSA awards.

TV Programming Note: On Wednesday, Oct. 15 at 8:30 p.m. EDT, "WETA All Access," a Washington, D.C.-based public television program, will air a behind-the-scenes look at Washington Union Station, exploring its role as the area's main rail transportation hub and as a tourist destination. The show will also be posted on www.weta.org.

Amtrak is in the second stage of a five-year Employee Information Management (EIM) program designed to improve employees' access to information from the SAP system via a user-friendly Web browser — referred to as the Employee Information Portal, or EIP. Once this phase is completed, non-agreement-covered managers and employees, and salaried agreement-covered employees will be able to easily check leave balances, view HR data and electronically submit and/or approve leave requests.

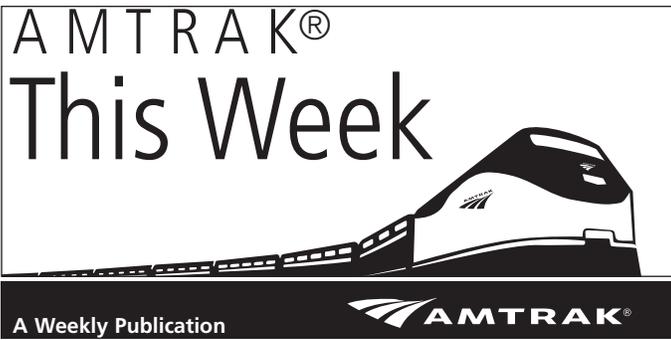
"EIM Phase 2 promotes ease of use and a movement toward self-service," according to Michael Duncan, senior director, Compensation/Benefits and HR Technology.

Identity and access management, another program element, was recently used to match Windows and SAP usernames and passwords for easier access to SAP.

Additionally, the compensation management function will roll out to all managers with non-agreement-covered direct reports on Nov. 12. Mandatory training will begin tomorrow and continue through Friday, Nov. 7, and cover how to enter and approve merit increase recommendations in SAP. The October issue of *SAP Spotlight*, issued via e-mail on Oct. 7, details classroom training locations and dates for online training. Non-agreement managers should have received an e-mail with instructions on how to enroll in the training. For those who have not, contact SAPsupport@amtrak.com as soon as possible.

In early 2009, all salaried, non-agreement users can begin entering leave requests and approvals through EIP.

EIM Phase 2 supports a comprehensive enterprise systems initiative known as Strategic Asset Management (SAM), which will integrate the business practices of Finance, Procurement, Mechanical, Engineering and Transportation. Using SAP and another tool called Maximo, SAM is expected to enhance company productivity by improving the work flow, establishing better processes, and providing consistent information across the company.



October 20, 2008

Amtrak Signs Warehouse Management Contract

Government Affairs: On Thursday, Oct. 16, President Bush signed into law H.R. 2095, a combined rail safety and Amtrak reauthorization bill, which enables \$12.9 billion in funding for the FY 2009-2013 period. The funding includes \$1.9 billion for state grant programs for capital investment in intercity passenger rail programs.

Operational Changes: Beginning Saturday, Oct. 18 through Saturday, Oct. 25, several *Keystone Service* trains will operate on a slightly later schedule due to track work being performed by Amtrak.

Engineering: The final phase of the 138-kilovolt transmission cable replacement project in the Baltimore & Potomac tunnels, which began in August, is continuing on schedule. The new dry, high-voltage power cable system minimizes Amtrak's environmental impact in the Baltimore tunnels.

PSSA Update: President's Service and Safety Awards luncheons take place in Providence, R.I. on Tuesday, Oct. 21 and Friday, Oct. 24 in Washington, D.C. The two events will recognize a combined total of 29 PSSA winners and 67 30- and 35-year employees. Last week's events in Chicago and Beech Grove honored seven PSSA winners and 150 30- and 35-year employees.

Corporate Communications: 2009 wall calendars are now available at <http://amtrak.ai-estore.com> or by calling 800-369-4257. Mail orders to Staples Promotional Products; ATTN: Amtrak Customer Service Representative; 1520 Albany Place, S.E.; Orange City, Iowa 51041.

Amtrak today announced that it has selected ARAMARK Corp. to serve as the company's food and beverage warehouse management provider effective Jan. 1, 2009, following a six-month evaluation of bids from vendors. With the expiration of its contract with Gate Gourmet Inc. at the end of this calendar year, Amtrak explored the marketplace in search of best-in-class systems and industry best practices.

"ARAMARK is best equipped to provide the type of service that meets our future needs, as we strive to become more cost-efficient while continuously improving the quality of our service," said Emmett Fremaux, vice president, Marketing and Product Management.

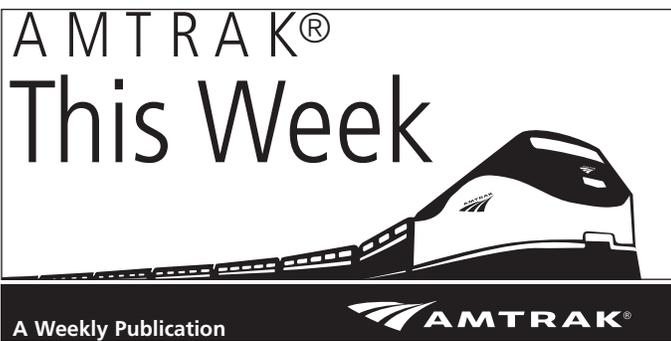
With the contract finalized, a transition steering committee will plan and implement steps to ensure a smooth transfer of operations from the current service provider. The transition process is expected to have little or no impact on routine warehouse activities or passengers.

"We look forward to a smooth transition over the course of the remainder of the calendar year," said Kevin Scott, chief, Service Delivery. "Our objective is to work with all stakeholders to make sure that happens."

ARAMARK Corp. is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world.

In April, Amtrak invited potential vendors to submit proposals. As part of the process, a Technical Evaluation Committee was appointed with representatives from the Food and Beverage, Service Delivery and On-Board Systems groups of the Marketing and Product Management department, as well as representatives from the Transportation, Legal, Finance and Procurement departments.

In related news, the company is in the final stages of selecting a vendor to develop a new on-board point-of-sale system to capture food and beverage sales. Once the vendor is selected, Amtrak and the vendor will begin development, which will culminate in a pilot program and a 2010 rollout.



October 27, 2008

New Initiative Simplifies Travel Voucher Issuance

Slated to go live on Nov. 15, a new travel voucher request (TVR) process will provide automated accountability and reporting capabilities and make it easier than ever for employees to submit requests for travel vouchers. Travel vouchers are typically used by employees without active rail card privileges, vendors and contractors and service award travelers. In anticipation of the launch, employees are encouraged to log onto <http://mssetxcmb/CBT/travelvoucherrequest.html> to view a tutorial on using TVR.

Currently, managers, directors and supervisors send a faxed request to the travel office within the Human Resources department for review and processing.

“What was once a laborious, manual process now takes less than five minutes,” said Mike Jones, senior systems analyst, who led the development of this initiative. “And, because we leverage the use of the existing eTrax tool, there are no added costs associated with automating the TVR process.”

After logging on to the eTrax home page, users will be directed to a list of commonly used forms, which will include the travel voucher request form.

Station and administrative training aids can be found on the Intranet. For more information, contact Jones at ATS 777-3127 or JonesMi@amtrak.com.

New Timetable Goes Into Effect Today

The new Fall 2008-Winter 2009 System Timetable that goes into effect today includes minor schedule changes across the system. Notable modifications include the restoration of through coach and lounge service on the *Lake Shore Limited* between Boston and Chicago that will soon include through sleeper service. Faster *Pacific Surfliner* weekend service is now available between Los Angeles and San Luis Obispo, while an additional *Northeast Regional* trip between Washington, D.C., and New York is offered on Thursday afternoons.

Station managers are reminded to remove and destroy all copies of outdated timetables. The Northeast Corridor Thanksgiving edition will be distributed shortly, which will supersede the Fall-Winter version from Nov. 25 to Dec. 1.

Government Affairs: On Oct. 29, Chief Operating Officer Bill Crosbie will testify at a House Transportation and Infrastructure Subcommittee hearing on “Investing in Infrastructure: The Road to Recovery.”

Operational Changes: Beginning Monday, Oct. 27 through Thursday, Dec. 4, westbound *Pere Marquette* Train 371 will depart Grand Rapids, Mich., one hour earlier than scheduled, and will arrive and depart subsequent station stops one hour earlier due to CSX track work.

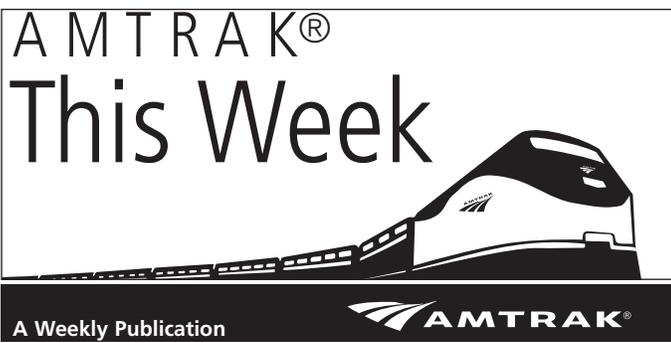
Engineering: Production’s Switch and Rail Gang is currently installing 3,330 track-feet of panelized concrete ties and rail on Track No. 4 at Metro Park Station. Once the 60-foot track panels are in place, continuous welded rail will be installed. The work is scheduled for completion in mid-November.

PSSA Update: President’s Service and Safety Awards luncheons take place in Philadelphia on Tuesday, Oct. 28 and Wednesday, Oct. 29 in New York. The two events will recognize a combined total of 23 PSSA winners and 151 30- and 35-year employees.

Retirement: In light of a recent fake (phishing) e-mail possibly received by Fidelity clients, including Amtrak personnel, employees are advised to view with suspicion any e-mail asking for account information.

Health Benefits: The 2009 open enrollment period ends Nov. 14. Employees may enroll via www.amtrakbenefits.com or by calling the Amtrak Benefits Service Center at 800-481-4887.

Health Services: Per a U.S. Department of Transportation directive, effective Nov. 1, direct observation of urine specimen collections is **required** for all federal return-to-duty and follow-up drug testing.



November 3, 2008

New Diversity Training Plan to Roll Out

As part of its ongoing commitment to promoting a workplace free of discrimination and harassment, the 2009 diversity training season launches this week with a new focus on how effective diversity initiatives impact the bottom line.

“As Amtrak continues to evolve in response to changes in today’s more diverse market, it’s important to ensure our workforce has a good understanding of diversity — beyond compliance — and how it impacts every facet of our business,” said Lorraine Green, vice president, Human Resources and Diversity Initiatives.

To that end, the department is implementing a new round of diversity training, including an updated class format and curriculum to ensure alignment with the company’s strategic direction. Technical modifications were also made to the online refresher course to address several functional issues.

The mandatory diversity training requirement remains in effect for all non-agreement employees. Departmental diversity training representatives will assist in identifying those employees required to undergo training, notifying employees of class schedules and registering employees in the training classes.

Classroom: All new non-agreement employees as well as those who have not yet taken diversity training are required to complete training in FY '09. A schedule of classes and a list of FAQs are posted on the Intranet at <http://wiki.intranet.nrpc/display/Diversity/Diversity+Training>.

Online: All non-agreement employees who have completed training and are due for a refresher (as required every three years) must complete the online course. The online diversity refresher can also be found at <http://wiki.intranet.nrpc/display/Diversity/Online+Diversity+Refresher+Course>.

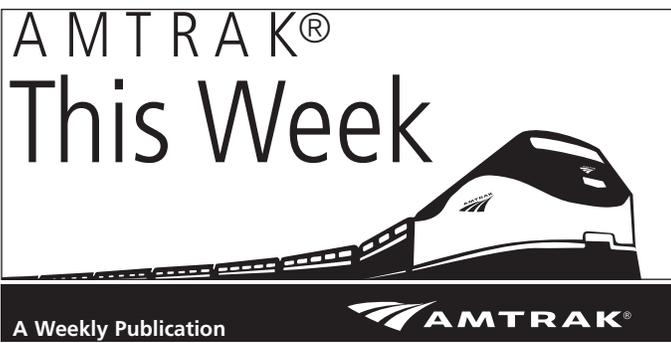
Training for agreement-covered employees remains a part of their existing training channels, such as Block Training.

Operational Changes: Beginning Nov. 3 through Nov. 24, all *Empire Service* trains operating between Albany-Rensselaer and Niagara Falls, N.Y., (except Train 285) will operate on an adjusted schedule due to track work being performed by CSX Transportation.

Pay-for-Performance: If you have not completed the mandatory compensation management training required for all managers with non-agreement reports, which concludes on Friday, Nov. 7., send an e-mail to carterva@amtrak.com.

Engineering: Production’s Switch and Rail Gang, with the assistance of Mid-Atlantic Division Engineering forces, is reconstructing the North Leg of the Perryville Wye. By the Thanksgiving holiday, the gang will lay 1,200 track-feet of panelized wood ties and rail and install continuous welded rail.

Health Services: The U.S. Court of Appeals has delayed the DOT mandate on direct observation of urine specimen collections for federal return-to-work and follow-up drug testing, which was slated to go into effect on Saturday, Nov. 1.



November 10, 2008

Economic Downturn Evident in October Ridership as Growth Slows

After a particularly strong FY '08, the sixth consecutive year of rising ridership and revenue, results from the first month of FY '09 indicate a deceleration in growth thanks to a wide variety of economic factors. While systemwide ridership for the month is up 4 percent over last October and revenue is up 5 percent, both amounts are slightly under budget.

The totals for October were tempered by Northeast Corridor performance, where *Acela Express* and *Northeast Regional* trains combined for roughly 60 percent of the company's overall ticket revenue. Lower gas prices, higher unemployment and the current economic crisis affected NEC travel, especially on *Acela Express*. October ridership for *Acela* and *Northeast Regional* service was down 6 percent and 4.5 percent from last year, respectively. The result was a combined budget shortfall of \$7.8 million for those services.

"The downturn in the economy is causing a large decline in business travel, as evidenced by our performance on the NEC. But these same factors are hurting the airlines even more, allowing us to gain market share," explained Vice President, Marketing and Product Management Emmett Fremaux.

The good news, according to George Raed, chief, Market Research and Analysis, is that overall numbers are buoyed by stronger-than-expected performance on long-distance routes and other corridor services despite these negative factors. In total, long-distance ridership climbed 15 percent and generated 22 percent more revenue than last year. State-supported and other short-distance corridor service ridership and revenue grew by 10 percent and 12 percent, respectively. These numbers reflect improved on-time performance and service quality.

As airlines continue to reduce capacity and increase fares, more travelers are expected to turn to rail service.

"People still have travel needs, and while the overall market may have shrunk for the time being, we have an opportunity to capture long-term passengers who are trying passenger rail — and experiencing its benefits — for the first time," said Fremaux.

Operational Changes: On Nov. 8, 10, 12 and 14, *Coast Starlight* Trains 11 and 14 will operate on an alternate route and will **not** stop at stations between Los Angeles and Sacramento due to Union Pacific track work. Alternate train or thruway motorcoach service is available at most stations affected by the detour.

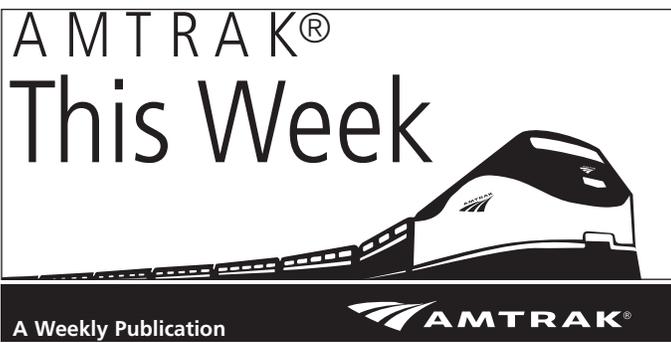
Engineering: The Switch Exchange System (SES), with the assistance of New York Division Engineering forces, will install the No. 27 switch in Rea Interlocking in Newark, N.J., during a 55-hour weekend outage starting on Friday, Nov. 14.

Benefits: Later this week, employees will receive a letter explaining the transition from SHPS to WageWorks as the company's flexible spending accounts administrator. Also note that the annual open enrollment period for benefits ends this Friday, Nov. 14.

Human Resources/Station Support: The new electronic travel voucher request process is slated to go live on Sat., Nov. 15. In anticipation of the launch, employees are encouraged to log onto <http://mssetxcmb/CBT/travelvoucherrequest.html> to view a tutorial on using TVR.

Marketing and Product Management: The Radio City Christmas Spectacular® is now offering employees \$54 orchestra and first mezzanine seats — an \$18 discount — at select non-peak performances through Friday, Dec. 12. Log on to www.radiocitychristmas.com and enter the "AMTRAK" code to receive the discount.

Congratulations to *Downeaster* Conductor Mike Shaw on his election to the Maine House of Representatives, one of a number of employees across the country who engage in public service.



November 17, 2008

Company Prepares for Holiday Ridership Demand

Operational Changes: On Mondays through Fridays of each week Nov. 17-21 and Dec. 2-19, *Springfield Shuttle* Trains 470, 490, 493 and 495 will be canceled between New Haven and Hartford, Conn., due to track work. Motorcoach service will be provided.

Pay-for-Performance: Beginning Wednesday, Nov. 19, non-agreement managers who have non-agreement direct reports can access the SAP Compensation Management System to begin entering merit increase recommendations. An e-mail with additional details will be sent to all managers tomorrow.

Benefits: The 2009 open enrollment period concluded Friday, November 14, 2008. If you have any questions about your 2009 benefits, contact the Amtrak Benefits Service Center at 800-481-4887.

Don't Forget to Log 2008 Leave!

All non-agreement employees, ARASA (OBS) supervisors and crew representatives are required to record leave into mySAP/CATS. Leave should be entered as taken. If you have not done so, enter all leave taken to date in 2008 immediately.

Instructions for entering leave can be found at <http://wiki.intranet.nrpc/display/STS/Home>. For more information on how to manage your absences, understand your vacation accrual rates, and generate real-time leave reports, log onto <http://intranet.nrpc/employees/mlt.htm>. To review the vacation policy, refer to HR policy 7.35.3.

With Thanksgiving quickly approaching — and bringing with it an anticipated surge in ridership — operating departments are putting the final touches on plans to orchestrate a complex logistical challenge. An estimated 700,000 passengers, nearly 40 percent of whom will be on the Northeast Corridor, are expected to take to the rails next week. In addition, station employees, on-board crews and many others are ready to handle the high volume.

“We’re essentially bringing structure to chaos,” said Bruce Van Sant, director, System Operations. “It’s a challenge to handle such high numbers of people on trains and in stations, but we’ve found a way to do it well.”

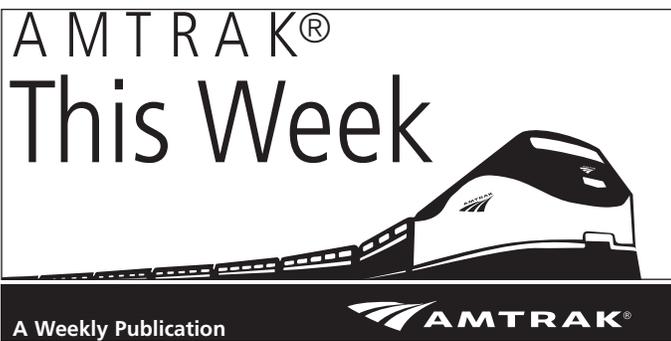
Two services that do not usually require reservations — *Keystone Service* from Philadelphia to Harrisburg and *Pacific Surfliners* — will require reservations from Nov. 25 to Dec. 1 to prevent overcrowding.

This year, the schedule includes significantly expanded *Acela Express* and *Northeast Regional* service, including added coaches on *Northeast Regional* trains. In the Pacific Northwest, passengers will benefit from 10 extra Amtrak *Cascades* trains.

“On the peak holiday travel days, we pack a lot more into the schedule. This takes a lot of coordination and cooperation from host railroads and commuter lines to make room for our trains. We couldn’t do it without their help,” said Van Sant.

Peak days are the Wednesday, Thursday morning and Sunday of the holiday week. Saturday travel is also becoming more popular as passengers choose to return home sooner. For complete details on Northeast Corridor service, refer to the special Thanksgiving Holiday Timetable.

Employees are reminded that they still have flash-pass privileges according to the normal policy, which does not guarantee a seat, and employees are required to give their seats to revenue passengers when standee conditions occur. As always, please work safely, remain vigilant and report any suspicious activity to Amtrak Police by calling 800-331-0008 or by dialing 911.



November 24, 2008

Auto Train Returned to Service

After a four-day service cancellation due to cracks in auto carrier underframes, the *Auto Train* resumed operation on Saturday with its daily roundtrip between Lorton, Va., and Sanford, Fla.

On Tuesday of last week, Mechanical crews spotted a crack above the wheel assembly of a shopped auto carrier. This discovery prompted a thorough inspection of the fleet, which revealed similar cracks. Although no incidents had occurred as a result of these cracks, company officials immediately canceled *Auto Train* service as a precautionary measure until repairs could be made.

The Mechanical department deployed welders and materials from Beech Grove and Bear Car Shops to support mechanics at *Auto Train* terminals in Virginia and Florida. These teams worked around-the-clock in 12-hour shifts to weld steel plates to the affected area of the car frame so service could resume as soon as possible.

“We suspended service as a precaution; there is no wavering in our commitment to the safety of our passengers and employees,” said William Crosbie, acting president and CEO. “From the *Auto Train* crew on Tuesday, to other passenger services and call center employees, to the welders who helped fix the equipment, I thank everyone who had a role in handling the situation and restoring service.”

After the decision to cancel the train on Tuesday, Customer Service teams called passengers booked for travel later in the week to inform them of the service cancellations and offer refunds.

The *Auto Train* fleet includes 80 of the two-year-old auto carriers, which have logged approximately 500,000 miles each.

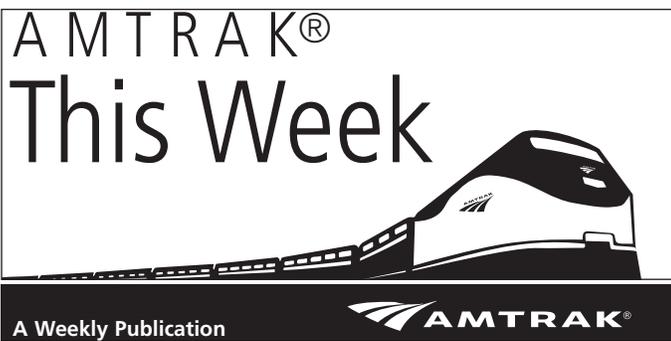
Security: This week security and police patrols will increase throughout the system, including K-9 detection teams. Call APD at 800-331-0008 or dial 911 to report suspicious activity.

Operational Changes: All NEC, *Keystone Service* and *Pacific Surfliner* trains will require reservations from Nov. 25 to Dec. 1. For employees, flash-pass privileges still apply, but pass riders must give up their seat to revenue passengers when standee conditions occur.

Corporate Communications: On Tuesday, Nov. 25 at 10 p.m., as part of its eight-part “Extreme Trains” series, the History Channel is airing a profile on the *Acela Express*. On Dec. 16, the program is highlighting the *Empire Builder*.

Reminder: As part of the Identity and Access Management process, which synchronized SAP and Windows passwords, employees are reminded to submit three challenge questions that can be used to reset the password. Call the Amtrak Help Desk at 800-772-HELP for more information.

Did You Know? Last Monday, Nov. 17, system-wide on-time performance was 88.4 percent, the sixth highest in the last five years, and the best regular weekday operations during the same period.



December 1, 2008

Thanksgiving 2008 Marks Second Highest Holiday Travel Period on Record

Operational Changes: Due to Union Pacific track work, *Lincoln Service Train 303* will be canceled Tuesday, Dec. 2 through Thursday, Dec. 4. Alternate transportation will not be provided; service to most destinations between Chicago and St. Louis is available on other Amtrak trains.

Engineering: From 10 p.m. to 6 a.m., beginning Monday, Dec. 1 and concluding Friday, Dec. 19, the Engineering department will work on the west slope under the George Washington Bridge in Manhattan as part of the Empire Line Rock Slope Stabilization Project. The project is slated for completion this summer.

Gift Policy Reminder: The Ethical Conduct and Conflict of Interest policy (posted on the Intranet under “Policies”) precludes accepting any gifts valued at more than \$50, and no employee may solicit a gift of any value. Procurement department employees are precluded from accepting any gifts except for “business courtesies” that exceed \$10 in value.

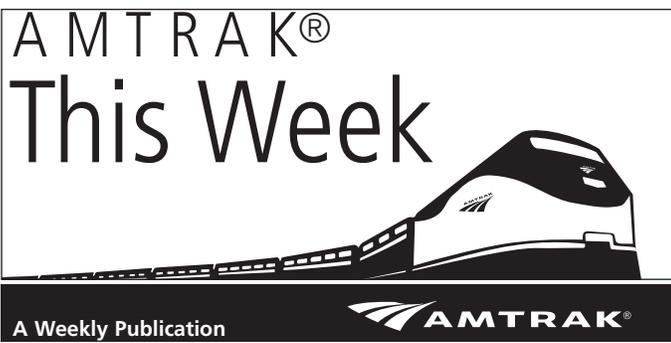
Amtrak’s busiest week of the year wraps up today, and while official ridership and revenue numbers are not yet available, preliminary results indicate another strong Thanksgiving travel season, especially considering current economic conditions and low gas prices.

Overall system ridership dipped 2 percent compared to last year with an estimated 655,000 trips, yet ticket revenue rose by 2 percent to approximately \$43.9 million, due to higher fares and revenue management tactics. The period from Nov. 25 to Dec. 1 ranks as the company’s second highest holiday ridership on record, just behind last year’s Thanksgiving week.

“Considering that overall holiday travel was down appreciably this year, our numbers reflect the growing appeal of passenger rail,” said Emmett Fremaux, vice president of marketing and product management.

Once again, Transportation, Engineering and Mechanical departments collaborated to meet demand across the system by expanding service. Dozens of additional departures and schedule changes took place, while multiple consists included extra cars to maximize availability at peak travel times.

“Our normal operations are incredibly complex, but to ramp up service the way we do at Thanksgiving is truly impressive,” said Bill Crosbie, chief operating officer. “I’d like to thank every employee — and those who volunteered extra time — for working so hard to keep our passengers safe and pleased with their Amtrak experience during the holiday week.”



December 8, 2008

Message from Joe Boardman

Dear Co-workers,

When I started my new position here barely two weeks ago, I hit the ground running, in large part because I've come to know Amtrak pretty well over the years.

On my first day on the job, I took some time to meet employees in Washington Union station. My second day, which happened to be Thanksgiving, I visited the crew base and thanked employees for spending their holiday helping others safely reach their destinations. Last week, I had the opportunity to meet with the leaders of a number of our unions.

A couple things you should know about me: I'm a former member of IBEW and Teamsters. I am a straight shooter, so you'll know where I stand on things. I listen closely and rely on the strengths of well-qualified people to give me their recommendations. I strongly believe that collaboration is a necessity in our business, and I don't have much time for those who stand in its way.

For those who may make incorrect assumptions about my past affiliations, let me be very clear: I am here because I believe in Amtrak. Splitting off the Northeast Corridor or separating the NEC infrastructure from operations are absolutely not in my plans. I not only want to preserve our coast-to-coast, interconnected system but also want to see it prosper.

With your help, we will become a greener, safer and healthier Amtrak. I plan to build on the many opportunities we have to show how critical passenger rail is to the economy and mobility of America, and I will be sharing with you exactly what that means in the coming weeks and months.

If you're thinking that you've heard all this before and you've seen CEOs come and go, that may be. However, as you get to know me (and you will), you'll see that I am personally committed to the success of this railroad. We have some of the best men and women in the field, and I hope you'll join me on the journey.

Sincerely,

A handwritten signature in black ink that reads 'Joe Boardman'.

Joe Boardman
President and Chief Executive Officer

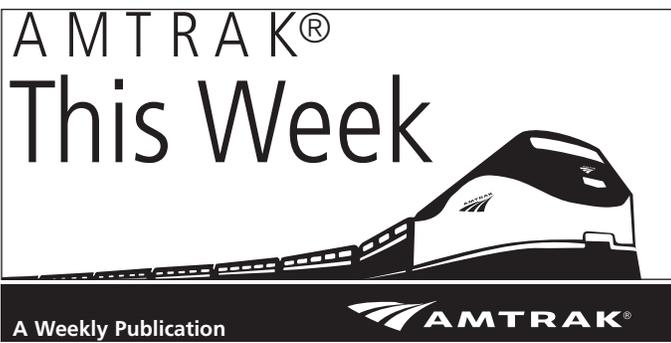
Operational Changes: Due to track work taking place on the Connecticut River Bridge over the next two weekends, service between New York and Boston is canceled on *Northeast Regional* Train 67 on Dec. 13 and 20, and Train 66 on Dec. 14 and 21.

Operation Lifesaver: If you are an Operations Lifesaver presenter, contact OL Officer Alvin Richardson (ATS 777-3434 or richara@amtrak.com) to make sure you are included in the national presenter database.

Charitable Giving: Pledge cards for the 2008 Employee Charitable Donation Campaign, which runs until Dec. 31, will be distributed to all employees by their respective departments. Employees may make contributions through payroll deductions or on a one-time basis.

PSSA Update: The final regional President's Service and Safety Awards luncheon takes place on Wednesday, Dec. 10 in Jacksonville, Fla., where 17 employees will receive PSSA recognition and 28 will be honored for their 30 and 35 years of service.

Human Resources: Starting Dec. 8, non-agreement managers may begin entering FY '09 goals in the IMPACT system.



December 15, 2008

Ridership and Revenue Drop in November

Overall ridership and ticket revenue for November were down 4 and 6 percent, respectively, against last year mainly due to the current economic crisis hurting Northeast Corridor performance, where ridership declined 12 percent. The drop was offset by a 2 percent ridership increase on other corridor and state-supported services in conjunction with a 2 percent jump in long-distance ridership, which is partly attributable to significant improvements in on-time performance.

“Amtrak’s had tremendous growth over the last five years, and while the numbers are down slightly from last year, ridership and revenue are still relatively strong — especially in these economic conditions,” explained Emmett Fremaux, vice president, Marketing and Product Management.

Company Prepares for Presidential Inauguration

Plans are underway to accommodate huge passenger demand for the Jan. 20 inauguration of President-Elect Barack Obama in Washington, D.C. A crowd of up to five million people is expected to strain the region’s transportation system to its limit, so department officials across the company are collaborating to get ready.

“This is an historic event of national importance, which must be executed with precision,” said William Crosbie, chief operating officer. “We’re looking at every facet of our operations throughout the Mid-Atlantic and Northeast to ensure passengers get in and out of D.C. safely and efficiently.”

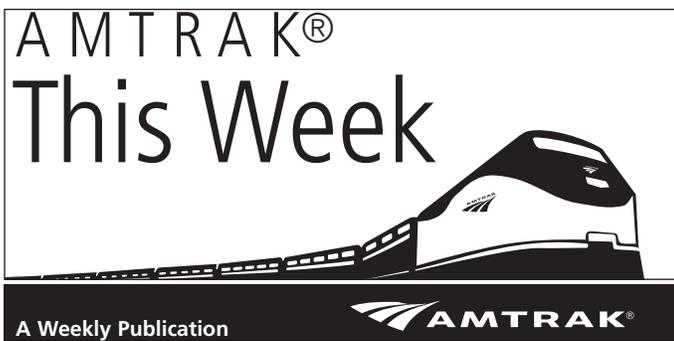
Amtrak will be adding capacity and is coordinating with agencies at the federal, state and local levels to maximize security efforts and train operations along the East Coast. Information about how the event will affect Washington-area employees, including how they can volunteer to help in certain stations along the Northeast Corridor, will be available soon.

Engineering: The Switch Exchange System, with the assistance of Mid-Atlantic Engineering, will be wrapping up the installation of the No. 21A switch at Shore Interlocking in Philadelphia. This is the final of seven switches installed in Shore Interlocking this fall.

Benefits: The Amtrak Benefits Web site will not be available from Wednesday, Dec. 17 through Friday, Jan. 2 in order to process benefit elections. Employees can still call the Benefits Service Center at 800-481-4887 to make benefit changes.

Corporate Communications: On Tuesday, Dec. 16 at 10 p.m., as part of its eight-part “Extreme Trains” series, The History Channel is airing a segment on the *Empire Builder*.

Gift Policy Reminder: The Ethical Conduct and Conflict of Interest policy (posted on the Intranet under “Policies”) precludes accepting any gifts valued at more than \$50, and no employee may solicit a gift of any value. Procurement department employees are not allowed to accept any gifts that exceed \$10 in value.



December 22, 2008

Amtrak Mourns the Loss of Notable Supporters

Amtrak lost two ardent passenger rail supporters as former board member Paul Weyrich and United Transportation Union National Legislative Director James M. Brunkenhoefer both passed away late last week. Amtrak whistles across the entire system will blow today for Weyrich and tomorrow for Brunkenhoefer at 3 p.m. to honor them.

Best known as a co-founder of the politically conservative Heritage Foundation, Weyrich later founded the Free Congress Foundation, which unlike most similar organizations favored rail mass transit. He served on the Amtrak board — from February 1987 to January 1993 — as well as the National Surface Transportation Policy and Revenue Study Commission. A former political reporter, Weyrich was also a prolific writer and publisher of *The New Electric Railway Journal*.

“Paul Weyrich has been a friend and passionate supporter of Amtrak since the early days of the company’s formation,” said Government Affairs and Corporate Communications Vice President Joe McHugh. “Even after his service on the board ended, he continued to serve the company with great enthusiasm. He loved this company. We will miss him very much.”

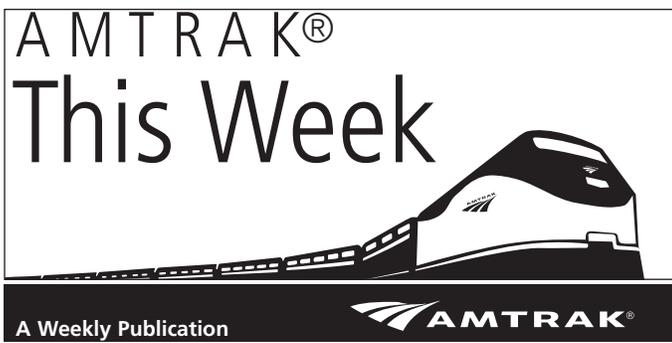
Funeral services will be held today at the Holy Transfiguration Melkite Greek-Catholic Church in McLean, Va. Contributions in Weyrich’s honor should be made to the church.

Brunkenhoefer, also known as “Brokenrail,” began his railroad career in 1966 as a trainman for the Southern Pacific Transportation Co. Until his death, he held seniority in the Train and Engine service crafts on the Union Pacific lines in Texas and Louisiana. Before serving as UTU’s national legislative director, Brunkenhoefer served in a number of offices in Local 83 in Houston. In 1980, he became the alternate Texas state legislative director before assuming full directorship of the Texas State Legislative Board in 1982. He served at the national level since 1987.

“It is with great sadness that I recognize the passing of James Brunkenhoefer,” said President and CEO Joe Boardman. “There is no one with a kinder heart for the suffering that another human has. ‘Brokenrail’ brought compassion and concern to me at a time that I needed it. My prayers and thoughts are with his soul as well as his loved ones during this time of loss. We will all miss him.”

“The passing of James Brunkenhoefer is a loss to the railroad world,” added Labor Relations Vice President Joe Bress. “He exemplified the best in lobbying for the UTU and supporting Amtrak. I will miss his way of refocusing an issue and doing it with passion, humor and personality.”

Funeral services will be held today at Am Kolel Sanctuary in Rockville, Md.



Useful Information for the New Year ...

- If you've moved in the past year, and have not notified Human Resources, submit to your local HR office an updated Employee Information Form, which can be found on the Intranet ("Library" ► "Forms") or at the local office. A list of local offices is also on the Intranet at "Employees" ► "Human Resources-Offices."
- Make sure the Railroad Retirement Board has your current mailing address. Send it, along with your Social Security number, to the nearest RRB office (visit www.rrb.gov for office locations).
- W-2s will be mailed to your home by Jan. 31.
- Please submit W-4 tax withholding changes to Payroll as soon as possible. To claim tax exempt status in 2009, submit a new W-4 to Payroll by Feb. 16.
- Beginning Jan. 1, the Tier 1 tax rate will be 6.2 percent for compensation up to \$106,800 with a maximum of \$6,621.60 annually. The Tier 2 tax rate is 3.9 percent for compensation up to \$79,200 with a maximum of \$3,088.80.
- Effective Jan. 1, the reimbursable mileage rate will decrease from 58.5 cents per mile to 55 cents per mile to coincide with lower gas prices. This change will become effective for expenses incurred on or after Jan. 1.

Benefits: 2009 FSA elections are now in the WageWorks system. Log on to wageworks.com or call 877-924-3967 to obtain a commuter pass, set up reimbursement through direct deposit, or confirm that your information is accurate in the WageWorks system.

2009 Holiday Schedule

Below is the 2009 holiday schedule for non-agreement employees:

Holiday	Date
New Year's Day	Thursday, Jan. 1, 2009
Martin L. King Jr. Day	Monday, Jan. 19, 2009
President's Day	Monday, Feb. 16, 2009
Memorial Day	Monday, May 25, 2009
Independence Day	Saturday, July 4, 2009
Labor Day	Monday, Sept. 7, 2009
Veterans' Day	Wednesday, Nov. 11, 2009
Thanksgiving Day	Thursday, Nov. 26, 2009
Christmas Day	Friday, Dec. 25, 2009

Because July 4 falls on a Saturday, non-agreement employees hired prior to 2009 are granted an additional personal day and, are therefore entitled to three personal days in 2009. Employees must obtain approval prior to using personal days.

Non-agreement employees hired in 2009 receive personal days based on their date of hire.

Date of Hire	Number of Personal Days
Jan. 1 to May 31, 2009	2
June 1 to Aug. 31, 2009	1
Sept. 1 to Dec. 31, 2009	0

Holidays for agreement-covered employees are subject to each labor agreement.

Frequently Asked Questions Regarding the Retroactive Payments

- **Who should receive a retroactive payment check?**

The current retroactive payments are based on the contract settlements reached with BLET and SMWIA. Adjustments for ATDA, BMW, BRS, IAM, IBEW, JCC, NCFO, IBB, ARASA (Maintenance of Equipment), ARASA (Maintenance of Way) and UTU Train Service were paid earlier in May 2008. Additionally, adjustments for UTU Yardmasters and UTU Stewards, based on their recent contract settlements, are planned for later this summer. Employees in other crafts, such as TCU, ASWC and ARASA (OBS), are not covered by these agreements. Additionally, only employees active in a union covered position on December 1, 2007, or on certain leaves of absence, are entitled to retroactive pay under these contract settlements. If you were previously employed by Amtrak, left the company and subsequently returned to Amtrak service, only the service following your return is subject to the retroactive adjustment.

- **How was the back pay calculated?**

The retroactive pay for BLET and SMWIA employees covers the period from July 1, 2002 through April 30, 2008. In accordance with the terms of the agreements, the wage adjustments were calculated based on the January 1, 2001 rates of pay, which included the 27¢ Cost Of Living Adjustment (COLA) that the agreements rolled into the basic rates. Thereafter, the following percentage increases were applied:

- July 1, 2002 – 6.087%
- July 1, 2003 – 3.000%
- July 1, 2004 – 3.250%
- July 1, 2005 – 2.500%
- July 1, 2006 – 3.000%
- July 1, 2007 – 3.000%

The resulting hourly rates applied to all hours paid during each period reflect the total compensation resulting from the new contracts. The compensation already received for those hours was subtracted from that amount to identify the total retroactive wage adjustment for the period. Finally, from the total retroactive wage adjustment, the following health care contributions were deducted for each month of active service:

- July 1, 2001 through June 30, 2002 - \$ 33.39 per month
- July 1, 2002 through June 30, 2003 - \$ 81.18 per month
- July 1, 2003 through June 30, 2004 - \$ 79.74 per month
- July 1, 2004 through June 30, 2005 - \$ 91.32 per month
- July 1, 2005 through December 31, 2005 - \$ 97.43 per month
- January 1, 2006 through December 31, 2006 - \$123.28 per month
- January 1, 2007 through April 30, 2008 - \$166.25 per month

The result is the gross retroactive adjustment. The check you received (or that is deposited in your account) is 40% of the total amount, less required deductions, in accordance with the terms of the agreement.

- **Are all labor payments included in my back pay calculations?**
 No, payments for other than hours worked, such as differentials, meal allowances, travel reimbursements, etc., were not included in the wage adjustment; only hours paid for or worked are included. Also, time worked in management, including special duty under XX job codes, is not subject to adjustment.
- **When will the balance be paid?**
 In accordance with the terms of the agreement, the balance of the retroactive adjustment (60%) will be paid within one (1) year of the date the initial 40% is paid, subject to the contingency provisions of the agreement. In general, this means payment of the balance depends upon sufficient funding being appropriated by Congress to pay the second installment in Fiscal Year 2009.
- **How do I know the new rates of pay are correct?**
 The new rates of pay for BLET and SMWIA took effect on May 1, 2008. The rates of pay for ARASA (Maintenance of Equipment), ARASA (Maintenance of Way), ATDA, BMW, BRS, IAM, IBB, IBEW, JCC, NCFO, and UTU Train Service took effect on or about April 1, 2008. Since that time, questions about certain rates were raised by union officers, employees and managers and the rates were subsequently adjusted, where necessary. The corrected rates are what were applied to the back pay calculations. If you believe your rate of pay is wrong, you should contact your local manager or union representative for verification.
- **What is the health care deduction?**
 In the contract settlements, it was agreed that employees would contribute toward the cost of health care coverage at the same level as freight railroad employees. The amounts of the deductions, outlined above, are in line with the payments agreed to as contributed by railroad employees on the freight railroads.
- **What if I am covered by other health insurance?**
 Prior to the current contract settlement, Amtrak provided health care coverage for all employees, regardless of whether that coverage was utilized. Accordingly, the settlement provides for employee contributions for each month of active service. However, under the terms of the agreements, employees may elect to “opt-out” of future medical plan coverage, including medical, prescription drug and mental health/substance abuse benefits. A letter was sent to each employee outlining the benefit changes and the opportunity to opt out of the Amtrak medical plan. While the initial opt out period ended April 30, 2008, for ARASA (Maintenance of Equipment), ARASA (Maintenance of Way), ATDA, BMW, BRS, IAM, IBEW, JCC, NCFO and UTU Train Service, and ended on May 16, 2008, for BLET, IBB and SMWIA, employees will have the opportunity to opt out in the future during the open enrollment periods. You may obtain additional information by contacting the Amtrak Benefits Service Center at 800-481-4887.
- **Will 401(k) deductions be taken out of my back pay?**
 In accordance with the terms of the agreement, Amtrak did not deduct contributions toward your 401(k) plan from the retroactive wage adjustment.

- **What deductions will be taken out of my back pay?**
 Back payments are subject to the Federal 25% supplemental payment tax withholding rate as well as any percentage based creditor or tax levy deductions, such as state and local taxes. Depending on the state in which you reside, a mandatory supplemental state tax rate may apply as well. Railroad Retirement taxes are deducted at the same percentage rate as normal, up to the annual maximum. Garnishments related to child support are excluded unless the employee is behind on or in arrears on required payments. If this is the case, a deduction will be made for child support. It is recommended that you consult with a tax advisor on the proper treatment of this payment in regards to your tax filing status.
- **What if I have labor hours submitted after the cut off?**
 Work performed by BLET and SMWIA employees on or before April 30, 2008, which was not submitted by May 16, 2008, will need to be submitted through the normal process for submitting late labor. Work performed by employees in ARASA(Maintenance of Equipment), ARASA(Maintenance of Way), ATDA, BMW, BRS, IAM, IBB, IBEW, JCC, NCFO and UTU Train Service, on or before March 31, 2008, will also need to be submitted through the normal process for submitting late labor. Time submitted after these deadlines will be paid at the old rates and the adjustment will have to be made manually. Those adjustments will be added to the remaining 60% portion of the wage adjustment.
- **Who should I contact if I think the amount of my back pay isn't correct?**
 Please refer to the enclosed payroll information summary to assist you in understanding the calculations. Remember, under the contract settlements, only the rates of pay were adjusted. Except for the Reduced Crew Allowance under the UTU Agreement, there were no retroactive adjustments to allowances, differentials or other payments, including payments you may have received for temporary upgrades to management or time in "XX" job codes, or for time worked on positions in those unions that have not yet reached agreements. Questions regarding the payment can be referred to the following toll free number.

1-888-514-0983

The Call Center is staffed Monday through Friday from 8:00 a.m. to 8:00 p.m. EDT. If your question cannot immediately be answered by the call center representative, a case number will be assigned to you and your name, employee number, union and craft, telephone number and the nature of your question will be logged and referred to an appropriate officer for investigation and review.

Please use the attached Retroactive Wage Payment Inquiry Form to document your assertion of a discrepancy. The form is also available on the Internet at www.amtrakbenefits.com and on the Amtrak Intranet site under the Library Tab – click on Forms and select Form NRPC 3287.

You should be prepared to provide details regarding any discrepancy; if it involves health care contributions, information about the particular month(s) in question and why you believe the deduction was incorrect; if it involves the wage adjustment, information as to the specific period in dispute and whether it involves straight time, overtime or other hours paid in order to facilitate a prompt investigation of your issue. With the Form, you must send supporting documentation, such as copies of pay stubs, your work log or time book, showing the hours worked during the period in dispute.

- **Can the field payroll office handle my question?**

Field Payroll, Human Resources and Labor Relations offices **cannot** help with back pay questions, inquiries or disputes. Questions and disputes must be referred to the toll free number listed above. Your issue will be assigned a case number at the time of your call which will be used for the investigation process.

- **How long could I expect resolution on my case to take?**

Only issues with assigned case numbers will be investigated. Once a case number is assigned and your documentation received, you will be contacted within seven to 14 business days to discuss your specific question and determine the necessary course of action. Depending on call volume, it could take longer. Each case will be reviewed and you will be contacted and advised of the findings. Considering the significant number of employees affected by the back pay process, it may take several weeks to thoroughly investigate and respond to your particular issue.

- **How long do I have to dispute my wage adjustment?**

We encourage you to call as soon as possible so that your issue is logged and assigned a case number by the Call Center to initiate the review process. The sooner your call is received, the quicker your issue can be investigated and resolved. The call center is only a temporary resource for handling inquiries about the back pay process, so we urge you to call promptly.

May 30, 2008

Top Story

Changes to Business Travel Policy Now in Effect

A revised corporate policy for Travel and Reimbursable Business Travel Expenses took effect last week and includes notable changes related to air travel, meal allowances and hotel rates.

“We took a comprehensive look at our business travel policy and determined there were updates that needed to be made based on market changes, but we also wanted to make it more efficient for the company and the individual employee,” explained Francis Murphy, Director, Business Travel Services.

Under the old policy, only executive committee members could approve air travel by employees. Now, that approval authority is expanded to include vice presidents and chiefs who report to executive committee members, a change that will streamline the approval process.

Meal reimbursement has also been streamlined with the policy changed to a per diem program that includes an increase in the allowable meal expense from \$50 to \$55 (including taxes and gratuities). Additionally, meal receipts are no longer required except as outlined in Section 6.8 of the policy.

Policy changes also incorporate an elevation of the maximum hotel room rates to keep pace with the current lodging market. The national pre-tax room rate has been increased to \$120. Room rates for specific major cities have been raised as well. They are: \$300 in New York; \$205 in Washington, D.C.; \$200 in Boston; \$190 in Chicago; \$160 in Philadelphia; \$140 in Oakland and; \$140 in Seattle.

The revised policy is posted in its entirety on the Intranet at *Library ⇒ Policies ⇒ Amtrak Policy and Instruction Manual ⇒ Finance*. As meal per diem and hotel maximum rates are periodically subject to change, the current maximum rates are not included in the policy itself and are kept updated and posted on the homepage of the eTravel Worldspan Trip Manager catalog in eTrax and on the Intranet under *How We Work ⇒ Management Employee Business Travel*.

In a separate travel update, the Internal Revenue Service has announced the reimbursable mileage rate will decrease from 58.5 cents per mile to 55 cents per mile to coincide with lower gas prices. This change will become effective for mileage expenses incurred on or after Jan. 1, 2009.

Benefits: 2009 FSA elections are now in the WageWorks system. Log on to wageworks.com or call 877-924-3967 to obtain a commuter pass, set up reimbursement through direct deposit, or confirm that your information is accurate in the WageWorks system.

Below is the 2008 holiday schedule for non-agreement employees.

Holiday	Date
New Year's Day	Thursday, January 1, 2009
Martin Luther King Jr. Day	Monday, January 19, 2009
President's Day	Monday, February 16, 2009
Memorial Day	Monday, May 25, 2009
Independence Day	Saturday, July 4, 2009*
Labor Day	Monday, September 7, 2009
Veterans' Day	Wednesday, November 11, 2009
Thanksgiving Day	Thursday, November 26, 2009
Christmas Day	Friday, December 25, 2009

*Additional personal day for employees hired prior to 2009

Because July 4 falls on a Saturday, non-agreement employees hired prior to 2009 are granted an additional personal day and are, therefore, entitled to three personal days in 2009. Employees must obtain approval prior to using personal days.

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12/3/08 Approved by Murphy
12/11/08 Approved by Maguire
12/12/08 Approved by Campbell

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TESTIMONY

OF

**DONNA McLEAN
CHAIRMAN, BOARD OF DIRECTORS
AMTRAK**

BEFORE THE

**SUBCOMMITTEE ON TRANSPORTATION, HOUSING
AND URBAN DEVELOPMENT AND RELATED
AGENCIES**

OF THE

SENATE COMMITTEE ON APPROPRIATIONS

THURSDAY, APRIL 3, 2008

Good morning Chairman Murray, Senator Bond, and members of the Committee. Thank you for the opportunity to testify before your committee this morning. My name is Donna McLean, and I am the Chairman of the Board of Amtrak, a position I assumed in November 2007. I was confirmed as a member of the Board of Directors in late July of 2006. Prior to that, I worked as Chief Financial Officer of the Department of Transportation and as the Assistant Administrator for Financial Services at the Federal Aviation Administration. Presently, I work as a consultant and an adjunct professor, and I am based here in Washington, DC.

The Amtrak Board of Directors is a seven-person body, and includes the Secretary of Transportation; currently, five of those seats are filled and two are vacant. I would like to thank the Senate for the recent confirmation of our new board members, Nancy Naples O'Neill of New York and Thomas C. Carper of Illinois. As Chairman, I envision the Board functioning as a governing body, one that provides a combination of oversight and guidance to ensure that the company is working toward the attainment of its strategic objectives. The Board should be in the business of setting goals and monitoring and assessing performance. The day-to-day management of the company and the setting of specific policies within the overarching framework of our strategic goals are going to be the responsibility of Alex and our Executive Committee.

We are currently refining our corporate strategy. We have had a provisional strategy since last summer, and it is included in the business plan we have just published, since it guided the development of our FY 2008 budget. Currently, we are developing a strategy that is multi-year

but provides detailed and specific guidance for the next five years. Our strategic priorities must reflect the dual nature of Amtrak, which combines the goals of a private company with the obligations of a public service provider.

Measuring Success at Amtrak

To succeed, this company must be a safe, convenient and affordable transportation choice for travelers. We recognize that we can't be everywhere, and we know that there are markets where we will not have a competitive advantage. But where we do provide service, it must be professionally operated and as responsive as possible to the needs of the traveling public.

So how do we measure success? As Amtrak's management team and I have been working on our multi-year strategic plan, this is the central question that the Board and I have to answer. As Alex will report, our ridership and ticket revenue numbers are increasing in almost all of our markets. That is success, right? Amtrak's corporate debt is decreasing, which is also good. Our operating subsidy needs are increasing. But at the same time, our subsidy per passenger mile is declining. Our FY 07 on time performance was around 82.3 percent in the Northeast Corridor and our share of the air/rail market has also improved, but our capital needs are growing. Our average on-time performance on our long distance train routes in FY 07 varied from a low of 10.2 percent to a high of 86.2 percent.

The good news is we do a pretty good job of tracking and collecting the basic data we need to inform our analysis. The real challenge is going to be analytical – we are going to need to produce answers that matter to us and are useful to other stakeholders. In other words, we are going to have to do some thinking about what we want to know, why we want to know it, and what it's telling us about consumer demand, about the health of our business, and about our internal efficiency. We will have to rely on some additional measurements such as:

- Operating ratio
- Revenue per available seat-mile
- Cost per available seat-mile
- Load factor
- On-time performance
- Customer satisfaction indices
- Partner (state and commuter authority) satisfaction
- Employee satisfaction
- Safety ratio
- Ridership growth

These measures will be key components of both our day-to-day operations and for planning for the long term.

In my written statement I am submitting several charts and graphs that will give you a better understanding of some of the metrics that we rely on to monitor our performance. It is important for you to know that I am asking the questions of the Board, the management, and the employees of Amtrak – how do we measure ourselves? How can we best position ourselves for the future, and how can we meet the growing demand for our services, given our challenges? As we set out to define success at Amtrak, we will strive to be increasingly transparent in all areas of our business. I feel very strongly that it is our highest responsibility to provide information to Congress and our other stakeholders, and that information should be clear, easy to understand, and transparent.

Intermodal Connections

As we strive to provide a service that is increasingly transparent and successful, as transportation providers, we have a couple of important competitive advantages that we can offer travelers that increase their range of choices. We are trying to think of travel not just in terms of a rail trip, but in terms of the passenger's journey. People don't wake up at 5 in the morning to ride an Amtrak train; they wake up early to get to a meeting in Philadelphia which they just happen to do via Amtrak. We must take into consideration the passengers' need to get to and from the train station, a need that intermodal planners will need to satisfy if we are to provide those essential and convenient connections.

In FY 2007, Amtrak carried 56 percent of what we call the “New York to DC air-rail” market – the people who either flew or took the train. That number has been trending generally upward since 2000, when we had 37 percent of the market share. The *Acela* service has been a big contributor to our market share growth. We believe our market advantage is three fold; our service is frequent and reliable; our service is between city centers; and our stations include intermodal connections to the subway, bus, or taxi. That intermodal connection is key to getting our passengers to their final destination.

This is an important advantage – and one that is not limited to the Northeast Corridor. The Bureau of Transportation Statistics recently studied the connectivity of intercity rail and airport facilities, and concluded that while only 34.5 percent of airports in the 48 contiguous states included connectivity with another mode of mass transportation, about 54.3 percent of intercity rail stations did. I think that’s an important statistic. The ability to offer travelers a range of choices is vital to Amtrak’s appeal, and we consider the development of those connections to be a high priority. This connectivity is currently most marked on the East and West Coasts. This is a pattern not just associated with the Northeast Corridor, but in California, Washington, and Oregon, over 85 percent of the stations have some kind of connectivity, usually bus service. That’s a real benefit to travelers, and we want to work on developing that elsewhere.

And as road congestion grows, I think the ability to travel without having to drive a car is going to be increasingly popular, and we need to be poised to provide consumers with that alternative. We are particularly interested in the possibility of offering connections to airports, and we

currently have direct connections with five airports: Newark, Baltimore-Washington International, Burbank, Oakland, and Mitchell Field in Milwaukee. While these are all traffic feeders for Amtrak, they offer the promise of an essential component of an intermodal national transportation policy – the prospect of a system that allows the various modes to provide the transportation services that maximize the consumer’s utility.

In conclusion, I hope that you are satisfied with the knowledge that Amtrak is moving forward with a strategic vision that should make sense to most people who understand Amtrak’s mission. Our strategy will provide a realistic assessment of what we can do as a transportation provider, of the opportunities we see, and of the types of events and trends that could be obstacles to success. We are committed to measuring our performance, continuous improvement, and defining the true meaning of success. And each step of the way, we will do our level best to provide the transparency that is essential to the policymakers, taxpayers, and passengers that provide the resources for Amtrak’s nationwide service.

This concludes my opening statement. I will be happy to answer any questions you might have.

Amtrak® wants to hear from you!

If you have not completed and returned the Employee Satisfaction survey that was mailed to your home earlier this month, you're missing an opportunity to share your perspective on everything from how we deliver customer service to your own job satisfaction. It's completely anonymous.



For your input to be included, the survey must be **completed and returned by Oct. 10**. If you did not receive a survey, please call **202 906-3770 (ATS 777-3770)** or send an e-mail to ecom@amtrak.com as soon as possible to get one mailed to you.

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TESTIMONY

OF

**ALEX KUMMANT
PRESIDENT AND CHIEF EXECUTIVE OFFICER
AMTRAK**

BEFORE THE

**SUBCOMMITTEE ON TRANSPORTATION, HOUSING
AND URBAN DEVELOPMENT AND RELATED
AGENCIES**

OF THE

SENATE COMMITTEE ON APPROPRIATIONS

THURSDAY, APRIL 3, 2008

Good morning, Madame Chairwoman, and thank you for the opportunity to testify before your committee this morning on Amtrak's financial needs for FY09. As you may know, FY07 finished as a strong year for Amtrak, and FY08 has gotten off to a good start as well. We set an annual ridership record of 25.8 million passengers, the largest in the company's history. We had record summer months and a record Thanksgiving, which are important indicators of the traveling public's preferences and confidence. Our ridership and revenue for FY08 have also been strong; we carried 11.7 percent more riders between the beginning of the fiscal year and the end of February than we carried in FY07, and those riders brought us 14.8 percent more revenue. Finally, we have concluded agreements with most of our unions after years of negotiations. Of the unions before our recent PEB, the members of 9 groups ratified their tentative agreements on March 10, one additional group has ratified an agreement, and we expect the remainder to be complete soon. These agreements follow the recommendations of the Presidential Emergency Board in providing wage increases and retroactive pay to our employees, and our employees will also be making contributions to health care.

With this performance as background, I think it's safe to say that passenger rail service has a bright future. To help shape the next few years, Amtrak is focusing its efforts on a set of key strategic priorities. We are working on increasing revenue, reducing costs, and improving both trip times and systemwide on-time performance. We are also in the process of developing a comprehensive plan for equipment procurement in the coming years; the acquisition of additional equipment is a small component of the FY09 capital request, but we expect it to grow as our electric engines and Amfleet cars approach the end of their useful lives. We are also

working with a number of states to develop and augment short-distance corridor operations. We are, however, quickly bumping up against the limits of our existing equipment capacity at a time when states are seeking new service. To address this problem, we are going to need to begin a new equipment procurement cycle.

To realize these strategic priorities, Amtrak will continue to require a certain core level of operating assistance and capital investment from the Federal government. In FY09, Amtrak will need a total of \$1.671 billion in Federal assistance. Of this total, \$506 million will be required to meet operating costs, \$801.4 million will be invested in capital projects, \$19 million will be required for the funding of Amtrak's Office of the Inspector General, and \$345 million will be spent on debt service. All of these numbers represent increases over our FY08 spending levels, and I will give you some background on them. We have provided additional detail in our FY09 legislative and grant request, which I would ask to have made a part of the record.

We foresee significant cost inflation in several important areas in FY09. The most significant costs will be increases in wages, benefits, and fuel. Wage increases will be a byproduct of the labor agreement, and will add about \$27 million to the FY09 budget, but the largest single category of cost increases is going to be benefits. This is principally a reflection of the growing cost of health care. We expect our total benefits costs to rise by \$50 million in FY09, and the expenses associated with medical treatment and drugs are at the core of it. We expect that the cost sharing provisions in our labor agreements will to some degree restrain medical cost growth, but that growth is still going to be substantial.

I think it's also important to mention at this point that we have a single additional expense that will come due in FY09. As you may know, from 2002 until early this year, this company and many of its unions were unable to agree on the terms of contracts for our employees. In November 2007, the Administration appointed a Presidential Emergency Board (or PEB) under the terms of the Railway Labor Act to hear the dispute and recommend a settlement, which it did in early January. The management of Amtrak has accepted this recommendation, as have nine of our labor groups; we expect that groups whose ratifications and negotiations are ongoing will likewise accept the contract pattern the PEB recommended. The recommended agreement pattern included a pair of lump sum retroactive payments to Amtrak's employees to effectively extend the raises it offered back to the beginning of the negotiating period, and Amtrak accepted the recommendation. Amtrak believes at this time that it has the financial wherewithal to meet our FY08 wage and retroactive pay obligations, as well as its wage obligations in FY09 and FY10. However the 60% (or \$114 million) of the one time "back pay" payment the PEB recommended be made in FY09 is noted separately in the FY09 grant request summary table on page 3 of the leg and grant request, and is not contained in Amtrak's FY09 operating costs. The PEB was aware that Amtrak did not have the means to pay the additional \$114 million and recommended that the decision to fund this amount lies with Congress.

To fund our FY09 capital programs, Amtrak is asking for a total of \$801.4 million. Of this total, we intend to use \$506.9 million to pay for ongoing "state of good repair" (or SOGR) programs dedicated to the rehabilitation of our plant and equipment. In addition to meeting day to day

SOGR requirements, we are undertaking an ambitious capital program in FY08. The replacement of the lift span on the Thames River Bridge in New London, Connecticut will be the centerpiece, and we are planning a large scale repair “blitz” on our New England Division in June to undertake repair and replacement work on the electric catenary, several interlocking plants, and a host of smaller projects. We intend to continue our capital investment program effort in FY09, when our program to replace the lift span on the Niantic River Bridge will hit its stride. Big projects like lift bridge replacement are expensive but enduring – we expect the completed span to last for a lifetime. Though we have an aging fleet, we will also be spending significant capital on bringing it into SOGR.

We are also working to comply with the Americans with Disabilities Act, and our 2009 budget includes \$68.5 million for that effort. ADA compliance is going to be a significant challenge, and Amtrak is seeking an extension of the current compliance deadline of July 26, 2010, because, even if we had the regulatory guidance and resources to comply, it would still be impossible to achieve compliance by that date. Amtrak is fully focused on making its service accessible, and we are pursuing compliance under the terms of the ADA, but we will need additional time to accomplish that. New rules proposed nearly two years ago by the DOT would materially change the standards for compliance under the Act with respect to station platform level requirements, would add millions of dollars to the compliance cost, and would deprive that aspect of compliance of any clarity and certainty. Even under the current law, Amtrak will need more time and more resources to achieve full ADA compliance.

On the whole, I think our projections for the upcoming year are responsible, realistic, and attainable. There are a lot of points that must be considered, and the rising costs of fuel, which now hovers at \$4.00 a gallon and health care and the condition of the economy will all have a bearing on our plans. We're going to need new equipment, both to modernize our fleet and have equipment available for expansion. But from where I sit, the leading indicators continue to trend in the right direction. I believe there is a latent demand for intercity passenger rail service in the United States. In the coming year we will work to inform this discussion and to meet the expectations and needs of our customers. Let me conclude by saying we are going to have some big opportunities ahead, and we will need a strong, skilled and well-trained workforce with high morale if we're going to make the most of them. To that end, these new labor agreements will help. I appreciate all of the hard work our employees put in every day, sometimes in difficult or trying situations, and I am glad that we have been able to conclude a workable settlement and trust that our employees will embrace it. I also want to thank our Board of Directors, and particularly Donna, for their ongoing support and their wise counsel.

This concludes my opening statement. I will be happy to answer any questions you might have.

Frequently Asked Questions Regarding the Retroactive Payments

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- **How was the back pay calculated?**

The retroactive pay covers the period from July 1, 2002 through March 31, 2008. In accordance with the terms of the agreements, the wage adjustments were calculated based on the January 1, 2001 rates of pay, which included the 27¢ Cost Of Living Adjustment (COLA) that the agreements rolled into the basic rates. Thereafter, the following percentage increases were applied:

- July 1, 2002 – 6.087%
- July 1, 2003 – 3.000%
- July 1, 2004 – 3.250%
- July 1, 2005 – 2.500%
- July 1, 2006 – 3.000%
- July 1, 2007 – 3.000%

The resulting hourly rates applied to all hours paid during each period reflect the total compensation resulting from the new contracts. The compensation already received for those hours was subtracted from that amount to identify the total retroactive wage adjustment for the period. Finally, from the total retroactive wage adjustment, the following health care contributions were deducted for each month of active service:

- July 1, 2001 through June 30, 2002 - \$ 33.39 per month
- July 1, 2002 through June 30, 2003 - \$ 81.18 per month
- July 1, 2003 through June 30, 2004 - \$ 79.74 per month
- July 1, 2004 through June 30, 2005 - \$ 91.32 per month
- July 1, 2005 through December 31, 2005 - \$ 97.43 per month
- January 1, 2006 through December 31, 2006 - \$123.28 per month
- January 1, 2007 through March 31, 2008 - \$166.25 per month

The result is the gross retroactive adjustment. The check you received (or that is deposited in your account) is 40% of the total amount, less required deductions, in accordance with the terms of the agreement.

- **Are all labor payments included in my back pay calculations?**
 No, payments for other than hours worked, such as differentials, meal allowances, travel reimbursements, etc., were not included in the wage adjustment; only hours paid for or worked are included. Also, time worked in management, including special duty under XX job codes, is not subject to adjustment.
- **When will the balance be paid?**
 In accordance with the terms of the agreement, the balance of the retroactive adjustment (60%) will be paid within one (1) year of the date the initial 40% is paid, subject to the contingency provisions of the agreement. In general, this means payment of the balance depends upon sufficient funding being appropriated by Congress to pay the second installment in Fiscal Year 2009.
- **How do I know the new rates of pay are correct?**
 The rates of pay for ARASA (Maintenance of Equipment), ARASA (Maintenance of Way), ATDA, BMW, BRS, IAM, IBB, IBEW, JCC, NCFO, and UTU Train Service took effect on or about April 1, 2008. The new rates of pay for BLET and SMWIA took effect on May 1, 2008. Since that time, questions about certain rates were raised by union officers, employees and managers and the rates were subsequently adjusted, where necessary. The corrected rates are what were applied to the back pay calculations. If you believe your rate of pay is wrong, you should contact your local manager or union representative for verification.
- **What is the health care deduction?**
 In the contract settlements, it was agreed that employees would contribute toward the cost of health care coverage at the same level as freight railroad employees. The amounts of the deductions, outlined above, are in line with the payments agreed to as contributed by railroad employees on the freight railroads.
- **What if I am covered by other health insurance?**
 Prior to the current contract settlement, Amtrak provided health care coverage for all employees, regardless of whether that coverage was utilized. Accordingly, the settlement provides for employee contributions for each month of active service. However, under the terms of the agreements, employees may elect to “opt-out” of future medical plan coverage, including medical, prescription drug and mental health/substance abuse benefits. A letter was sent to each employee outlining the benefit changes and the opportunity to opt out of the Amtrak medical plan. While the initial opt out period ended April 30, 2008, for ARASA (Maintenance of Equipment), ARASA (Maintenance of Way), ATDA, BMW, BRS, IAM, IBEW, JCC, NCFO and UTU Train Service, and will end on May 16, 2008, for BLET, IBB and SMWIA, employees will have the opportunity to opt out in the future during the open enrollment periods. You may obtain additional information by contacting the Amtrak Benefits Service Center at 800-481-4887.

- **Will 401(k) deductions be taken out of my back pay?**
In accordance with the terms of the agreement, Amtrak did not deduct contributions toward your 401(k) plan from the retroactive wage adjustment.

- **What deductions will be taken out of my back pay?**
Back payments are subject to the Federal 25% supplemental payment tax withholding rate as well as any percentage based creditor or tax levy deductions, such as state and local taxes. Depending on the state in which you reside, a mandatory supplemental state tax rate may apply as well. Railroad Retirement taxes are deducted at the same percentage rate as normal, up to the annual maximum. Garnishments related to child support are excluded unless the employee is behind on or in arrears on required payments. If this is the case, a deduction will be made for child support. It is recommended that you consult with a tax advisor on the proper treatment of this payment in regards to your tax filing status.

- **What if I have labor hours submitted after the April 25, 2008 cut off?**
Work performed on or before March 31, 2008, which was not submitted by April 25, 2008, will need to be submitted through the normal process for submitting late labor. Time submitted after the April 25, 2008, cut off will be paid at the old rates and the adjustment will have to be made manually. Those adjustments will be added to the remaining 60% portion of the wage adjustment.

- **Who should I contact if I think the amount of my back pay isn't correct?**
Please refer to the enclosed payroll information summary to assist you in understanding the calculations. Remember, under the contract settlements, only the rates of pay were adjusted. Except for the Reduced Crew Allowance under the UTU Agreement, there were no retroactive adjustments to allowances, differentials or other payments, including payments you may have received for temporary upgrades to management or time in "XX" job codes, or for time worked on positions in those unions that have not yet reached agreements. Questions regarding the payment can be referred to the following toll free number.

1-888-514-0983

The Call Center will be staffed weekdays from 8:00 a.m. to 8:00 p.m. EDT beginning Thursday, May 8, 2008. Additionally, during the first weekend after the wage adjustments are released (Saturday May 10 and Sunday May 11), call center representatives will be available from 8:00 a.m. to 5:00 p.m. EDT. If your question cannot immediately be answered by the call center representative, a case number will be assigned to you and your name, employee number, union and craft, telephone number and the nature of your question will be logged and referred to an appropriate officer for investigation and review.

Please use the attached Retroactive Wage Payment Inquiry Form to document your assertion of a discrepancy. The form is also available on the Internet at www.amtrakbenefits.com and on the Amtrak Intranet site under the Library Tab – click on Forms and select Form NRPC 3287.

You should be prepared to provide details regarding any discrepancy; if it involves health care contributions, information about the particular month(s) in question and why you believe the deduction was incorrect; if it involves the wage adjustment, information as to the specific period in dispute and whether it involves straight time, overtime or other hours paid in order to facilitate a prompt investigation of your issue. With the Form, you must send supporting documentation, such as copies of pay stubs, your work log or time book, showing the hours worked during the period in dispute.

- **Can the field payroll office handle my question?**

Field Payroll, Human Resources and Labor Relations offices **cannot** help with back pay questions, inquiries or disputes. Questions and disputes must be referred to the toll free number listed above. Your issue will be assigned a case number at the time of your call which will be used for the investigation process.

- **How long could I expect resolution on my case to take?**

Only issues with assigned case numbers will be investigated. Once a case number is assigned and your documentation received, you will be contacted within seven to 14 business days to discuss your specific question and determine the necessary course of action. Depending on call volume, it could take longer. Each case will be reviewed and you will be contacted and advised of the findings. Considering the significant number of employees affected by the back pay process, it may take several weeks to thoroughly investigate and respond to your particular issue.

- **How long do I have to dispute my wage adjustment?**

We encourage you to call as soon as possible so that your issue is logged and assigned a case number by the Call Center to initiate the review process. The sooner your call is received, the quicker your issue can be investigated and resolved. The call center is only a temporary resource for handling inquiries about the back pay process, so we urge you to call promptly.

May 5, 2008

2008
Collateral

special employee advisory

April 1, 2008 • Page 1 of 1

Wage Increases Take Effect in April, Retroactive Payments in May

The new rates of pay and retroactive wage payments for the ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment) and UTU will be paid as follows:

- The new rates of pay for positions in the above crafts take effect on April 1, 2008, and will begin to appear — depending on your union and pay schedule — as early as April 11, and in full in the April 25 paycheck. The first employee medical plan contribution for the above groups will be deducted from the April 25, 2008, paycheck. After that initial deduction in April of \$166.25, contributions in future months will be split between the first and second checks of each month.
- The first installment of the retroactive wage payment (40% of the total adjustment) is scheduled to be paid in a separate check (or through direct deposit) on May 9, 2008, and will be calculated on the wages through March 31, 2008, for employees eligible to receive the retroactive wage payment. A summary report of the full retroactive adjustment along with a list of frequently asked questions and answers will be furnished with the payment to provide employees with information about the calculation and who to contact about specific disputes regarding the payment.

In addition, the contract settlements provide employees with the ability to “opt out” of medical plan coverage, thereby not having to make the monthly contributions as of May 1, 2008. A separate mailing has been sent to employees about the Health Care coverage changes, including the form that must be submitted if employees wish to opt out of Health Care coverage. The required “opt out” form must be returned before April 30, 2008.



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employee bulletin boards.**

Wage Increases Take Effect in April, Retroactive Payments in May

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special employee advisory

August 20, 2008 • Page 1 of 1

C & S Employee Critically Injured by *Acela Express* Train

An Engineering department employee is in critical condition after being struck by *Acela Express* Train 2150 shortly after 5 a.m. today in New Carrollton, Md.

The Communications and Signals employee is currently being treated at a local hospital.

Please distribute at all safety meetings and post on all employee bulletin boards.



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August 20, 2008 • Page 1 of 1

Amtrak Mourns Passing of C & S Employee

Dear Co-workers,

It is with deep regret that I inform you that the Engineering department employee who was struck by *Acela Express* Train 2150 early this morning in New Carrollton, Md., has passed away.

We all grieve the loss of life, and it is especially painful when we lose one of our own on the railroad.

Our thoughts and profound sympathy are with his co-workers, friends and family; I can only imagine the degree of anguish they feel at this time.

Sincerely,



Alex Kummant
President and CEO

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and post on all employee bulletin boards.**



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August 21, 2008 • Page 1 of 1

Amtrak Statement on Employee Fatality

The following statement was released today with permission from the family of Steven Rychwalski, the Engineering department employee who passed away as a result of being struck by an *Acela Express* train yesterday:

Amtrak is saddened to announce the death of Steven Rychwalski, the employee struck Wednesday morning by an Acela Express train near New Carrollton.

“On behalf of all Amtrak employees, I offer my deepest condolences to the family of Steven Rychwalski,” said Alex Kummant, Amtrak’s President and CEO. “Steven was an exceptional member of the Amtrak family, and we mourn his untimely passing.”

Rychwalski, of White Marsh, Md., was injured early Wednesday, August 20 when he was struck by an Acela Express train north of the New Carrollton station. He was transported to a local hospital where he passed away.

Rychwalski, 22, joined Amtrak in 2005 and was working as an inspector for the Communications & Signals department at the time of his death.

Acela Express 2150 was traveling from Washington to Boston at the time of the incident. There were no injuries on board the train.

Please distribute at all safety meetings and post on all employee bulletin boards.



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August 29, 2008 • Page 1 of 1

Information for Employees Related to Tropical Storm Gustav

Amtrak is closely monitoring the progress of Tropical Storm Gustav as it makes its way toward the Gulf Coast. At this time, it is forecast to become a hurricane and to make landfall on the Gulf Coast as early as Monday night. Because the safety and well-being of our employees is paramount, Amtrak is taking steps to help employees in the region, should Gustav make landfall.

In preparation for the storm's arrival, all employees in the region should ensure they have their supervisor's contact information with them to maintain contact and so that they can obtain information about their work assignments.

To account for employees' whereabouts and safety, all employees in the region are being asked to call in to verify their current location.

Mechanical department employees in the region should call 800-424-0217 ext. 2082 or 302-683-2082 or 302-683-2083.

All other employees in the region should call 877-872-2334. As of this evening, this toll-free hotline will serve as a central reporting number and to field questions from employees affected by the storm.

The hotline personnel will manage a daily roster of employees and distribute it to department heads and supervisors to ensure that employees are accounted for.

On the operations front, as of today, regularly scheduled service has been suspended to and from New Orleans until further notice. *Crescent* Trains 19

and 20 will terminate and originate in Atlanta, *City of New Orleans* Trains 58 and 59 will terminate and originate in Memphis, and *Sunset Limited* Trains 1 and 2 will terminate and originate in San Antonio.

The Federal Emergency Management Agency (FEMA) has already begun evacuating some Gulf Coast cities, including New Orleans.

The company is preparing to run evacuation trains according to its agreement with FEMA. To that end, designated "Go Teams," made up of T & E, Mechanical and OBS crews, along with APD and Mobile Security Teams, are being deployed to operate the evacuation trains from New Orleans to Memphis.

As more information concerning affected employees, facilities and services becomes available, additional advisories will be posted.

Please distribute at all safety meetings and post on all employee bulletin boards.



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December 19, 2008 • Page 1 of 1

A Message from President and CEO Joe Boardman

Dear Co-workers,

I want to share with you some of the discussions that took place during the board of directors meeting this week.

First, I want you to know that, I — with unanimous support from the board of directors — will make it my highest priority to seek the funds for the remainder of the retroactive pay for the employees represented by 14 of our unions in 2009.

At a meeting with labor leaders last month, I said that it was my intent to deliver the retroactive pay in 2009. After the holidays, we plan to seek the necessary funds from Congress and will appeal to our key appropriators on the Hill to make the funds available for this purpose. I will join with labor leaders in taking this message to Capitol Hill.

We have an incredibly dedicated workforce. It's important to me that you know that I value the work you do, and that I will go to Congress for you.

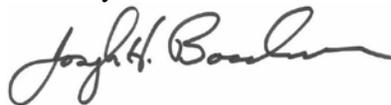
At Congress' request, we have submitted a robust list of projects for consideration for the economic stimulus bill that President-elect Obama has said will be his first legislative priority in 2009. That list includes putting more people to work on our fleet and infrastructure so that we can expand capacity to meet demand. Stored equipment needs to be refurbished and put into service, and more work done on our current fleet so that we run the caliber of service we can all be proud of.

I'm sure you've heard me talk about my goal of a greener, safer, healthier and more connected Amtrak. Everything we do feeds into that goal. From putting additional equipment into service with the help of the stimulus bill (we hope), to fighting for the retroactive pay to keep our employees engaged, to serving as a critical player in the nation's transportation network — it all means a better and stronger Amtrak.

With these goals in sight, we will position ourselves as a transportation leader and the most viable mode in the next energy crisis. Just consider the role Amtrak is playing in the presidential inaugural events. We're transporting the President- and Vice President-elect to Washington, as well as bringing hundreds of thousands of people to the nation's capital. We'll be working hard to accommodate the demand, and I thank all of the employees who will be working that day — including those who sign up to volunteer — to make those trips extremely successful.

I wish you all very happy holidays and please work safely.

Sincerely,



Joe Boardman
President and Chief Executive Officer

p.s. I will be on C-Span's Washington Journal on Tuesday morning, if you have the opportunity to tune in.

Please distribute at all safety meetings and post on all employee bulletin boards.



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special employee advisory

December 22, 2008 • Page 1 of 1

Employee Information for Inauguration Day

Amtrak is in the operational planning process for the inauguration of President-elect Barack Obama on Jan. 20. With huge passenger demand for service to and from Washington, D.C., and as many as 5 million people traveling to the capital for inaugural events, the company is doing everything in its power to accommodate employees and passengers.

Attendance Policy

The following provisions apply to **all non-agreement employees** working at all facilities between Washington and New York:

Jan. 20 will be a normal work day for all employees, including those in the Washington metro area. Those who wish to take leave on that day must be pre-approved to do so through the standard request process. Departments are required to maintain sufficient personnel coverage in all areas of the business unit for the entire day.

Sick leave on Jan. 20 *will require* a statement from a physician specifically related to the nature of the illness in order for the employee to receive compensation for that day. Employees returning from leave should deliver the statement to their direct supervisor. The supervisor will review the statement and if accepted, it will be forwarded to HR for placement in the employee's personnel file. If the doctor's statement is insufficient, the supervisor can deny the request or request assistance from Health Services for validation.

Employees who work on Jan. 20 are not permitted to leave early unless approved by the Executive Committee member. Each Executive Committee member will determine the appropriate time to allow staff to depart. Requests to work from home on that day will not be permitted unless the employee already has a planned work schedule from home that has been pre-approved by Management.

In the event of major Metro disturbances and/or road blockages that prevent employees from reaching their work location, employees

will have to take a vacation or personal leave day.

Getting To and From Work

Employees should expect delays getting to and from work on Jan. 20 due to traffic and road closures. Please check www.inauguration.dc.gov for information and plan accordingly.

MARC and VRE commuter trains will have all-reserved service on that day, however, Amtrak employees reporting for work will be permitted to ride free using their flash pass but must stand on full trains. Both will operate on adjusted schedules and not all stations will be served. Each service's respective Web site contains information on schedule changes. Normal flash pass privileges will apply to all Amtrak trains.

Volunteers Needed

Employee volunteers are urgently needed to assist passengers and manage traffic flow at stations major stations on the NEC. Employees are not required to take leave when serving in a station but must obtain permission from their supervisor. Managers are encouraged to allow their direct reports to volunteer when possible. To serve in New York, contact Mike Gallagher at ATS 521-7278 or GallagMk@amtrak.com. For Philadelphia or Wilmington contact Rick Gadbois at ATS 728-2151 or GadboiR@amtrak.com. To volunteer at Baltimore or Washington, contact Ken Wiedel at ATS 777-3078 or WiedelK@amtrak.com.

Operational Changes

Extra trains and cars have been added to the Jan. 20 schedule to maximize capacity and inventory has been loaded into the Arrow system. A majority of the extra capacity available is southbound into Washington in the morning and northbound from Washington in the afternoon.

To meet demand, Mechanical forces are reducing shop counts as much as possible and the company has leased equipment from New Jersey Transit.

Further information and details will be provided in the coming weeks.



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special employee advisory

December 29, 2008 • Page 1 of 1

Employee Information for Inauguration Day

Amtrak is taking extraordinary steps to accommodate the demand for service to and from Washington, D.C., for the events associated with Inauguration Day. Millions of people are expected to visit the nation's capital, and the demand will test Amtrak's capabilities on the Northeast Corridor.

"This will be our day to shine and show America how critical passenger rail is and how it is done safely, skillfully and professionally," said President and CEO Joe Boardman.

"This is an all-hands-on-deck situation," stated Chief Operating Officer William Crosbie. "We will need all the Northeast Corridor operations, security and APD employees on hand, and we are asking non-operations employees to participate in this historic day by volunteering in stations."

Accordingly, Jan. 20, 2009, is considered a working day for all employees, including those who live in the D.C. area. Everyone scheduled to work that day is expected to work a full day. Any requests for leave must be made in advance and approved by the head of the department if the employee's attendance is determined not to be required that day.

Any early departure for a department on Jan. 20 must be approved by the appropriate Executive Committee member. Requests from non-agreement-covered employees to work from home on that day will not be permitted unless the employee already has a planned work schedule from home that has been pre-approved by management.

Getting To and From Work

Due to extraordinary security measures and significantly altered traffic patterns expected in Washington on Jan. 20, employees should plan their commute to and from work in advance. Build extra time in anticipation of delays due to road closures and crowding. Please check www.inauguration.dc.gov and your local news for information about your commuting options.

MARC and VRE commuter trains will be all-reserved service on that day; however, Amtrak employees reporting for work will be permitted to ride free using their flash pass and are expected to stand on full trains. Both services will operate on adjusted schedules and not all stations will be served. Each service's respective Web site contains information on schedule changes. Normal flash pass privileges will apply to Amtrak trains.

In addition, a limited number of parking spots will be available at the Ivy City coach yard. A shuttle train will be operating that day between the station and the yard.

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Employee volunteers are urgently needed to assist passengers and manage traffic flow at New York Penn, Philadelphia, Wilmington, Baltimore and Washington. Employees who want to volunteer should first check with his or her supervisor. Managers are encouraged to allow their direct reports to volunteer when possible.

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To meet demand, Mechanical forces are reducing shop counts as much as possible and the company has leased equipment from New Jersey Transit.

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December 30, 2008 • Page 1 of 1

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February 12, 2008 • Page 1 of 1

Tentative Agreement Reached with UTU

Amtrak and the United Transportation Union have reached a tentative agreement for conductors that mirrors the tentative agreements the company reached with nine of its unions last month.

Details of the agreements will be sent to the UTU members for ratification. The UTU represents 1,904 Amtrak conductors.

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February 21, 2008 • Page 1 of 1

Tentative Agreements Reached With Three More Unions

Amtrak this week has reached tentative agreements with three unions that cover a total of xx employees. Agreements were reached with the Brotherhood of Locomotive Engineers and Trainmen; the International Association of Boilermakers, Iron Ship Builders, Blacksmiths, Forgers and Helpers; and the Sheet Metal Workers International Association.

The agreements correspond with tentative agreements the company has reached with 10 other unions since mid-January. Details of the agreements will be sent to members of both unions for ratification.

The agreements out for ratification at this time cover xxx employees, or x% of the company's union-represented workforce.

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February 22, 2008 • Page 1 of 1

Tentative Agreements Reached With Three More Unions

Amtrak this week reached tentative agreements with three unions that cover nearly 1,700 employees. Agreements were reached with the Brotherhood of Locomotive Engineers and Trainmen; the International Association of Boilermakers, Iron Ship Builders, Blacksmiths, Forgers and Helpers; and the Sheet Metal Workers International Association.

The agreements correspond with tentative agreements the company has already reached with 10 other unions since mid-January. Details of the agreements will be sent to members of the unions for ratification.

The nine tentative agreements that were signed on Jan. 18 are out for ratification and results are expected on March 10.

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January 4, 2008 • Page 1 of 1

Message from President Kummant on PEB Report

Dear Co-workers,

Earlier this week, the Presidential Emergency Board (PEB) submitted to the president its recommendations for settling the ongoing negotiations between Amtrak and nine of the unions that represent our employees. On Jan. 30, if the PEB recommendations are rejected and no agreements are reached, the parties may pursue self-help.

As you probably know, Amtrak and the unions presented their arguments in testimony before the PEB last month. There are reasons why the major issues that keep us from reaching agreements — full backpay and work rules — remain unresolved. They are complicated and could have significant consequences on the company's financial and competitive position.

Between now and Jan 30, we have an opportunity to negotiate a settlement that what do we want to say (doesn't put the company in dire financial position and that is good for Amtrak and its employees...what do we say about congress)

It's in everyone's interest that we come to a resolution before a strike has a detrimental effect on the economy, the railroad and the millions of Americans who rely on us every day. Not to mention what it could do to divide Amtrak employees.

While there is a great deal at stake, I want to remind everyone that we are currently in the midst of a cooling-off period and must remain focused on running a safe, reliable and customer-focused railroad. It's extremely important that we all maintain the high degree of professionalism that the traveling public has come to expect.

This process is importantI want to thank the five members of the PEB for their service, particularly given the demands of the holiday season.

Sincerely,

Alex Kummant
President and CEO

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January 14, 2008 • Page 1 of 1

Message from President Kummant on PEB Report

Dear Co-workers,

By now, I am sure many of you have read or have learned that the Presidential Emergency Board (PEB) issued its set of recommendations on Dec. 30. We now face a clock ticking toward a potential strike. Between now and Jan. 30, we have an opportunity to negotiate a settlement before we reach that point.

This week, we plan to sit down with our unions to discuss an agreement based on the recommendations of the PEB and our conversations on Capitol Hill.

To that end, last week, we held a series of meetings on Capitol Hill about our fiscal situation, particularly with respect to paying more than half of the full amount of retroactive in FY '09. I'll just tell it like it is: this could be painful unless we get some assistance from Congress.

We're not all that far apart on a number of issues. On balance, we're generally in sync on the wage increase and the health care package we'd proposed. But our biggest obstacle to reaching a settlement is — and always has been — our ability to afford full retroactive pay. The position we took with the PEB, as it related to retroactive pay, reflected our best assumptions on the company's ability to pay.

We obviously believe all of our employees deserve to be paid a fair market wage, and our only limitation was simply our ability to pay. What the PEB recommends — full back pay — is a sum of money that isn't readily available and that could significantly affect our operations.

It's in everyone's interest that we come to a resolution before a strike has a detrimental effect on the economy, the railroad and the millions of Americans who rely on us every day. Not to mention what it could do to divide Amtrak employees.

In the meantime, I want to remind everyone that we are currently in the midst of a cooling-off period and must remain focused on running a safe, reliable and customer-focused railroad. If you are a front-line employee and are asked about the potential of a strike, you should let passengers know that we're committed to resolving our issues without a strike and that we plan to operate normally.

It's extremely important that we all maintain the high degree of professionalism that the traveling public has come to expect.

Sincerely,



Alex Kummant
President and CEO

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January 11, 2008 • Page 1 of 1

Message from President Kummant on PEB Report

Dear Co-workers,

While the recommendations outlined by the Presidential Emergency Board in its report to the President were not exactly what we had hoped for, we nevertheless had an opportunity to present our case as part of an important process.

We now face a clock ticking toward a potential strike that no one really seems to want. Between now and Jan. 30, we have an opportunity to negotiate a settlement before we reach that point.

We're not all that far apart on a number of issues. On balance, we're in synch on the wage increase and the health care package we'd proposed. But our biggest obstacle to reaching a settlement is — and always has been — our ability to afford full retroactive pay. We're talking about a sum of money that isn't readily available and that could significantly affect our operations.

Last week, we held a series of meetings on Capitol Hill about our fiscal situation, particularly with respect to paying more than half of the full amount of retroactive pay next fiscal year. I'll just tell it like it is: this will be painful unless we get some assistance from Congress.

This week, we plan to sit down with our unions to discuss an agreement based on the recommendations of the PEB and our conversations on the Hill.

It's in everyone's interest that we come to a resolution before a strike has a detrimental effect on the economy, the railroad and the millions of Americans who rely on us every day. Not to mention what it could do to divide Amtrak employees any more than it might have already.

In the meantime, I want to remind everyone that we are currently in the midst of a cooling-off period and must remain focused on running a safe, reliable and

customer-focused railroad. If you are a front line employee and are asked about the potential of a strike, you should let them know that we're committed to resolving our issues without a strike and that we plan to operate normally. It's extremely important that we all maintain the high degree of professionalism that the traveling public has come to expect.

Sincerely,

Alex Kummant
President and CEO

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January 15, 2008 • Page 1 of 1

Message from President Kummant on PEB Report

Dear Co-workers,

By now, I am sure many of you have read or have learned that the Presidential Emergency Board (PEB) issued its set of recommendations on Dec. 30. We now face a clock ticking toward a potential strike. Between now and Jan. 30, we have an opportunity to negotiate a settlement before we reach that point.

This week, we plan to sit down with our unions to discuss an agreement based on the recommendations of the PEB and our conversations on Capitol Hill.

To that end, last week, we held a series of meetings on Capitol Hill about our fiscal situation, particularly with respect to paying more than half of the full amount of retroactive in FY '09. I'll just tell it like it is: this could be painful unless we get some assistance from Congress.

We're not all that far apart on a number of issues. On balance, we're generally in sync on the wage increase and the health care package we'd proposed. But our biggest obstacle to reaching a settlement is — and always has been — our ability to afford full retroactive pay. The position we took with the PEB, as it related to retroactive pay, reflected our best assumptions on the company's ability to pay.

We obviously believe all of our employees deserve to be paid a fair market wage, and our only limitation was simply our ability to pay. What the PEB recommends — full back pay — is a sum of money that isn't readily available and that could significantly affect our operations.

It's in everyone's interest that we come to a resolution before a strike has a detrimental effect on the economy, the railroad and the millions of Americans who rely on us every day. Not to mention what it could do to divide Amtrak employees.

In the meantime, I want to remind everyone that we are currently in the midst of a cooling-off period and must remain focused on running a safe, reliable and customer-focused railroad. If you are a front-line employee and are asked about the potential of a strike, you should let passengers know that we're committed to resolving our issues without a strike and that we plan to operate normally.

It's extremely important that we all maintain the high degree of professionalism that the traveling public has come to expect.

Sincerely,



Alex Kummant
President and CEO

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January 18, 2008 • Page 1 of 1

Message from President Kummant on Tentative Labor Agreements

Dear Co-workers,

A few moments ago, Amtrak and representatives of the nine unions before the Presidential Emergency Board signed tentative agreements, thereby averting a strike that could have taken place on Jan. 30.

Details of the agreements will be sent to the respective union members for ratification over the next several weeks, and will not be publicly disclosed until that process has begun.

The nine unions affected are the Brotherhood of Maintenance of Way Employees; International Brotherhood of Electrical Workers; International Association of Machinists and Aerospace Workers; Brotherhood of Railroad Signalmen; Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices; American Train Dispatchers Association; National Conference of Firemen and Oilers/Service Employees International Union; American Railway and Airline Supervisors Association (Maintenance of Equipment, Maintenance of Way).

On behalf of the board of directors, I want to thank the leadership of the labor organizations. It has not been easy for any of us, and I know they share our sense of relief and resolve to move forward in a productive and cooperative spirit to provide excellent passenger rail service.

We have averted a strike that could have had a crippling effect on the lives of millions of Americans. More importantly, we have jointly reached tentative agreements that enable us to get back to what brings us together, rather than what sets us apart. For Amtrak to succeed, we all need to push forward in the same direction.

I encourage everyone to put the disputes from the past behind them and to focus on what we can learn from this experience and how we can grow together.

Sincerely,



Alex Kummant
President and CEO

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July 29, 2008 • Page 1 of 1

Important Payroll Message for Agreement-Covered Employees That Are Paid Weekly

Most weekly paid agreement employees will have an incorrect amount of 55 cents more than should have been deducted for their health care contribution from the August 1, 2008 paycheck. TCU and ASWC represented employees will have no health care deduction with this paycheck, when there should be one. This occurred because of data input errors in the preparation of the checks.

The employees who had 55 cents erroneously deducted will notice a deduction of \$83.12 instead of the proper deduction of \$82.57.

As a result, a one-time correction will be made so that the August 8 paycheck will reflect a deduction of \$82.02, to make up for the extra 55 cents deducted in this Friday's paycheck.

For those TCU and ASWC represented employees who had no health care deduction taken from the August 1 paycheck, a deduction of \$82.57 will be taken from the paychecks dated August 8 and August 15.

A similar correction will be made in the August 8 and August 15 paychecks for part-time TCU employees.

We apologize for any inconvenience this has caused. Please contact the Amtrak Benefits Service Center at 800-481-4887 if you have any questions.

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July 29, 2008 • Page 1 of 1

Important Message for Agreement-Covered Employees That Are Paid Weekly

Weekly paid agreement employees will have an incorrect amount deducted for their health care contribution from the August 1, 2008 check except for those employees represented by TCU and ASWC. This occurred because of a data input error in the preparation of the checks.

Employees represented by the TCU and ASWC will see no health care deduction. The rest of the weekly paid employees will notice a deduction of \$83.12 — which is 55 cents more than the \$82.57 medical coverage deduction that should be taken in the first two paychecks of every month.

As a result, a one-time correction will be made so that the August 8 paycheck will reflect a deduction of \$82.02, to make up for the extra 55 cents deducted in this coming Friday's paycheck.

For those TCU- and ASWC-represented employees who had no health care deduction taken from the August 1 paycheck, a deduction of \$82.57 will be taken from the paychecks dated August 8 and August 15.

A similar correction will be made in the August 8 and August 15 paychecks for part-time TCU employees.

We apologize for any inconvenience this has caused. Please contact the Amtrak Benefits Service Center at 800-481-4887 if you have any questions.

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July 29, 2008 • Page 1 of 1

Important Message for Employees Paid Weekly

Eligible employees represented by the TCU, ASWC and ARASA PLS, which comprise approximately one-third of Amtrak's agreement-covered workforce, are scheduled to receive their retroactive wage payments on August 29.

At that time, those employees will also receive a customized summary statement that breaks down the calculation for the individual employee, and a comprehensive list of Frequently Asked Questions designed to provide answers about health care benefits deductions and other concerns employees may have regarding the calculations.

The payments cover the period from July 1, 2005 through June 30, 2008, in accordance with the agreements. In addition, the new rates of pay took effect June 1, 2008.

Based on the agreements, \$82.57 is deducted from the first two paychecks of agreement-covered employees each month to cover the required medical coverage contribution.

TCU, ASWC no deduction

Due to an incorrect data input problem, many weekly paid agreement employees had either no deduction, or a deduction of \$83.12, for medical coverage on their checks dated August 1. Corrections are being entered into the payroll system so that those affected employees will receive the correct deduction of \$82.57 on their checks dated August 8. For those employees who had no deduction on August 1, a deduction of \$82.57 will be taken on their checks dated August 22. For those employees who had an incorrect deduction on August 1, the excess deduction of \$.55 will be reimbursed on their checks dated August 8.

We apologize for any inconvenience this has caused. Please contact the Amtrak Benefits Service Center at 800-481-4887 if you have any questions.

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July 30, 2008 • Page 1 of 1

Important Payroll Message for Agreement-Covered Employees Who Are Paid Weekly

Most weekly paid agreement employees will have an incorrect amount of 55 cents more than should have been deducted for their health care contribution in the August 1, 2008 paycheck. TCU and ASWC represented employees will have no health care deduction with this paycheck, when there should be one. This occurred because of data input errors in the preparation of the checks.

The employees who had 55 cents erroneously deducted will notice a deduction of \$83.12, instead of the proper deduction of \$82.57.

As a result, a one-time correction will be made so that the August 8 paycheck will reflect a deduction of \$82.02, to make up for the extra 55 cents deducted in this Friday's paycheck.

For those TCU and ASWC represented employees who had no health care deduction taken from the August 1 paycheck, a deduction of \$82.57 will be taken from the paychecks dated August 8 and August 15.

A similar correction will be made in the August 8 and August 15 paychecks for part-time TCU employees.

We apologize for any inconvenience this has caused. Please contact the Amtrak Benefits Service Center at 800-481-4887 if you have any questions.

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July 29, 2008 • Page 1 of 1

Important Payroll Message for Agreement-Covered Employees That Are Paid Weekly

Most weekly paid agreement employees will have an incorrect amount of 55 cents more than should have been deducted for their health care contribution in the August 1, 2008 paycheck. TCU and ASWC represented employees will have no health care deduction with this paycheck, when there should be one. This occurred because of data input errors in the preparation of the checks.

The employees who had 55 cents erroneously deducted will notice a deduction of \$83.12, instead of the proper deduction of \$82.57.

As a result, a one-time correction will be made so that the August 8 paycheck will reflect a deduction of \$82.02, to make up for the extra 55 cents deducted in this Friday's paycheck.

For those TCU and ASWC represented employees who had no health care deduction taken from the August 1 paycheck, a deduction of \$82.57 will be taken from the paychecks dated August 8 and August 15.

A similar correction will be made in the August 8 and August 15 paychecks for part-time TCU employees.

We apologize for any inconvenience this has caused. Please contact the Amtrak Benefits Service Center at 800-481-4887 if you have any questions.

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June 12, 2008 • Page 1 of 1

Amtrak Reauthorization Bill Passes House by Large Margin

Yesterday afternoon, the U.S. House of Representatives passed the Passenger Rail Investment and Improvement Act (H.R. 6003). Despite threats of a presidential veto, the bill passed by a vast margin of 311-104.

The bill authorizes \$14.4 billion in federal funding for Amtrak over the next five years. Passed last October, the Senate version of the bill (S. 294) authorized \$11.4 billion. The House and Senate will now meet in a conference committee to reconcile differences between the two bills.

“We’re pleased that the House and Senate have now passed major bills authorizing funding for Amtrak,” said President and CEO Alex Kummant. “Both indicate strong support for our company and our mission to provide America with safe and reliable intercity passenger rail service. The big vote in the House shows Congress understands the critical need for a balanced transportation policy, which includes Amtrak intercity rail.”

Both the House and Senate reauthorization bills contain provisions to provide resources for state of good repair and other important rail development opportunities. And for the first time, they include funds to match state investments in corridor development and equipment procurement.

The last Amtrak reauthorization bill was enacted in December 1997.

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June 27, 2008 • Page 1 of 1

Message from President Kummant on Labor Agreements

Dear Co-workers,

I am pleased to announce that the Transportation Communication International Union, the Amtrak Service Workers Council and the ARASA Product Line Supervisors have ratified their contract agreements.

The ratification of these agreements, which cover one-third of our unionized workforce, represents the final step on our path to securing current contracts for all of our nearly 16,000 union-represented employees.

Employees covered by one of these unions should expect to receive retroactive wage payments on or about August 29.

As a reminder, eligible UTU Yardmasters and Stewards are scheduled to receive their retroactive wage payments on July 3. UTU Yardmasters and Stewards will receive a customized summary statement that breaks down the calculation for the individual employee and a comprehensive list of Frequently Asked Questions.

In case you have questions that aren't answered in those documents, please call the call center established to field employees' inquiries (the phone number is in the FAQs you will receive).

My hope is that this last set of agreements formally gives closure to what was a trying period in Amtrak history. We will face a range of challenges and opportunities in the future, and I am counting on a committed, united workforce that can overcome those challenges and seize the opportunities.

Sincerely,



Alex Kummant
President and CEO



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March 10, 2008 • Page 1 of 1

Ten Labor Agreements Ratified

The tentative agreements reached with nine unions in January and the UTU (NEC and Off-Corridor, North End) in February have all been ratified by their respective membership. Once the agreements are signed, an implementation schedule will be finalized.

The nine unions with renegotiated agreements in place are the Brotherhood of Maintenance of Way Employes; International Brotherhood of Electrical Workers; International Association of Machinists and Aerospace Workers; Brotherhood of Railroad Signalmen; Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices; American Train Dispatchers Association; National Conference of Firemen and Oilers/Service Employees International Union; American Railway and Airline Supervisors Association (Maintenance of Equipment); American Railway and Airline Supervisors Association (Maintenance of Way).

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March 13, 2008 • Page 1 of 1

Acela Express 2154 Strikes Workers

At approximately 1:15 p.m. today, three persons were reported to have been struck by northbound *Acela Express* Train 2154 just north of the Providence, R.I., station.

The persons involved in the incident were two Amtrak employees and one contractor who were inspecting tracks in the area. One person was fatally injured and the other two were taken to a hospital.

There were 162 passengers and six employees on board Train 2154 at the time of the incident.

The situation is currently unfolding, and updates will be provided as they become available.

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March 14, 2008 • Page 1 of 1

Message from President Kummant on *Acela Express* 2154 Incident

Dear Co-workers,

Before I provide you with an update on the incident with *Acela Express* Train 2154 yesterday afternoon, I want to first and foremost express my own sorrow over the loss of life and serious injury as a result of what took place. I know I am not alone in this sentiment, and it pains us all to lose anyone on the railroad.

At approximately 1:15 p.m. yesterday, three people were struck by Train 2154 as they inspected track just north of the Providence station, resulting in the fatality of a contract employee and injuries to two of our Engineering department employees.

One of the Engineering department employees is being treated at a hospital for very serious injuries and our thoughts are with him. The second employee was treated and released from the hospital last night.

The third person involved, a contractor and former Amtrak Engineering department employee, was fatally injured.

I know that you join me in extending our deepest sympathies to the friends and family of the contract employee, whom many knew as part of the Amtrak family.

Our thoughts and well wishes are with the Engineering department employees and their families, as they strive to recover from this.

Sincerely,



Alex Kummant
President and CEO

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March 31, 2008 • Page 1 of 1

Two More Labor Agreements Ratified

The tentative agreements reached with the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers last month have been ratified.

Once the agreements are signed, an implementation schedule will be finalized.

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May 1, 2008 • Page 1 of 1

Wage Increases, Retroactive Wage Payments Take Effect for BLET, SMWIA in May

The new rates of pay and retroactive wage payments for the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers International Association will be paid as follows:

- The new rates of pay for BLET and SMWIA positions take effect on May 1, 2008, and will begin to appear as early as May 16, 2008, and in full in the May 23, 2008, paychecks.
- The first employee medical plan contribution of \$166.25 will be deducted from the May 30 paychecks. Due to a programming error, the health care contribution was mistakenly deducted from your May 2, 2008, paycheck. This is being corrected, and that deduction will be added back to your May 9, 2008, paycheck. After the initial deduction on May 30, contributions in future months will be split between the first and second checks of each month.
- The first installment of the retroactive wage payment (40% of the total adjustment) is scheduled to be paid in a separate check (or through direct deposit) on May 30, 2008, and will be calculated on the wages through April 30, 2008, for employees eligible to receive the retroactive wage payment. A summary report of the full retroactive adjustment along with a list of frequently asked questions and answers will be furnished with the payment to provide employees with information about the calculation and who to contact about specific disputes regarding the payment.
- In addition, the contract settlements provide employees with the ability to “opt out” of medical plan coverage, thereby not having to make the monthly contributions as of June 1, 2008. A separate mailing has been sent to employees about the Health Care

coverage changes, including the form that must be submitted if employees wish to opt out of Health Care coverage. The required “opt out” form must be returned before May 16, 2008.



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May 2, 2008 • Page 1 of 1

Message from President Kummant on May 9 Retroactive Wage Payments

Dear Co-workers,

I am pleased to inform you that approximately 9,000 employees represented by several unions will receive retroactive wage payments this Friday. In accordance with the agreements reached with the unions, this payment represents 40 percent of the total retroactive adjustment.

In addition to the check or direct deposit notice, eligible employees will receive a customized summary statement that breaks down the calculation for the individual employee, and a comprehensive list of Frequently Asked Questions designed to provide answers about health care benefits deductions and other concerns employees may have regarding these calculations (I've attached a copy to this note).

The process associated with verifying the amount due to each employee is extremely complex and its magnitude is unprecedented for Amtrak. Teams of employees from the Finance, Information Technology, Human Resources and Labor Relations departments have worked diligently for months, analyzing 90 million lines of data related to each of the approximately 9,000 employees' work histories during a period of nearly six years.

Because of the complexity of the computation, I encourage you to thoroughly review the summary statement and the FAQs to help you understand what was included in the calculations. If you have questions that aren't already answered in those documents, we have established a temporary call center (the phone number is in the FAQs) designed to field employees' inquiries. Your inquiry will be logged and assigned a case number by the call center to initiate the review process.

Again, please keep in mind that this is an exceptional event for Amtrak and that the review process could take weeks, depending upon the issue and the volume of calls made. The sooner your call is received, the quicker your issue can be investigated and resolved.

Eligible employees represented by the following unions should receive the retroactive wage payment on May 9: Brotherhood of Maintenance of Way Employees; International Brotherhood of Electrical Workers; International Association of Machinists and Aerospace Workers; Brotherhood of Railroad Signalmen; Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices; American Train Dispatchers Association; National Conference of Firemen and Oilers/Service Employees International Union; American Railway and Airline Supervisors Association (Maintenance of Equipment, Maintenance of Way), International Brotherhood of Boilermakers and Blacksmiths; and UTU Train Service.

Eligible employees represented by the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers International Association are scheduled to receive retroactive wage payments on May 30.

Sincerely,



Alex Kummant
President and CEO

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May 5, 2008 • Page 1 of 1

Message from President Kummant on May 9 Retroactive Wage Payments

Dear Co-workers,

I am pleased to inform you that approximately 9,000 employees represented by several unions will receive retroactive wage payments this Friday. In accordance with the agreements reached with the unions, this payment represents 40 percent of the total retroactive adjustment.

In addition to the check or direct deposit notice, eligible employees will receive a customized summary statement that breaks down the calculation for the individual employee, and a comprehensive list of Frequently Asked Questions designed to provide answers about health care benefits deductions and other concerns employees may have regarding these calculations (I've attached a copy to this note).

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Because of the complexity of the computation, I encourage you to thoroughly review the summary statement and the FAQs to help you understand what was included in the calculations. If you have questions that aren't already answered in those documents, we have established a temporary call center (the phone number is in the FAQs) designed to field employees' inquiries. Your inquiry will be logged and assigned a case number by the call center to initiate the review process.

Again, please keep in mind that this is an exceptional event for Amtrak and that the review process could take weeks, depending upon the issue and the volume of calls made. The sooner your call is received, the quicker your issue can be investigated and resolved.

Eligible employees represented by the following unions should receive the retroactive wage payment on May 9: Brotherhood of Maintenance of Way Employees; International Brotherhood of Electrical Workers; International Association of Machinists and Aerospace Workers; Brotherhood of Railroad Signalmen; Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices; American Train Dispatchers Association; National Conference of Firemen and Oilers/Service Employees International Union; American Railway and Airline Supervisors Association (Maintenance of Equipment, Maintenance of Way), International Brotherhood of Boilermakers and Blacksmiths; and United Transportation Union Train Service.

Eligible employees represented by the Brotherhood of Locomotive Engineers and Trainmen and the Sheet Metal Workers International Association are scheduled to receive retroactive wage payments on May 30.

Sincerely,



Alex Kummant
President and CEO

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May 23, 2008 • Page 1 of 1

Message from President Kummant on Tentative Labor Agreements

Dear Co-workers,

I am pleased to announce that earlier today, we reached tentative agreements with the Transportation Communication International Union, the American Service Workers Council and the ARASA Product Line Supervisors.

Details of the agreements, which cover one-third of our unionized workforce, will be sent to the respective union members for ratification.

Pending the ratification of the TCU, ASWC and ARASA PLS agreements, all of our nearly 16,000 union-represented employees will soon be operating under current contracts.

Following the distribution of retroactive wage payment checks to approximately 9,500 employees earlier this month, the first installment of the retroactive wage payment (40% of the total adjustment) for employees represented by the BLET and SMWIA will be issued on Friday, May 30.

In addition, UTU Yardmasters and Stewards wage increases will become effective June 1, and those employees are scheduled to receive retroactive wage payments on or about July 3.

Like the distribution of retroactive pay for certain employees on May 9, eligible employees represented by BLET, SMWIA, and UTU Yardmasters and Stewards will receive a customized summary statement that breaks down the calculation for the individual employee, and a comprehensive list of Frequently Asked Questions designed to provide answers about health care benefits deductions and other concerns employees may have regarding the calculations. The FAQ updated for BLET and SMWIA is attached to this note.

Due to the complexity of the computation, if you are one of the

employees receiving a check, you should review the summary statement and the FAQs to fully understand what was included in the calculations. If you have questions that aren't already answered in those documents, we have established a temporary call center (the phone number is in the FAQs) designed to field employees' inquiries.

The retroactive payment calculation requires meticulous attention and the process for verifying the amount due to each employee is extremely thorough. As I've stated before, the scope of this endeavor is unprecedented for Amtrak and is being carried out by a group of dedicated employees from a number of departments.

I am pleased to say that so far in this process, it appears that the temporary call center has served as a helpful tool for employees and we have received a relatively low number of disputes related to the calculations.

I look forward to the ratification of the last of our tentative agreements. It is my hope that as we close this chapter in Amtrak history, we move forward as a united workforce that will collectively focus on how we can grow together.

Sincerely,



Alex Kummant
President and CEO

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Nov. 14, 2008 • Page 1 of 1

Amtrak Statement

The following press release is being issued this afternoon:

WASHINGTON – The National Railroad Passenger Corporation today announced the resignation of its President and CEO, Alex Kummant.

“On behalf of the entire Board, I’d like to thank Alex for his leadership over the past two years,” said Donna McLean, Chair of the Board. “During the past two years, the company experienced exciting economic times, strong ridership and revenue growth, solid profit and loss performance, and the advancement of the Amtrak brand overall. He also successfully oversaw the completion of labor agreements with all of the unions representing Amtrak’s employees. We are grateful to Alex for his contributions to the company. We wish him well in his future endeavors.”

Alex Kummant reflected that he was “proud of what the management team at Amtrak had accomplished over the last two plus years and that [he believed] Amtrak had a strong operational and financial base to get through the coming turbulent times.” He continued that he “would help in any way to make this a smooth transition.”

“I’d like to thank Alex for his commitment to Amtrak over the past two years,” said Hunter Biden, Vice Chair of the Board. “Our Board is committed to keeping Amtrak on an aggressive path of performance improvement. Current economic conditions highlight the need for us to continue finding ways to drive quality and customer service across the system. We are moving forward with the development of an aggressive long-term plan for the company, based on the recent legislation passed by Congress.”

After record ridership and revenue in FY08, a downturn in the economy and new legislative requirements present challenges as well as opportunities. In the coming years, Amtrak will need leadership to maximize its potential and utility to the traveling public, while increasing the efficiency of the whole operation. The Board is confident that this transition will be seamless, with William Crosbie, Amtrak’s Chief Operating Officer, as Acting President and CEO for an interim period.

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special employee advisory

November 17, 2008 • Page 1 of 1

Letter from William Crosbie

Dear Co-workers,

When the board of directors asked me to serve as acting president and chief executive officer, I agreed because of my loyalty to Amtrak and my faith in all of you.

I've been with Amtrak nearly six years and have had the opportunity to travel around the system and get to know many of you. If we haven't yet met, you should know that the railroad has been in my blood long before my time here. My career in the railroad industry started as a child working for my father's construction company. We provided rock drilling, blasting, and heavy construction services to CP Rail. Over 24 years ago, I hired on CP Rail as a Signal Gang Helper "C", and never looked back, working various jobs in freight and passenger rail, as well as transit. I am proud of my service at Amtrak.

I want to assure you that, along with the board of directors, we have a strong leadership team in place that will ensure a seamless transition until a choice is made for the permanent position. In the interim, I expect everyone to maintain focus on what's most important — the day-to-day activities that we all count on you to carry out safely and professionally. As for me, I remain committed to my duties as chief operating officer, in addition to taking on my newly assigned responsibilities.

The course set before us has not changed; we remain focused on operating safe and efficient service with a high degree of customer service, while we continue to move ahead with shaping a passenger railroad that will thrive in the coming decades.

Despite an uncertain economy, our path is in some ways more clearly delineated now than it has been in recent years by the enactment of the authorizing legislation last month.

Yet like most industries, Amtrak is not immune to the downturn in the economy. Now more than ever, we need to work particularly hard to make sure that we hold onto our customers — including the many first-time riders that were introduced to Amtrak in the last year — and entice prospective travelers. We do that by delivering on-time performance where we control it, equipment that is clean and reliable, and service that makes passengers feel welcome and comfortable.

As many of you know, I put a great deal of emphasis on safety. No matter what your job function, the safety of our co-workers and passengers always comes first.

It is your hard work and dedication that have contributed to the record years we've had. I, along with the senior leadership team, am counting on you to help us continue that trend.

Staying safe means staying focused. As always, please look out for one another and keep up the good work.

Sincerely,



William L. Crosbie
Acting President and Chief Executive Officer

Please distribute at all safety meetings and post on all employee bulletin boards.



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Special Employee Advisory

Dear Co-workers,

I recognize that most of you are extremely busy doing your part to ensure that we deliver safe and reliable service on the busiest week of the year, so I will keep my introduction short for now.

First off, I'd like to thank Bill Crosbie for stepping in as acting president and chief executive officer during the brief interim period — he is a selfless leader and I look forward to working with him very closely in his role as chief operating officer.

Many of you may not know me, but I know you. What I mean is that over the course of more than a decade, I have had the opportunity to work with Amtrak in a number of capacities, the most recent of which was as administrator at the Federal Railroad Administration and the U.S. Department of Transportation's designee on Amtrak's board of directors. What you will come to know about me is that I am more comfortable in the field than I am behind the desk. I will be traveling the system and getting to know you personally on your trains, at your stations, and at your facilities.

I want you know that I believe that a national — interconnected — intercity passenger rail service is critically important for the mobility and energy independence of the United States. I am personally committed to excellence in safety, being more energy-efficient, and establishing an environment where the contributions and innovations of the men and women of Amtrak will combine to build a first-class intercity passenger railroad that all Americans can be both proud of and connected to. That's why I believe in Amtrak.

Please remain focused on providing safe and reliable service to America during the busy Thanksgiving week.

Sincerely,

Joe Boardman
President and Chief Executive Officer

special employee advisory

October 2, 2008 • Page 1 of 1

Senate Passes Amtrak Bill

By a vote of 74 to 24, the Senate last night passed a combined Amtrak authorization and rail safety bill.

The authorization enables \$12.9 billion in funding for the FY 2009-2013 period, approximately \$2.5 billion for each year within that period. The legislation includes \$1.9 billion for state grants for rail programs, reforms such as improved accounting and standards for service and on-time performance, and a requirement for a collaborative NEC state-of-good-repair plan.

It is expected that the president will sign the bill into law. The legislation serves as the policy framework for passenger rail and recommends funding levels for the five years; annual appropriations legislation must still be passed by Congress.

In other news, the U.S. DOT this week announced that it would make available \$30 million to match local investments in 15 rail capacity enhancement projects across the country. The funds for states are aimed at reducing delays and expanding capacity on existing intercity passenger rail routes, as well as helping establish new services.

In response to the announcement, the company offered the following statement: "Amtrak has always supported some form of matching federal grants to assist intercity passenger rail capital development, so that states can make choices about where to invest their transportation dollars. These funds, which are provided by Congress, and Secretary Peters' announcement were welcome steps in rail corridor development."

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Special Employee Advisory
Monday Sept 22

Amtrak today announced that it has selected ARAMARK Corporation to serve as the company's food and beverage warehouse management provider effective Jan. 1, 2009, following a six-month evaluation of bids from vendors to provide the best service and value to passengers.

With the expiration of its contact with Gate Gourmet International at the end of this calendar year, Amtrak explored the marketplace in search of best-in-class systems and industry best practices.

"ARAMARK is best equipped to provide the type of service that meets our future needs, as we strive to become more cost-efficient while continuously improving the quality of our service," said Vice President of Marketing and Product Management Emmett Fremaux. "I think everyone involved with the operation — from our lead service attendants to the senior management team — will be pleased with the selection of this vendor."

While the contract agreement is being finalized, the transition process to the new vendor begins immediately with the establishment of ARAMARK and Amtrak teams who will be planning and implementing the steps necessary to ensure a smooth transfer of operations from the current service provider. The transition process is expected to have little or no impact on routine warehouse activities or passengers. An Amtrak transition steering committee has also been formed to manage and provide regular communication on the process for employees such as lead service attendants, service attendants and other Amtrak employees associated with the food and beverage operation.

"We look forward to a smooth transition over the course of the next 90 days," said Chief of Service Delivery Kevin Scott. "Our objective is to work with all stakeholders, including the employees and management of Gate Gourmet currently operating the commissaries, to make sure that happens."

ARAMARK Corporation is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world. Headquartered in Philadelphia, ARAMARK has approximately 250,000 employees serving clients in 19 countries.

Gate Gourmet Incorporated has been the service provider for the last nine years and participated in the RFP process. Amtrak issued a request for proposal (RFP) in April inviting potential vendors to submit proposals. As part of the process, a Technical Evaluation Committee (TEC) was appointed with representatives from the Food and Beverage, Service Delivery and On-Board Systems Group of the Marketing and Product Management department, as well as representatives for the Transportation, Finance and Procurement departments.

Special Employee Advisory
Monday Sept 22

Amtrak today announced that it has selected ARAMARK Corporation to serve as the company's food and beverage warehouse management provider effective Jan. 1, 2009, following a six-month evaluation of bids from vendors to provide the best service and value to passengers.

With the expiration of its contact with Gate Gourmet International at the end of this calendar year, Amtrak explored the marketplace in search of best-in-class systems and industry best practices.

“ARAMARK is best equipped to provide the type of service that meets our future needs, as we strive to become more cost-efficient without compromising service quality,” said Vice President of Marketing and Product Management Emmett Fremaux. “I think everyone involved with the operation — from our lead service attendants to fill in the blank — will be pleased with the selection of this vendor.”

While the contract agreement is being finalized, the transition process to the new vendor begins immediately (AND WHAT DOES THAT MEAN). The transition process is expected to have little or no impact on routine warehouse activities or passengers. An Amtrak transition steering committee has been formed to manage and provide regular communication on the process for employees such as lead service attendants, service attendants and other Amtrak employees associated with the food and beverage operation.

“We look forward to a smooth transition over the course of the next 90 days,” said someone from ARAMARK. “Our objective is to work with the employees currently operating the commissaries to make sure that happens.”

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special employee advisory

Sept. 23, 2008 • Page 1 of 1

Congress Passes Bill Linking Reauthorization with Rail Safety Measures

On the eve of its election recess, Congress today passed a bill that lumps Amtrak's reauthorization bill with a rail safety bill. By a vote of xxx-xxx, the bill authorizes \$xx.x billion over five years for the company and provides ...

The rail safety portion of the bill calls for ...

The \$xx.x billion reauthorization is the culmination of talks between the House and Senate to reconcile their respective versions. The House version of the reauthorization bill authorized \$14.4 billion over five years while the Senate bill only provided for \$11.4 billion.

Attaching the rail safety bill provided the impetus to finish the reauthorization bill in time for the election recess. With Congress expected to leave Washington as early as Friday and no promises of a lame-duck session, there was no guarantee that another chance to take up the issue would occur this year.

The House also took up a continuing resolution on XXX to fund the federal government beyond next week's start of the new fiscal year. The continuing resolution will fund the federal government at existing FY '08 funding levels through March 6.

**Please distribute at all safety meetings
and post on all employee bulletin boards.**



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Sept. 23, 2008 • Page 1 of 1

Congress May Combine Reauthorization Bill with Rail Safety Measures

In an attempt to get it passed before leaving for the elections, it appears likely that Congress will combine Amtrak's reauthorization bill with a rail safety bill, according to *CongressDaily*.

The House version of the reauthorization bill authorizes \$14.4 billion over five years while the Senate bill only provides for \$11.4 billion. Attaching the rail safety bill may provide the impetus to finish the reauthorization bill.

With Congress trying to leave Washington as early as Friday and no promises of a lame-duck session, congressional sources told the paper that there is no guarantee that another chance to take up the issue will occur this year.

In any event, the House is expected to take up a continuing resolution on Wednesday to fund the federal government beyond next week's start of the fiscal year. If Congress does not take up the reauthorization/rail safety bills, the continuing resolution would fund Amtrak at existing funding levels through March 6.

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Sept. 25, 2008 • Page 1 of 1

Congress Passes Continuing Resolution for FY 09; House Action Taken on Amtrak Reauthorization

On the eve of its recess/end of session, Congress took action on Amtrak appropriations and reauthorization legislation this week.

Today/yesterday, Congress approved a Continuing Resolution that will provide Amtrak funding for FY 09 through March 6, 2009, at the FY 08 level (\$1.3 billion). In the absence of a formal appropriations bill, the CR serves to continue funding into the start of the new fiscal year on Oct. 1, to maintain current operations.

The House also passed XXX today/yesterday, a compilation a number of rail-related bills. Essentially combining a rail safety bill and Amtrak's reauthorization bill, the legislation enables \$12.9 billion in funding for the FY 2009-2013 period. The funding includes \$1.9 billion for state grant programs for rail programs; reforms such as improved accounting and standards for service and on-time performance; and a requirement for a collaborative NEC state-of-good-repair plan. *Can I talk about OTP fines or the pilot that would allow freights to bid on operating passenger service on current Amtrak routes?*

Authorizing legislation, not to be confused with appropriations legislation, establishes the policy framework for intercity passenger rail and sets the recommended annual funding levels to meet the objectives of the authorization. Federal funding must still be obtained on an annual basis via the congressional appropriations process.

The rail safety portion of the bill mandates and makes funding available for Positive Train Control on certain rail main lines used by passenger and freight trains; guarantees a maximum 12-hour work period and a minimum 10-hour rest period for train crews and signal employees and puts a cap on total monthly work hours for train crews; and requires risk-based safety programs for all major railroads.

The Senate is expected to vote on the XXX today/next week/before the end of the session. The President has threatened to veto the bill.

Combining the reauthorization legislation with the rail safety bill — action on which was spurred by the Metrolink incident on Sept. xx — provided the impetus to finish the reauthorization bill before the end of Congress' session.

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Food and Beverage Managed Services Contract
Special Employee Advisory or *Amtrak This Week* Top Story
Draft

Amtrak today announced that it has selected ARAMARK Corp. to serve as the company's food and beverage warehouse management provider effective Jan. 1, 2009, following a six-month evaluation of bids from vendors to provide the best service and value to passengers.

With the expiration of its contact with Gate Gourmet Inc. at the end of this calendar year, Amtrak explored the marketplace in search of best-in-class systems and industry best practices.

“ARAMARK is best equipped to provide the type of service that meets our future needs, as we strive to become more cost-efficient while continuously improving the quality of our service,” said Emmett Fremaux, vice president, Marketing and Product Management. “I think everyone involved with the operation — from our lead service attendants to the senior management team — will be pleased with the selection of this vendor.”

Now that the contract is finalized, a transition steering committee plan and implement steps to ensure a smooth transfer of operations from the current service provider. The transition process is expected to have little or no impact on routine warehouse activities or passengers. The transition steering committee will also manage and provide regular communication on the process for employees such as lead service attendants, service attendants and other Amtrak employees associated with the food and beverage operation.

“We look forward to a smooth transition over the course of the next 90 days,” said Kevin Scott, chief, Service Delivery. “Our objective is to work with all stakeholders, including the employees and management of Gate Gourmet currently operating the commissaries, to make sure that happens.”

ARAMARK Corp. is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world. Headquartered in Philadelphia, ARAMARK has approximately 250,000 employees serving clients in 19 countries.

Gate Gourmet Inc. has been the service provider for the last nine years and participated in the RFP process. Amtrak issued a request for proposals in April, inviting potential vendors to submit proposals. As part of the process, a Technical Evaluation Committee was appointed with representatives from the Food and Beverage, Service Delivery and On-Board Systems groups of the Marketing and Product Management department, as well as representatives for the Transportation, Finance and Procurement departments.

Kummant, McLean Defend FY '09 Funding Needs

Board Chairman Donna McLean and President and CEO Alex Kummant testified last Thursday before the Senate Appropriations Subcommittee on Transportation, Housing and Urban Development in support of the company's FY '09 funding request. Amtrak's Grant and Legislative Request for \$1.67 billion was submitted to Congress on Feb. 20.

McLean opened testimony by providing an outline of the board's current effort to refine the company's five-year strategic plan.

"Our strategic priorities must reflect the dual nature of Amtrak, which combines the goals of a private company with the obligations of a public service provider," said McLean. "Our strategy will provide a realistic assessment of what we can do as a transportation provider, of the opportunities we see, and of the types of events and trends that could be obstacles to success."

In his prepared statement, Kummant took the opportunity to reiterate the great potential for passenger rail travel in the coming years and provided details on the company's recent successes in ridership and ticket revenue.

He also outlined strategic some challenges. "To help shape the next few years, Amtrak is focusing its efforts on a set of key strategic priorities," said Kummant. "We are working on increasing revenue, reducing costs, and improving both trip times and system-wide on-time performance."

To reach these goals, Kummant explained, the company seeks \$801 million for capital investments, \$525 million for operating expenses and \$345 million for debt service. Separately, the company has requested an additional appropriation of \$114 million, which is necessary to fund retroactive payments in FY '09, in accordance with the Presidential Emergency Board recommendation.

"On the whole, I think our projections for the upcoming year are responsible, realistic, and attainable ... I appreciate all of the hard work our employees put in every day, sometimes in difficult or trying situations," Kummant added.

Officers Testify Before Senate on FY '09 Funding Needs

As the next step in the annual funding process, Board Chairperson Donna McLean and CEO Alex Kummant testified last Thursday before the Senate Appropriations Subcommittee on Transportation, Housing and Urban Development. The company's formal Grant and Legislative Request for \$1.67 billion was submitted to Congress on Feb. 20, and last week's testimonies were an opportunity to present Amtrak's needs in person.

McLean opened testimony by providing an outline of the board's current effort to refine a five-year strategic plan.

"Our strategic priorities must reflect the dual nature of Amtrak, which combines the goals of a private company with the obligations of a public service provider," said McLean. "Our strategy will provide a realistic assessment of what we can do as a transportation provider, of the opportunities we see, and of the types of events and trends that could be obstacles to success."

Other issues highlighted by McLean include the importance of intermodal travel, corridor development, and Amtrak's role in the nation's transportation policy to provide a system that offers various modes of travel that maximize the consumer's utility.

In his prepared statement, Kummant took the opportunity to reiterate the great potential for passenger rail travel in the coming years and provided details on the company's recent successes in ridership, revenue and labor negotiations. He also outlined strategic concerns.

"To help shape the next few years, Amtrak is focusing its efforts on a set of key strategic priorities," said Kummant. "We are working on increasing revenue, reducing costs, and improving both trip times and system-wide on-time performance."

To reach these goals, Kummant explained, the company is asking for \$801 million for capital investments, \$525 million for operating expenses and \$345 million for debt service. In addition, the company has requested an additional \$114 million, which is necessary to fund back-pay requirements in FY '09 as part of the recent labor agreements.

"On the whole, I think our projections for the upcoming year are responsible, realistic, and attainable...I appreciate all of the hard work our employees put in every day, sometimes in difficult or trying situations," Kummant added.

Partial *Coast Starlight* Service Resumed

Partial rail service aboard the *Coast Starlight* between Los Angeles and Seattle will resume with the northbound Train 14 on Tuesday, April 15. The first southbound Train 11 will depart Seattle on Wednesday, April 16.

Passengers will transfer to motorcoach service between Eugene and Klamath Falls, Ore., in both directions. The northbound and southbound *Coast Starlight* Trains 14 and 11 will operate normally between Los Angeles and Klamath Falls.

Company Solicits Bids for Food and Beverage Operations

In an ongoing effort to improve efficiencies, operating performance and costs controls, Amtrak is issuing a Request for Proposals (RFP) this week to explore ways to strengthen commissary operations and leverage new technologies to enhance Food and Beverage activities. The contract with the current vendor, Gate Gourmet International, is set to expire at the end of the year.

This move reflects Amtrak's need to put into practice state-of-the-art warehouse systems that are efficient, yield excellent customer service and help reduce food and beverage losses. Food and Beverage losses have been cut by 25 percent — more than \$20 million — over the last three years.

Labor Update: Amtrak and the Yardmasters (United Transportation Union) have reached a tentative agreement. Details of the agreement have been sent to union members for ratification.

Important Note About Entering Time

Make sure your time is entered promptly! Employees represented by ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment), IBB, and UTU must enter time for work through March 31, 2008, by April 25, 2008, to ensure that those hours are factored into the first installment of the retroactive wage payment.

Any time submitted after April 25, 2008, for dates worked prior to March 31, 2008, will be paid at the old rates and require time-consuming manual adjustments. Accordingly, the results of those manual adjustments would become part of the calculation for the planned second installment of the retroactive wage payment.

Benefits: Tomorrow is the deadline to submit receipts for healthcare or dependent care flexible spending accounts reimbursement for 2007. For more information, call the Amtrak Benefits Service Center at 800-481-4887 or visit amtrakbenefits.com.

Reminder: Beginning this Saturday, employees can only book personal tickets for weekend travel aboard *Acela Express* or non-*Acela* Business class trains within one hour of departure.

19 Days Until National Train Day

Enthusiasm for National Train Day is building as communities and employees across the system plan open houses, and stations in Washington, D.C., New York, Chicago and Los Angeles gear up for major events on May 10. Visit www.nationaltrainday.com for a list of open houses and events or to create an event in your area aimed at promoting passenger rail on May 10.

National Train Day materials such as buttons, stickers and posters have been sent to stations and crew bases for use by station and on-board personnel. Events leading up to May 10 include the “Coachella Express,” a special train that will carry **xxx number** of campers to the festival grounds in Indio, Calif., this Thursday and back on Monday morning.

Deadline for Kids Art contest....

Take our Daughters and Sons to Work Day is Thursday

Employees are welcomed to bring their children to work on Thursday as part of the National “Take our Daughters and Sons to Work Day.” There will be no formal corporate-sponsored events. Please adhere to the following safety guidelines:

Children are not allowed at sites where there is train movement or heavy equipment.
Children are not allowed in the cab of a moving locomotive under any circumstances.
Children are not allowed where their presence could disrupt operations or the movement of passengers.

Children are not allowed in areas where personal protective equipment is required.

Also, please verify your plans with your supervisor before bringing your kids to work.

Marketing and Product Management: Version 4 of “Service Standards: Manual for Train Service and On-Board Service Employees” is now in effect. The newly revised version removes outdated or redundant information and combines chapters to create a more logical flow of information, enabling employees to better perform their duties.

Government Affairs: President and CEO Alex Kummant is testifying on Wednesday on rail capacity before the House Subcommittee on Railroads, Pipelines and Hazardous Materials. On Tuesday, April 29, the House will introduce the Amtrak reauthorization bill; a subsequent hearing on the bill is scheduled for May 1.

Environmental Health and Safety: An environmental compliance audit is being held this week at the Ivy City facility in Washington, D.C., to assess compliance with federal, state and local regulations.

What Amtrak destination offers the best attractions for kids?

Orlando, Fla., gets my vote as the best destination for kids. With its plethora of amusement parks, including Walt Disney World, Universal Studios and Sea World, as well as numerous water parks and wildlife parks, it offers something for every child, including the child in all of us.

What Amtrak destination offers the best nightlife and restaurants for adult passengers?

Northeast Regional Service Making Progress

A *Regional Service* project, currently underway to improve product quality on the *Northeast Regional* trains, has accomplished a number of tasks thanks to the work of a multifunctional team focused on on-time performance, equipment quality, service quality and product quality.

Those items include new menu items on all *Northeast Regional* trains; new menu boards distributed and mounted in the cars; seat back menus on board all Coach cars; food and weekend ad posters installed in all Café cars with bulkhead frames; Operations Service Advisories, service guides and training videos distributed to all crew bases; briefings for all OBS and T and E employees, and the hiring and training of en route cleaners.

“The plan is to ‘re-launch’ the *Regional Service* with advertising support in a mid-June timeframe, with spruced up equipment, operating performance and customer service elements to deliver a consistently good travel experience to an expanding customer base,” said Patrick Pietrantonio, director, Product Management.

The plan is reminiscent of the NEC-*Acela Express* Service Improvement Program, which combined an integrated marketing campaign with an intense focus on customer service, performance management and reduced food and beverage costs. Pietrantonio added that the business goals of the *Northeast Regional* plan is to create a distinct product identity that is different from *Acela* and increasing ridership and revenue without taking business away from *Acela*.

Two other significant accomplishments of the plan include converting the split Dinette cars to all-table cars and centering the Café car on all 21 trainsets, which is expected to increase food and beverage sales by providing better access for Coach passengers.

Operational Update: Due to CSX Transportation track work, *Pere Marquette* Train 371 will operate one hour earlier to all stations along the route, through Friday, May 2.

Environmental Health and Safety: An FRA-funded safety culture survey — requested by the board of directors — is being conducted among Washington Terminal, crew base and Ivy City employees to assess perceptions of safety management; survey forms will be distributed during the week of May 5. The results and subsequent focus group findings will be presented to the board in July.

Media Relations: An interview with President and CEO Alex Kummant will air Wednesday, April 30 on “NBC Nightly News;” check local listings for times in your area.

Reminder: The deadline for the “Children of Amtrak” Art Contest is being extended until Thursday, May 2; all entries must be received by May 7. Complete rules at www.nationaltrainday.com/employees/artcontest.

Note: If you have questions regarding your benefits, contact the Amtrak Benefits Service Center at 800-481-4887.

National Train Day Question of the Week Winner

How can employees help spread the word about National Train Day?

Spreading the word about National Train Day can take on many forms, from greeting your customers to sending Amtrak e-cards to “Get Your Choo-Choo On,” to displaying printed materials. Word of mouth is the best tool we have to spread the news about National Train Day and all Amtrak service!

Donna Engstrom
Support Desk Representative
MARSCC, Philadelphia

National Train Day Question of the Week

What National Train Day events are you most looking forward to?

The Northeast Regional Service Re-Launch Project Underway

The Marketing and Product Management department is working with a multifunctional team that includes NEC Service Operations, System Operations, OBS Service Standards, Food and Beverage, Mechanical, Transportation and Industrial Design to improve current *Regional* service, leading to an enhanced product and an ad campaign slated for mid-June. Since it kicked off in October 2007, the NEC *Regional* Service “Re-Launch” Project is focusing on enhancing overall product quality by improving on-time performance, equipment and service features to grow ridership and revenue on Amtrak’s most heavily traveled service.

“We want to improve every area that touches our passengers to deliver a consistently satisfying travel experience to our expanding customer base,” said Patrick Pietrantonio, director, Product Management-East.

The June 2008 “re-launch” will include a new product identity and advertising — the new name, *Northeast Regional* and logo will appear on both sides and the center of the Café car; implementation of tactical pricing offers; tighter OTP tolerances; restructured Business class amenities; adjusted seat inventory to better accommodate monthly and multi-ride ticket holders; new and improved menu offerings, and en route cleaning practices and processes. In addition, the entire *Northeast Regional* fleet will have all-table café cars in all its trainsets. The café cars are being centered in the consists to provide easier access for Coach customers, which account for 75 percent of Café car revenue. The Café cars will also undergo a number of interior cosmetic improvements, including more comfortable booth cushions.

The project is being supported by service guides and training videos for OBS and T and E employees.

“The *Regional* service will improve significantly,” said Pietrantonio. “The impact we are looking will come from a combination of incremental improvements in a variety of areas that will be noticeable to our customers and enhance their travel experience.

Future plans include additional food service car modifications, more Amfleet coach overhauls, a capital program to increase fleet size, and a plan to operate variable consists to maximize market demand.

The NEC Regional Service Re-Launch Project Underway

The Marketing and Product Management department is working with a multifunctional team that includes Mechanical, Transportation and Engineering to improve current *Regional* service, leading to an enhanced product and an ad campaign slated for mid-June. Since it kicked off in October 2007, the NEC *Regional* Service “Re-Launch” Project is focusing on enhancing overall product quality by improving on-time performance and equipment and service quality.

“We want to leverage the capabilities demonstrated in the NEC-*Acela* Service Improvement Program to deliver a consistently good travel experience to an expanding customer base,” said Patrick Pietrantonio, director, Product Management.

In the short term, the team has instituted new menu items on all Northeast *Regional* trains, distributed and mounted new menu boards in the cars, created seat back menus for all Coach cars and installed weekend ad posters in all Café cars with bulkhead frames.

The June 2008 “re-launch will also include a new product identity and advertising, implementation of tactical pricing, tighter OTP tolerances, restructured Business class amenities, improved capacity optimization, improved food service offerings, and better cleaning practices and processes. In addition, the split Dinette cars are being converted to all-table cars and the Café cars on all 21 trainsets are being centered on the consists to provide increased access for Coach customers, which account for 75 percent of Café car revenue. The Café cars will also undergo a number of interior cosmetic improvements.

The project is being supported by a number of service guides and training videos for OBS and T and E employees.

“The *Regional* service will not change significantly,” said Pietrantonio. “It is more appropriate to think of the impact we are looking for as a combination of incremental improvements in a variety of areas that touch the customer, rather than a formal re-branding effort.”

Future plans include additional food service car modifications, more Amfleet coach overhauls, a capital program to increase fleet size, and a plan to operate variable consists to maximize market demand.

Kummant, McLean Defend FY '09 Funding Needs

Board Chairman Donna McLean and President and CEO Alex Kummant testified last Thursday before the Senate Appropriations Subcommittee on Transportation, Housing and Urban Development in support of the company's FY '09 funding request. Amtrak's Grant and Legislative Request for \$1.67 billion was submitted to Congress on Feb. 20.

McLean opened testimony by providing an outline of the board's current effort to refine the company's five-year strategic plan.

"Our strategic priorities must reflect the dual nature of Amtrak, which combines the goals of a private company with the obligations of a public service provider," said McLean. "Our strategy will provide a realistic assessment of what we can do as a transportation provider, of the opportunities we see, and of the types of events and trends that could be obstacles to success."

In his prepared statement, Kummant took the opportunity to reiterate the great potential for passenger rail travel in the coming years and provided details on the company's recent successes in ridership and ticket revenue.

He also outlined strategic some challenges. "To help shape the next few years, Amtrak is focusing its efforts on a set of key strategic priorities," said Kummant. "We are working on increasing revenue, reducing costs, and improving both trip times and system-wide on-time performance."

To reach these goals, Kummant explained, the company seeks \$801 million for capital investments, \$525 million for operating expenses and \$345 million for debt service. Separately, the company has requested an additional appropriation of \$114 million, which is necessary to fund retroactive payments in FY '09, in accordance with the Presidential Emergency Board recommendation.

"On the whole, I think our projections for the upcoming year are responsible, realistic, and attainable ... I appreciate all of the hard work our employees put in every day, sometimes in difficult or trying situations," Kummant added.

Operational Update: Starting today, *Empire Service* schedules will be adjusted to accommodate Metro-North track work near Beacon, N.Y., and other route maintenance performed by CSX Transportation. The Metro-North track work will also adjust *Northeast Regional* and *Acela Express* schedules west of New Haven, Conn.

Engineering: The Northern District Tie Gang has begun installing 60,000 wood ties on the Springfield Line.

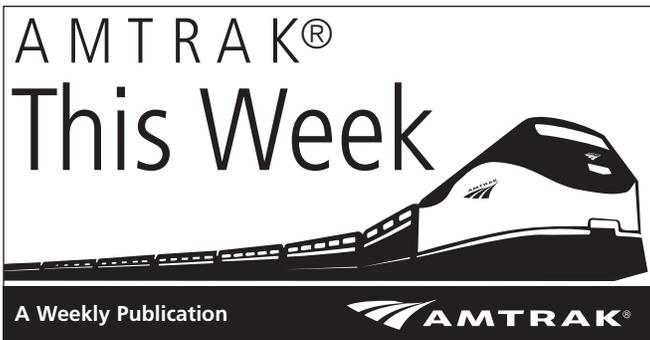
Marketing and Product Management: Beginning April 19, the booking time for employee weekend personal pass travel on *Acela Express* train (either class) or non-*Acela* Business class will be reduced from three hours to one hour.

Benefits: April 15 is the deadline to submit receipts for reimbursement if you have participated in the healthcare or dependent care flexible spending accounts in 2007. For questions or a reimbursement form, call the Amtrak Benefits Service Center at 800-481-4887 or visit amtrakbenefits.com.

Question of the Week: What is Amtrak's most scenic route? Why?

Last Week's Question & Winner: What is the best reason for traveling on Amtrak? **The best reason for traveling on an Amtrak train is the ability to relax and take in the surroundings. Riding on the train allows you a better glimpse of the world around you: vibrantly colored foliage, interesting architecture, animals and people at play. What a wonderful world it is!**

Tonya Williams, Secretary I, Jacksonville, Fla.



March 10, 2008

Planning Department Reorganized

Last week, President and CEO Alex Kummant announced the disbanding of the Planning and Analysis department, and the integration of the group's employees into four other departments: Finance; Marketing and Product Management; Transportation; and Strategic Partnerships and Business Development.

“In the past weeks, the board, executive staff and I have been engaged in refocusing Amtrak's strategic plan,” said Kummant. “Rather than maintaining a stand-alone department responsible for our strategy, we are re-deploying the department's resources into the wider organization. This is a work in progress and one about which I will be sharing more, as well as seeking employee input and feedback along the way.”

Kummant has asked Acting Vice President of Planning and Analysis John Bennett to coordinate the company-wide effort in the role of assistant vice president of Policy, Standards and Business Integration within the Strategic Partnerships department.

“The executive staff will work to ensure the projects and talents of this group are shared and applied across organizational boundaries as necessary to achieve the best contribution and result,” added Kummant.

Operational Updates: *Lake Shore Limited* trains 448 and 449 will not operate between Boston and Albany on March 18 and 19 due to CSX track work. Motorcoach service will be provided as alternate transportation.

Beginning March 17 and continuing through May 8, *Silver Star* train 92 will depart Miami at 9:50 a.m. and operate on an earlier schedule to Jacksonville and all intermediate stations. From April 28 through May 8, on Monday through Thursday only, further schedule adjustments will be made between Kissimmee and Jacksonville.

Human Resources: Remember that nominations for 2008 President's Service and Safety Awards are due by Friday, April 11. Forms are posted on the Intranet at “Employees” ►► “Awards and Achievements” ►► “2008 PSSA Nomination Forms.”

Engineering: This week, Production's Switch Exchange System, with the assistance of New York Division Engineering, is replacing the #12 and #21 switches at Union Interlocking in Rahway, N.J.

Marketing and Product Management: Amtrak is the official transportation sponsor for a fashion show at L.A. Union Station on March 14 as part of the city's fashion week. Celebrities involved include cast members of “America's Next Top Model,” “Project Runway” and “The Janice Dickinson Modeling Agency” as well as various actors.

Important Note About Entering Time

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Make sure your time is entered promptly! Employees represented by ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment), IBB, and UTU must enter time for work through March 31, 2008, by April 25, 2008, to ensure that those hours are factored into the first installment of the retroactive wage payment.

Any time submitted after April 25, 2008, for dates worked prior to March 31, 2008, will be paid at the old rates and require time-consuming manual adjustments. The results of those manual adjustments would become part of the calculation for the planned second installment of the retroactive wage payment check scheduled for 2009.

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FY '09 Funding Request Sent to Capitol Hill

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In addition, Amtrak outlined the need for a separate \$114 million for retroactive pay in FY '09 should Congress decide to fund the recommendation of the Presidential Emergency Board 242.

The total funding request is slightly higher than last year's request, due mainly to rising operating costs. Salaries, wages and employee health benefits that account for approximately 60 percent of total operating expenses will increase in part because of new labor agreements.

Rising diesel fuel costs and uncertainties in the national economy contribute to the higher financial needs as well. The company also seeks to invest in its operations with an aggressive upgrade of information systems.

In regard to capital funding, the vast majority of the \$801 million requested will go toward maintaining a state of good repair, with \$331 million directed at infrastructure and \$176 million earmarked for equipment. Compliance with the Americans with Disabilities Act, technology improvements and improvements in data security also account for large portions of the requested capital funds.

The request initiates the annual appropriations process, which will involve hearings before House and senate committees and legislation crafted in the late spring or early summer. Typically, appropriations bills are passed in September or October.

The 2009 Grant and Legislative Request can be found in its entirety in the "*Legislative News*" section of the Intranet and on Amtrak.com under "*Inside Amtrak*" and "*Other Reports.*"

ATW Sept 22

Top Story

The Employee Satisfaction surveys recently mailed to all active employees' homes is an opportunity for employees to provide input on what works and what can be made better. It's completely anonymous; please take the time to complete it and return it by Oct. 10.

What's the purpose of the survey?

While it's not the only way for Amtrak to learn from its employees, the survey is an opportunity for you to sincerely share how you feel about the company, your job, the service we provide and many other facets of your perspective on Amtrak. The survey is an important tool for Amtrak to gauge current performance as an employer and a service provider, and for making improvements in both areas.

Why should I take the time to complete it?

You have a stake in Amtrak, and in the long run, you benefit by making your opinions known. Whether you're on the front lines or in the back offices, you offer a unique perspective on improvements we can make, and we want to know what they are.

Will I hear about the results of the survey, and if so when?

The findings will be tabulated and delivered to Amtrak around the end of the calendar year, and will help the company identify areas for improvement or development. You should expect to hear about the survey results (look for information in *Amtrak Ink* and *Amtrak This Week*) after the new year.

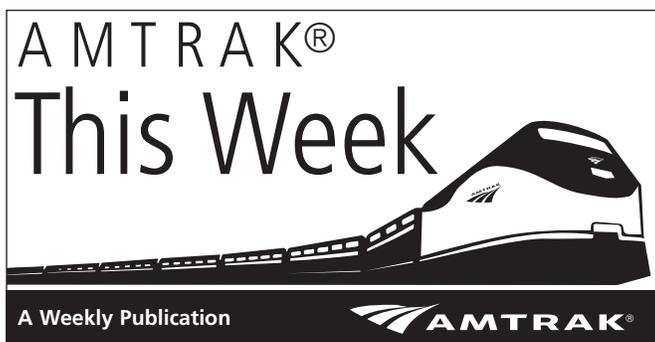
Is the survey confidential?

Yes. The survey is completely confidential and managed by an outside firm. All employees, including those in small departments, are assured that the firm will protect all information or findings that can identify anyone personally.

In fact, we purposely ask that no one volunteer his or her name on the survey. Amtrak wants your honest opinions and recognizes that we need to protect your anonymity in order to obtain them.

I didn't get the survey in the mail. Who do I call to get it mailed to me?

If you did not receive the survey at home, please e-mail ecom@amtrak.com or call (202) 906-3770 to request that one be sent to you. Please remember to include your name and mailing address.



Top Story

Engineering Department Plans June NEC Maintenance Blitz

Amtrak has begun notifying communities north of New Haven, Conn., of a planned four-day rail outage between New Haven and Boston associated with the replacement of the span of the Thames River Bridge this summer. In June, a vertical lift span will replace the current span on the Thames River Bridge in Groton, Conn., which in recent years had been prone to operating failures. The multi-year project will culminate in the installation of the new span during the four-day rail closure of the bridge in mid-June.

The bridge outage provides the Engineering department an opportunity to conduct a nearly around-the-clock repair and maintenance “blitz” between New Haven and Boston. Taking the rail out of service between New Haven and Boston will enable Engineering crews to complete about a year’s worth of maintenance work in just four days.

The capital improvement blitz, which is unique in its magnitude and scope, will improve the overall reliability of the infrastructure and reduce the need for future service disruptions due to track outages for maintenance work. The blitz will involve tie replacement, surfacing at interlockings, electric catenary maintenance, road-crossing panel replacement and other bridge, track and platform work.

Amtrak will continue to notify communities north of New Haven, and will be briefing local leaders on the scope of work and the service suspension itself in the coming months.

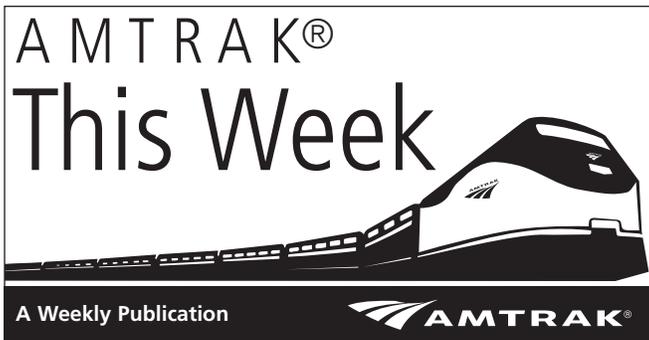
In Other News:

Engineering: The New York Division-West Concrete Tie Gang is working to remove slow orders on Track 1 between Union and Islen. More than 800 concrete ties will be installed, and the track will be surfaced and stabilized to return to timetable speed.

Human Resources: The United Way campaign will run through Jan. 31. To obtain a pledge card, contact Carolyn Stagger at ATS 777-3899 or 202-906-3899 or via e-mail at staggerc@amtrak.com.

Operational Update: Due to the mudslides over a 10-mile stretch of Union Pacific tracks between Chemult, Ore., and Eugene, Ore., *Coast Starlight* service is temporarily suspended. A firm date for service restoration has not yet been established, however, the company operating plan was developing assuming service in approximately two weeks.

Environmental Health and Safety: The Safety Audit group will participate with the Mechanical department to audit the company’s mechanical contractor in Bakersfield, Calif. These audits assist contractors by identifying potential mechanical, contracting and safety concerns.



In Other News:

Operational Update: Due to Norfolk Southern track work, on Wednesday, Feb. 6, *Carolinian* Trains 79 and 80 will operate between Raleigh and Charlotte only.

Engineering: The New York Division Engineering forces are replacing base corroded rail on Line 1 of the East River Tunnel this week, changing out 12 locations totaling 658 linear feet of track. Line 2 was completed in late January.

Human Resources: Nomination forms for the President's Service and Safety Awards program are posted on the Intranet at "Employees" ►► "Awards and Achievements" ►► "2008 PSSA Nomination Forms." The deadline for nominations is Friday, April 11.

Benefits: All agreement-covered employees (except FOP) **must** respond to the Aetna request for verification of dependent information by **Friday, Feb. 29** to avoid termination of dental benefits for dependents. For questions, contact Aetna **immediately** at 866-682-5619.

401(k) Update: Enrollment meetings for the Fidelity Investments 401(k) Retirement Savings Plan are ongoing through March 20. Log on to www.mysavingsatwork.com/amtrak or check the meeting schedule included in "Your Guide to Getting Started" (mailed only to current non-Plan participants) for a meeting at your location.

Partial *Coast Starlight* Service Being Restored

Service on the Sacramento-Los Angeles portion of the *Coast Starlight* route is being restored this week after a massive mudslide severed the Union Pacific Railroad north of Chemult, Ore., on Jan. 19. Northbound Train 14 will begin service on Wednesday, originating in Los Angeles and making all regularly scheduled stops to Sacramento. Southbound Train 11 will begin service on Thursday over the same route. Service north of Sacramento remains suspended until further notice.

"We've been in discussions with Union Pacific and all parties involved throughout this disruption, and the UP has been unable to provide a date the route will be reopened," said Chief Operating Officer Bill Crosbie.

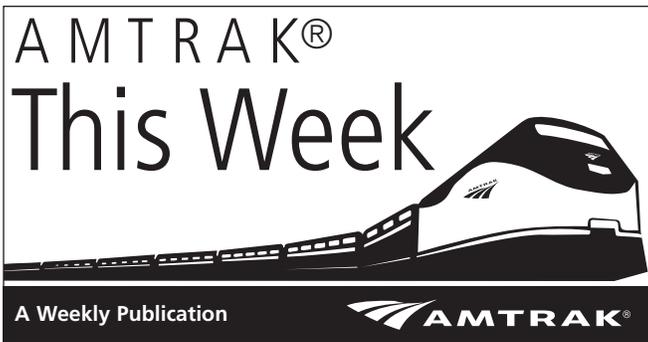
The initial mudslide buried approximately 3,000 feet of track under as much as 20 feet of dirt and fallen trees and destabilized the surrounding area on the mountain. Restoration efforts have been further complicated by heavy snow in the area. For more details, see corresponding Arrow messages.

In the past week, other weather-related factors have disrupted service. On Jan. 31, unstable avalanche conditions in Glacier National Park made it necessary to terminate *Empire Builder* trains and set up a bus bridge between Havre and Whitefish, Mont. On Feb. 1, heavy snow conditions and a bulldozer that partially fell through a bridge deck caused annulment of *California Zephyr* trains with passengers either bussed back to their origins or put up in hotels.

"We thank and appreciate the crews who worked hard to improvise and manage these difficult situations while keeping passengers safe and comfortable," added Crosbie.

FY '09 Administration Budget Released Today

The Administration released its FY '09 budget today, which includes no operating funds for Amtrak next year. The \$800 million budget for Amtrak, which is the same number as last year, comprises \$525 million for capital expenses (which includes up to \$285 million for debt service) and \$275 million for efficiency grants. The entire budget is posted on the Internet at www.whitehouse.gov/omb/budget/fy2009. Amtrak plans to present its budget request to Congress later this



In Other News:

Transportation: All station locations maintaining a cash drawer must carry a minimum of \$5 in the new presidential \$1 coins. A supply of coins should be ordered with the next station deposit.

Operational Update: Due to Norfolk Southern track work, *Crescent* Trains 19 and 20 will not operate between Atlanta and New Orleans, Mondays through Thursdays only, through March 6.

Engineering: As part of 26 planned 55-hour weekend outages for reconstruction of 14,400 linear feet of Track 2 in the south tube of the North River Tunnel in New York, the Switch and Rail Gang installed the first 1,600 linear feet of track panels this weekend. The High Speed Surfacing Gang surfaced the track to resume service today.

Government Affairs: Transportation Vice President Richard Phelps today testifies before the House Subcommittee on Railroads, Pipelines and Hazardous Materials on "The Role of Intercity Passenger Rail during National Emergencies" at the New Orleans Passenger Terminal.

Marketing and Product

Management: If you know of a former Pullman porter who is interested in attending the upcoming Pullman porter celebration in Washington, D.C., on Feb. 25, contact Saunya Connelly at connels@amtrak.com.

Major Campaign on Tap to Expand Marketplace Exposure

This spring marks the beginning of a major marketing initiative designed to generate awareness of train travel through a series of events, promotions and advertising campaigns, which will culminate in the first National Train Day.

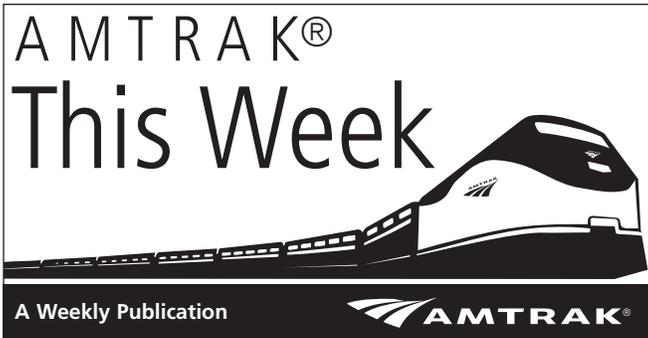
Scheduled for May 10, National Train Day commemorates the completion of the Transcontinental Railroad in Provo, Utah, and will feature exhibits, family-friendly activities, VIP appearances and musical and entertainment acts in the major markets of Chicago, Los Angeles, Washington, D.C., and New York City.

The six-week campaign leading up to National Train Day encompasses a string of promotions that are part of this year's advertising program. The promotional events target a range of demographics and segments of the overall market, aiming to expand Amtrak's exposure in the marketplace.

"All of the promotional events are bound together under the National Train Day banner," said Vice President Marketing and Product Management Emmett Fremaux. "With rail travel in the public eye in various forms for six weeks and then ending with events in four major cities on May 10, we expect to strengthen our relationship with current riders as well as reach those who aren't familiar with Amtrak's service, and gain market share."

Beginning in March, consumers will start to see National Train Day messaging on board trains, in stations and as part of a national advertising campaign.

Some elements of the campaign are still under development, including plans for employee involvement. Look for updates on the National Train Day campaign in future editions of *Amtrak This Week* and *Amtrak Ink*.



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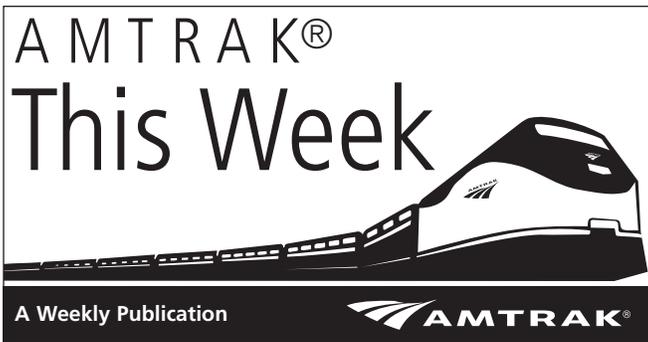
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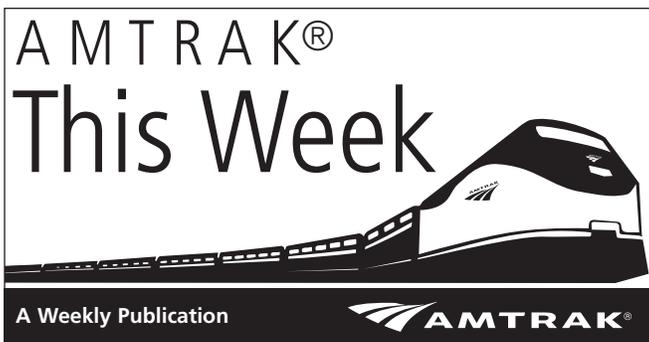
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In Other News:

Operational Update: *Acela Express* Train 2151 will now operate five minutes earlier between Boston-South Station, New London, Conn., and all intermediate stations. The train will operate according to its published schedule to all other stations on the route.

Benefits: The *Open Enrollment for 2008 Benefits* handbook incorrectly states that dental implants are a covered expense for non-agreement employees. For a complete description of covered services, refer to the *Amtrak Management Employee Benefits Handbook* at www.amtrakbenefits.com or call the Benefits Service Center at 800-481-4887.

Environmental Health and Safety: High Speed Rail, Mechanical and EHS have initiated a program to separate paper recyclables from trash on the *Acela Express* trains in New York. This is an initial step toward a more comprehensive on-board recycling program that will also include bottles and cans on *Acela* and the *Auto Train*.

Engineering Milestone Achieved

With a calendar year 2007 safety ratio of 2.12 versus the 2.17 of BNSF Railway, Amtrak Engineering bested another Class 1 railroad engineering department in safety for the first time. New York Engineering is the leading division to date in FY '08 (as of Dec.), with a safety ratio of 0.61. The Engineering department congratulates the entire team. Keep up the good work.

New Security Procedures Launched

*Random Baggage Screening
Conducted by Mobile Security Teams*

Today, the company announced the deployment of new specialized Mobile Security Teams, which will patrol stations and trains and randomly screen passengers and their carry-on baggage on an unpredictable basis on the Northeast Corridor.

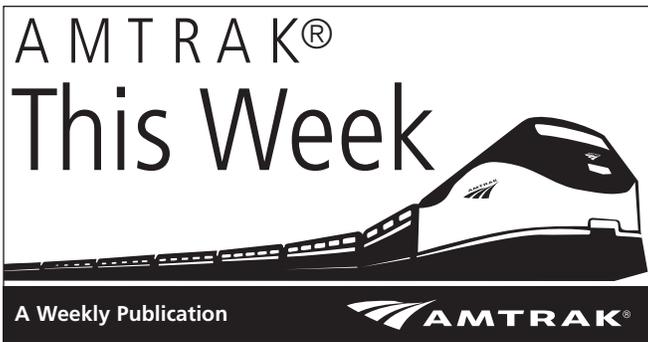
The Mobile Security Teams supplement patrols already in place to enhance the safety and security of passenger rail travel. This is a further step in improving rail security and minimizing the risk of terrorist threats. The Mobile Security Teams will ultimately be deployed nationwide.

“Keeping our customers and employees safe remains our priority,” said President and CEO Alex Kummant. “These new procedures will strengthen our overall security, and they are vital in our efforts to deter, detect and prevent a terrorist incident on the rail system.”

The Mobile Security Teams’ squads may consist of armed specialized Amtrak police, explosives-detecting K-9 units and armed counter-terrorism special agents in tactical uniforms. They will screen passengers, randomly inspect baggage and patrol stations. These squads also may sweep through trains using K-9 units.

Passengers will have the right to refuse inspection. However, if they do so, they will not be permitted to board the train and will be offered a full refund.

The Mobile Security Teams’ procedures will not affect train schedules. Random passenger baggage inspection is a quick process and typically will take less than a minute.



Kummant to Testify in Support of FY '09 Grant and Legislative Request

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Operational Update: Due to CSX track work, Regional Train 94 will not operate between Newport News, Williamsburg and Richmond, Va. (Main Street Station), Feb. 26 through Feb. 28. Train 86 will make special stops at these stations, before resuming its normal schedule at Richmond (Staples Mill Road).

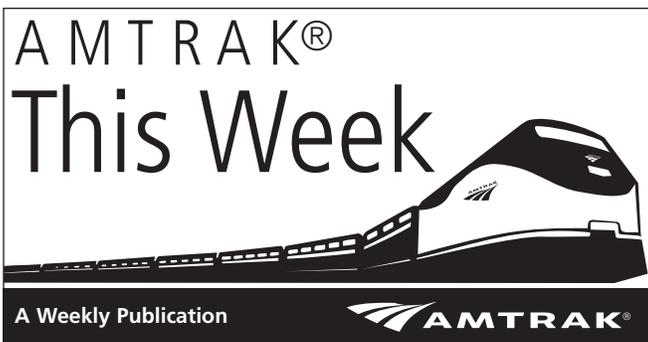
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Please Note: President and CEO Alex Kummant recently appointed Chief Operating Officer William Crosbie and Vice President, Government Affairs and Communications Joe McHugh as the executive liaison to Seattle, taking over from Vice President, Procurement and Materials Management Michael Rienzi.

ATTENTION! ATTENTION! FINAL DAYS OF DENTAL AUDIT

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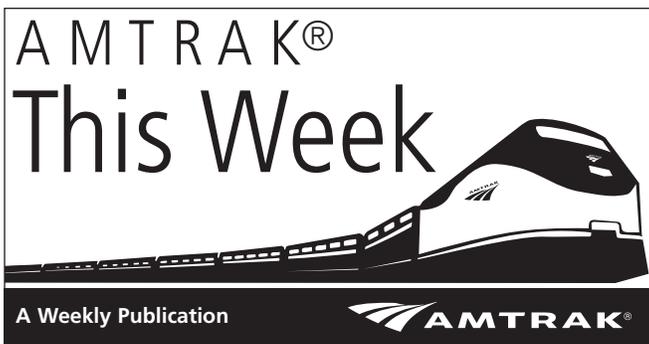
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Kummant to Testify in Support of FY '09 Grant and Legislative Request

President and CEO Alex Kummant will testify this week before the House Appropriations Subcommittee on Transportation, HUD and related agencies on the FY '09 Grant and Legislative Request Amtrak submitted to Congress last week. Detailing the company's financial needs for the 2009 fiscal year, the request totals \$1.67 billion, including \$801 million for capital investments, \$525 million for operating expenses and \$345 million for debt service.

In addition, Amtrak outlined the need for a separate \$114 million for retroactive pay in FY '09 should Congress decide to fund the recommendation of the Presidential Emergency Board 242.

The total funding request is slightly higher than last year's request, due mainly to rising operating costs. Salaries, wages and employee health benefits that account for approximately 60 percent of total operating expenses will increase in part because of new labor agreements.

Rising diesel fuel costs and uncertainties in the national economy contribute to the higher financial needs as well. The company also seeks to invest in its operations with an aggressive upgrade of information systems.

In regard to capital funding, the vast majority of the \$801 million requested will go toward maintaining a state of good repair, with \$331 million directed at infrastructure and \$176 million earmarked for equipment. Compliance with the Americans with Disabilities Act, technology improvements and improvements in data security also account for large portions of the requested capital funds.

The request initiates the annual appropriations process, which will involve hearings before House and Senate committees and legislation crafted in the late spring or early summer. Typically, appropriations bills are passed in September or October.

The 2009 Grant and Legislative Request can be found in its entirety in the "Legislative News" section of the Intranet and on Amtrak.com under "Inside Amtrak" ►► "Other Reports."

In Other News:

Operational Update: Due to CSX track work, Regional Train 94 will not operate between Newport News, Williamsburg and Richmond, Va. (Main Street Station), Feb. 26 through Feb. 28. Train 86 will make special stops at these stations, before resuming its normal schedule at Richmond (Staples Mill Road).

Human Resources: The deadline for PSSA nominations is Friday, April 11. Nomination forms are posted on the Intranet at "Employees" ►► "Awards and Achievements" ►► "2008 PSSA Nomination Forms."

Please Note: President and CEO Alex Kummant recently appointed Chief Operating Officer William Crosbie and Vice President, Government Affairs and Communications Joe McHugh as the executive liaison to Seattle, taking over from Vice President, Procurement and Materials Management Michael Rienzi.

ATTENTION! ATTENTION! FINAL DAYS OF DENTAL AUDIT

All agreement-covered employees (except FOP) must respond to the Aetna request for verification of dependent information by **Friday, Feb. 29** to avoid termination of dental benefits for dependents. For questions, contact

Aetna **immediately** at 866-682-5619.

TOP STORY

Executive Liaison Program Gives Divisions Access to Top Management

Upon joining Amtrak, President and CEO Alex Kummant initiated the creation of the Executive Liaison Program in an effort to improve communication between the executive committee and operating employees in divisions across the country. The program has gained traction since its inception a year ago, and the company is beginning to see the benefits.

“This program is designed to further promote two-way communication between executive management and employees who make our railroad run on a day-to-day basis,” said COO Bill Crosbie, coordinator of the program. “Mr. Kummant wanted to make sure that employees had the opportunity to be heard by decision makers and also make sure those decision makers remain engaged with what’s going on across the company, not just their respective departments here in Washington.”

Every member of the executive committee is assigned to one or more cities where operating facilities are located. Executives are responsible for making periodic visits to those facilities to serve as a sounding board for managers and employees to voice their ideas and concerns. Executives are also helping their respective divisions create a five-year plan.

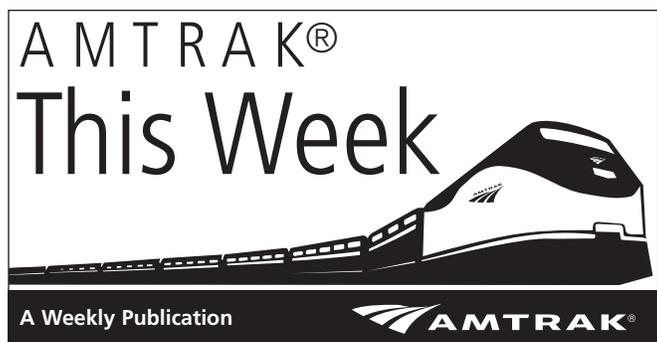
“This is an extremely valuable effort,” said Vice President of Government Affairs and Communications Joe McHugh, who is the liaison to Albany, N.Y., and as of last month, Seattle. “A lot of great ideas related to service and equipment usage have come from my field visits. We’ve been able to make some of them a reality to the company’s benefit.”

BRIEFS

Engineering: Production C&S, with Mid-Atlantic Division support, will be completing signal system improvements on the Harrisburg Line between Roy (mp 94.3) and Rheems (mp 83.4) interlockings. The upgraded signal system will greatly improve the flexibility of operations by allowing trains to operate at timetable speeds in either direction on either track.

Marketing and Product Management: Check your local listings and tune in to *Wheel of Fortune* today, March 3, as Amtrak Vacations Grand Canyon Package Tour is being featured on “America’s Game.”

Operational Update: As Union Pacific Railroad continues to restore the track damaged by mudslides in January, *Coast Starlight* service has been extended via motorcoach service between Portland, Ore., and Sacramento, Calif. Motorcoach service will also make stops in both directions at Salem, Eugene-Springfield and Medford, Ore., as well as meal and rest stops. Complete train service is expected to resume in April.



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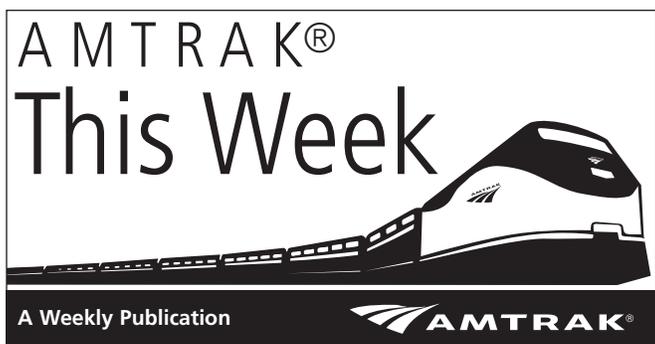
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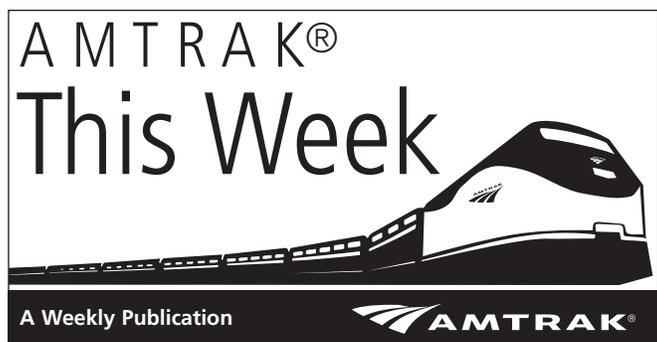
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According to McHugh, one such idea came from the operating crews on the *Adirondack*. They suggested putting the company’s only dome car on the train last fall. Said McHugh, “We all worked together to make it happen and it was a big success.”

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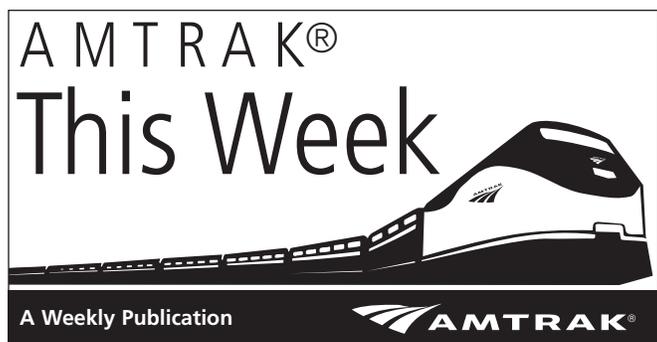
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National Train Day Promos Continue

As part of an ongoing slate of activities to commemorate National Train Day, Amtrak is launching a new promotion as well as two employee contests to raise awareness of the May 10 celebrations.

The National Train Day “Buy One, Get One Free” promotion, which provides a free companion ticket with the purchase of a full fare adult ticket, valid for sale on April 4 only and travel on May 10 only. “What better way to celebrate National Train Day than to take advantage of the buy one, get one free offer for travel on May 10,” said Darlene Abubakar, director, Brand Advertising and Sales Promotions.

On the employee front, the “Children of Amtrak” Art Contest begins today. The contest is open to children of Amtrak employees and contractors between the ages of six and 12. The contest judges are looking for art that best captures the essence of train travel and/or National Train Day. Four grand-prize winners will receive a free family trip to one of the National Train Day entertainment venues — Washington, D.C., New York, Chicago or Los Angeles.

Entries must be postmarked by April 24 and received by April 29. For complete contest rules, log on to www.nationaltrainday.com/employees/artcontest.

The Employee Mini-Essay Contest also begins today. In 50 words or less, employees can respond to a weekly question posted in *Amtrak This Week*. Entries will be judged for style, content, structure and relevance to the topic, with the winning entry posted in the following week’s ATW, along with the new question of the week. Weekly winners will receive Amtrak merchandise.

Winning entries will also be printed in the May issue of *Amtrak Ink*.

Marketing and Product Management/Operational Update:

Amtrak Charter Services will operate charter trains for the 2008 Major League Baseball season for teams including the Baltimore Orioles, Los Angeles Angels, Los Angeles Dodgers, New York Yankees, Philadelphia Phillies, Pittsburgh Pirates and Washington Nationals.

Engineering: Production’s Switch Exchange System, with the assistance of the High-Speed Surfacing Gang and New York Division Engineering forces will be installing the 12A switch within Union Interlocking.

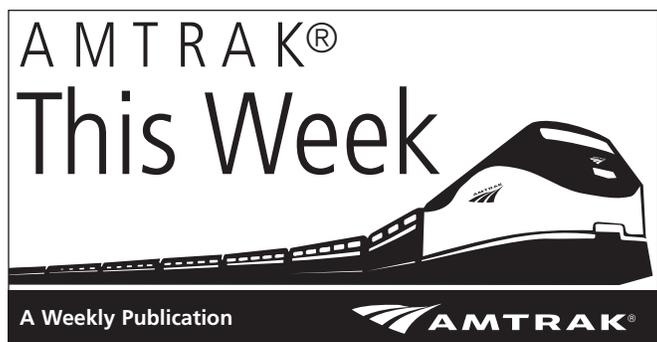
Benefits: April 15 is the deadline to submit receipts for reimbursement if you have participated in the health care or dependent care flexible spending accounts in 2007. For questions or a reimbursement form, call the Amtrak Benefits Service Center at 800-481-4887 or visit amtrakbenefits.com.

Reminder: The deadline for PSSA nominations is Friday, April 11. Nomination forms are located on the Intranet at “Employees” ➤ “Awards and Achievements” ➤ “2008 PSSA Nomination Forms.”

National Train Day Question of the Week

What are the best reasons for traveling by train?

All essays must be submitted by Thursday of each week — with “NTD Mini-Essay Contest” in the subject line — to ecom@amtrak.com. Check back next week for the winning response and a new National Train Day Question of the Week.



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Marketing and Product Management/Operational Update:

Amtrak Charter Services will operate charter trains for the 2008 Major League Baseball season. Among the teams contracted for 2008 are the Baltimore Orioles, Los Angeles Angels, Los Angeles Dodgers, New York Yankees, Philadelphia Phillies, Pittsburgh Pirates and Washington Nationals.

Environmental Health and Safety: The Amtrak Pandemic Flu Task Group is currently reviewing and updating the Pandemic Flu Contingency Plan used in the event of a company flu outbreak. The current plan is posted on the Intranet: “Safety” ►► “Health (Public)” ►► “Pandemic Flu Contingency Plan.”

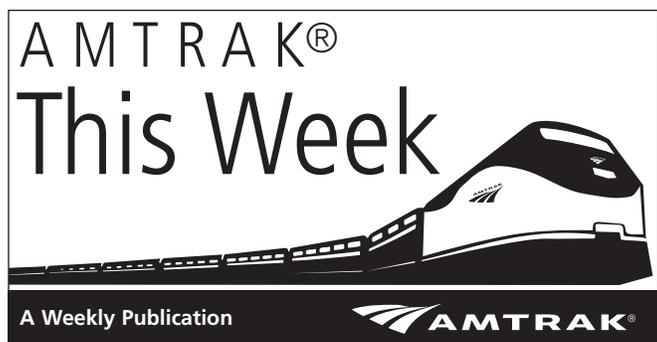
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National Train Day Question of the Week

Why is passenger rail travel so important to the American economy?

All essays must be submitted — with “NTD Mini-Essay Contest” in the subject line — to ecom@amtrak.com. Check back next week for the winning response and a new National Train Day Question of the Week.



Kummant, McLean Defend FY '09 Funding Needs

Board Chairman Donna McLean and President and CEO Alex Kummant testified last Thursday before the Senate Appropriations Subcommittee on Transportation, Housing and Urban Development in support of the company's FY '09 funding request. Amtrak's Grant and Legislative Request for \$1.67 billion was submitted to Congress on Feb. 20.

McLean opened testimony by providing an outline of the board's current effort to refine the company's five-year strategic plan.

"Our strategic priorities must reflect the dual nature of Amtrak, which combines the goals of a private company with the obligations of a public service provider," said McLean. "Our strategy will provide a realistic assessment of what we can do as a transportation provider, of the opportunities we see, and of the types of events and trends that could be obstacles to success."

In his prepared statement, Kummant took the opportunity to reiterate the great potential for passenger rail travel in the coming years and provided details on the company's recent successes in ridership and ticket revenue.

He also outlined strategic some challenges. "To help shape the next few years, Amtrak is focusing its efforts on a set of key strategic priorities," said Kummant. "We are working on increasing revenue, reducing costs, and improving both trip times and system-wide on-time performance."

To reach these goals, Kummant explained, the company seeks \$801 million for capital investments, \$525 million for operating expenses and \$345 million for debt service. Separately, the company has requested an additional appropriation of \$114 million, which is necessary to fund retroactive payments in FY '09, in accordance with the Presidential Emergency Board recommendation.

"On the whole, I think our projections for the upcoming year are responsible, realistic, and attainable ... I appreciate all of the hard work our employees put in every day, sometimes in difficult or trying situations," Kummant added.

Operational Update: Starting today, *Empire Service* schedules will be adjusted to accommodate Metro-North track work near Beacon, N.Y., and other route maintenance performed by CSX Transportation. The Metro-North track work will also adjust *Northeast Regional* and *Acela Express* schedules west of New Haven, Conn.

Engineering: The Northern District Tie Gang has begun installing 60,000 wood ties on the Springfield Line.

Marketing and Product Management: Beginning April 19, the booking time for employee weekend personal pass travel on *Acela Express* train (either class) or non-*Acela* Business class will be reduced from three hours to one hour.

Reminder: The deadline for PSSA nominations is Friday, April 11. Nomination forms are located on the Intranet at "Employees" ► "Awards and Achievements" ► "2008 PSSA Nomination Forms."

National Train Day Question of the Week Winner

What are the best reasons for traveling by train?

The best reason for traveling on an Amtrak train is the ability to relax and take in the surroundings.

Riding on the train allows you a better glimpse of the world around you: vibrantly colored foliage, interesting architecture, animals and people at play.

What a wonderful world it is!

Tonya Williams, Secretary I, Jacksonville, Fla.

National Train Day Question of the Week

What is Amtrak's most scenic route? Why?

All essays must be submitted by Thursday of each week to ecom@amtrak.com.



April 21, 2008

19 Days and Counting 'Til National Train Day

National Train Day is less than three weeks away, and the excitement continues to build as more than 30 stations are hosting NTD open houses — in addition to our major events at our stations in Washington, D.C., New York, Chicago and Los Angeles — to promote passenger rail. For a list of scheduled open houses, log onto www.nationaltrainday.com.

Station and on-board personnel now have their National Train Day marketing materials.

In other NTD news, the “Coachella Express” is running this week to transport festival campers to and from the Coachella Valley Music and Arts Festival in Indio, Calif. The train departs Los Angeles Union Station on Thursday at 1:30 p.m., returning on Monday, April 28 at 10:30 a.m.

Marketing and Product Development: As of April 15, Version 4 of “Service Standards: Manual for Train Service and On-Board Service Employees” and “Policy Resource Booklet” are now in effect, and can be found on the Intranet at “Library”► “Service Standards.”

Government Affairs: President and CEO Alex Kummant is testifying on rail capacity Wednesday before the House Subcommittee on Railroads, Pipelines and Hazardous Materials. On Tuesday, April 29, the House will introduce the Amtrak reauthorization bill; a subsequent hearing on the bill is scheduled for May 1.

Environmental Health and Safety: An environmental compliance audit is being held this week at the Ivy City facility in Washington, D.C., to assess compliance with federal, state and local laws.

National Train Day Question of the Week

What Amtrak destination offers the best attractions for adults?

All essays, 50 words or less, must be submitted by Thursday, April 17 to ecom@amtrak.com.

National Train Day Question of the Week Winner

What Amtrak destination offers the best attractions for kids?

“Orlando, Fla., gets my vote as the best destination for kids. With its plethora of amusement parks, including Walt Disney World, Universal Studios and Sea World, as well as numerous water parks and wildlife parks, it offers something for every child, including the child in all of us.”

Mary Weinberger
Customer Service Representative
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NOTE: The “Children of Amtrak” Art Contest ends Thursday; complete rules are on the NTD site at www.nationaltrainday.com/employees/artcontest.

Deadline for Entering Work Through March 31

Employees represented by **ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment), IBB and UTU** must enter time for work through March 31, 2008, by April 25, 2008, to ensure that those hours are factored into the first installment of the retroactive wage payment.

Any time submitted after April 25, 2008, for dates worked prior to March 31, 2008, will be paid at the old rates and require time-consuming manual adjustments. Accordingly, the result of those manual adjustments would become part of the calculation for the planned second installment of the retroactive wage payment.

“Take your Daughters and Sons to Work” Safety Rules

Employees are welcomed to bring their children to work on Thursday as part of the National “Take our Daughters and Sons to Work Day.” However, children are not allowed:

- At sites where there is train movement or heavy equipment.
- In the cab of a moving locomotive under any circumstances.
- Where their presence could disrupt operations or the movement of passengers.
- In areas where personal protective equipment is required.



April 21, 2008

19 Days and Counting Until National Train Day

Enthusiasm for National Train Day is building as communities and employees across the system plan open houses, and stations in Washington, D.C., New York, Chicago and Los Angeles gear up for major events on May 10. Visit www.nationaltrainday.com for a list of open houses and events in your area aimed at promoting passenger rail on May 10.

National Train Day materials such as buttons, stickers and posters have been sent to stations and crew bases for use by station and on-board personnel. Events leading up to May 10 include the "Coachella Express," a special train that will carry 500 campers to the festival grounds in Indio, Calif., this Thursday and back on Monday morning.

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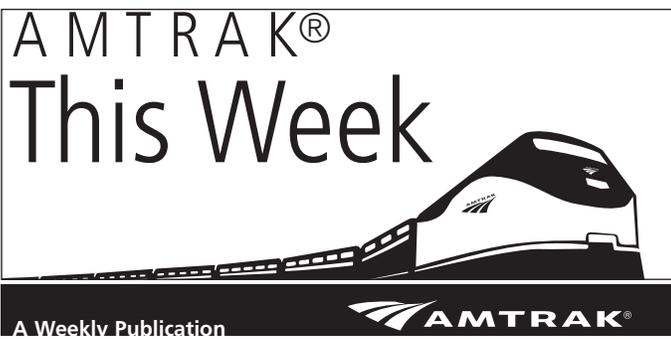
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National Train Day Question of the Week

Why do you think promoting passenger rail travel and National Train Day are important?

All essays, 50 words or less, must be submitted by Thursday, April 24 to ecom@amtrak.com.



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Open houses are scheduled for:

- | | |
|----------------------|--------------------|
| Alexandria, Va. | Jacksonville, Fla. |
| Alpine, Texas | LaCrosse, Wisc. |
| Atlanta | Marshall, Texas |
| Charlottesville, Va. | Newport News, Va. |
| Cincinnati | Niles, Mich. |
| Dallas | Richmond, Va. |
| Del Rio, Texas | Rugby, N.D. |
| Denmark, S.C. | Sacramento, Calif. |
| Dodge City, Kan. | Sanderson, Texas |
| Durham, N.H. | Sanford, Fla. |
| El Paso, Texas | Seattle |
| Elizabethtown, Pa. | St. Louis |
| Emeryville, Calif. | Tampa, Fla. |
| Fredericksburg, Va. | Williamsburg, Va. |
| Fort Worth, Texas | Wilmington, Del. |
| Greensboro, N.C. | Winter Park, Fla. |

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NOTE: The “Children of Amtrak” Art Contest; ends Thursday; complete rules are on the NTD site at www.nationaltrainday.com/employees/artcontest.

“Take your Daughters and Sons to Work” Safety Rules

Employees are welcomed to bring their children to work on Thursday as part of the National “Take our Daughters and Sons to Work Day.” However, children are not allowed:

- At sites where there is train movement or heavy equipment.
- In the cab of a moving locomotive under any circumstances.
- Where their presence could disrupt operations or the movement of passengers.
- Children are not allowed in areas where personal protective equipment is required.



April 28, 2008

Regional Service Re-Launch Project Underway

The Marketing and Product Management department is working with a multifunctional team that includes Mechanical, Transportation and Engineering to improve current *Regional* service, leading to an enhanced product and an ad campaign slated for mid-June. Since it kicked off in October 2007, the NEC *Regional* Service “Re-Launch” Project is focusing on enhancing overall product quality by improving on-time performance and equipment and service quality.

“The *Regional* service will not change significantly,” said Pietrantonio. “It is more appropriate to think of the impact we are looking for as a combination of incremental improvements in a variety of areas that touch the customer, rather than a formal re-branding effort.”

In the short term, the team has instituted new menu items on all Northeast *Regional* trains, distributed and mounted new menu boards in the cars, created seat back menus for all Coach cars and installed weekend ad posters in all Café cars with bulkhead frames.

The June 2008 “re-launch will also include new product identity and advertising, implementation of tactical pricing, tighter OTP tolerances, restructured Business class amenities, improved capacity optimization, improved food service offerings, and better cleaning practices and processes.

In addition, the split Dinette cars are being converted to all-table cars and the Café cars on all 21 trainsets are being centered on the consists to provide increased access for Coach customers, which account for 75 percent of Café car revenue. The Café cars will also undergo a number of interior cosmetic improvements.

The project is being supported by a number of service guides and training videos for OBS and T and E employees.

Future plans include additional food service car modifications, more Amfleet coach overhauls, a capital program to increase fleet size, and a plan to operate variable consists to maximize market demand.

National Train Day Question of the Week

What National Train Day events are you most looking forward to? Why?

All essays, 50 words or less, must be submitted by Thursday, April 24 to ecom@amtrak.com.

Operational Update: Due to CSX Transportation track work, *Pere Marquette* Train 371 will operate one hour earlier to all stations along the route, through Friday, May 2.

Environmental Health and Safety: An FRA-funded safety culture survey — requested by the board of directors — is being conducted among Washington Terminal, crew base and Ivy City employees to assess perceptions of safety management; survey forms will be distributed during the week of May 5. The results and subsequent focus group findings will be presented to the board in July.

Corporate Communications: An interview with President and CEO Alex Kummant will air Tuesday, April 29 or Wednesday, April 30 on “NBC Nightly News,” check local listings for broadcast times.

Reminder: The deadline for the “Children of Amtrak” Art Contest is being extended until Thursday, May 2; all entries must be received by May 7. Complete rules are on the NTD Web site at www.nationaltrainday.com/employees/artcontest.

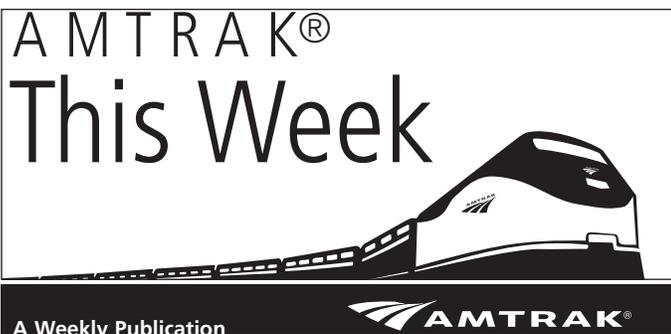
Note: If you have questions regarding your benefits, contact the Amtrak Benefits Service Center at 800-481-4887.

National Train Day Question of the Week Winner

How can employees help spread the word about National Train Day?

“Spreading the word about National Train Day can take on many forms, from greeting your customers to sending Amtrak e-cards to “Get Your Choo-Choo On” to displaying printed materials. Word of mouth is the best tool we have to spread the news about National Train Day and all Amtrak service!”

Donna Engstrom
Support Desk Representative
MARSCC, Philadelphia



April 28, 2008

Northeast Regional Service Making Progress

A *Regional Service* project, currently underway to improve product quality on the *Northeast Regional* trains, has accomplished a number of tasks thanks to the work of a multifunctional team focused on on-time performance, equipment quality, service quality and product quality.

Those items include new menu items on all *Northeast Regional* trains; new menu boards distributed and mounted in the cars; seat back menus on board all Coach cars; food and weekend ad posters installed in all Café cars with bulkhead frames; Operations Service Advisories, service guides and training videos distributed to all crew bases; briefings for all OBS and T and E employees, and the hiring and training of en route cleaners.

“The plan is to ‘re-launch’ the *Regional Service* with advertising support in mid-June, with spruced up equipment, operating performance and customer service elements to deliver a consistently good travel experience to an expanding customer base,” said Patrick Pietrantonio, director, Product Management.

The plan is reminiscent of the NEC-*Acela Express* Service Improvement Program, which combined an integrated marketing campaign with an intense focus on customer service, performance management and reduced food and beverage costs. Pietrantonio added that the business goals of the *Northeast Regional* plan is to create a distinct product identity that is different from *Acela* and increasing ridership and revenue without taking business away from *Acela*.

Two other significant accomplishments of the plan include converting the split Dinette cars to all-table cars and centering the Café car on all 21 trainsets, with the latter expected to increase food and beverage sales by providing better access for Coach passengers.

Operational Update: Due to CSX Transportation track work, *Pere Marquette* Train 371 will operate one hour earlier to all stations along the route, through Friday, May 2.

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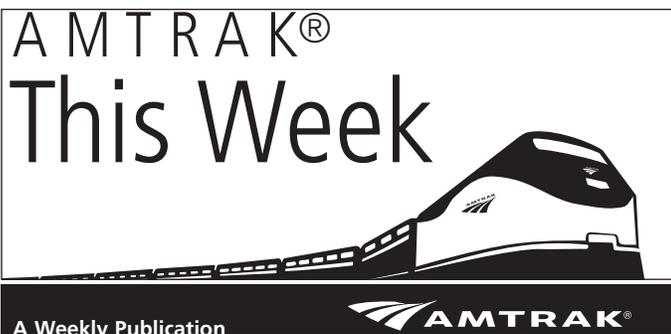
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May 12, 2008

Safety Record Improvement Earns Industry Recognition

President and CEO Alex Kummant will accept a 2007 E.H. Harriman Memorial Award on behalf of Amtrak this week in Washington. The E.H. Harriman Memorial Awards Institute is presenting the award for most improved safety record among Class I railroads at a luncheon hosted by the Association of American Railroads.

“Winning a Harriman Award is an excellent achievement for Amtrak and the recognition is extremely meaningful,” said Kummant. “While we have instituted a number of initiatives to promote safety on the railroad, this award belongs to each and every employee who earned it by making safety a priority. I am very proud of our employees’ efforts.”

In 2007, the company had a rate of 2.4 FRA-reportable injuries per 200,000 man-hours — an improvement of 27 percent from the prior year and a 46 percent improvement compared to 2005.

“We want to prevent on-the-job injuries and illnesses,” said Roy Deitchman, vice president, Environmental Health and Safety. “The programs and procedures put in place by operating departments have helped, but we can still do better. Safety is a priority at Amtrak and is stressed everyday in job briefings, work practices and job safety analysis.”

According to Deitchman, the reduction of injuries can be attributed to implementation of the comprehensive System Safety Program along with adoption of the Six Tenets of Safety which sets standards for performance and accountability for management and agreement employees. Increased safety education at Block Training and Training Camps was also instituted and cross-functional safety teams have been formed to solve specific workplace safety issues.

Note: The newly issued Spring/Summer System Timetable becomes effective today, May 12.

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Labor Update

Retroactive Wage Payment

If you are one of the more than 9,500 union-represented employees who received the first installment (40% of the total amount) of the retroactive wage payments on May 9, please be sure to review the detailed information provided in the summary statement and the Frequently Asked Questions you received with the check or deposit notice. If you have additional questions, please call the temporary call center set up to field payment questions at 1-888-514-0983, Monday-Friday 8 a.m. to 8 p.m. If your question requires further examination, you will be provided a case number that you must include on the Retroactive Wage Payment Inquiry NRPC Form 3287 (available on amtrakbenefits.com and on the Intranet under “Library,” then “Forms”) which should be mailed, along with the necessary supporting documentation, to Payroll Operations at the address on the form.

Deadline for Entering Work Through April 30

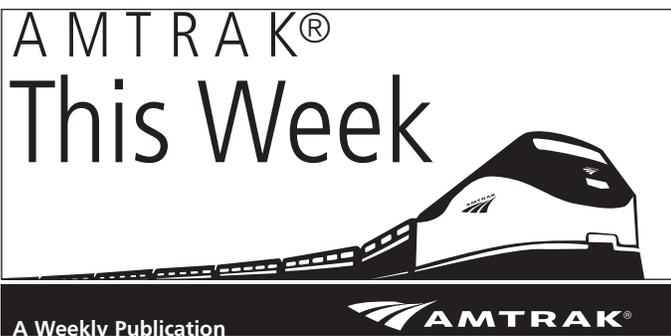
Employee Employees represented by BLET and SMWIA must enter time for work through April 30, 2008, by May 16 to ensure that those hours are factored into the first installment of the retroactive wage payment. Any time submitted after May 16 for dates worked prior to April 30 will be paid at the old rates and require time-consuming manual adjustments. Accordingly, the result of those manual adjustments become part of the calculation for the planned second installment of the retroactive wage payment.

National Train Day Question of the Week Winner

What events and activities would you like to see as part of next year’s National Train Day?

“What I would like to see is another contest for the children, like an essay contest. I think it would be really nice to hear what children have to say about trains, they are our future. And art work again, but open the age group to at least 16 years of age.”

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Corporate Communications: The 2009 “Picture Our Train” Wall Calendar Photo Contest begins today, May 12. Complete rules are posted on www.Amtrak.com/photocontest and the Intranet. The deadline is July 11.

Government Affairs: On May 14, President and CEO Alex Kummant will testify on the Amtrak reauthorization bill before the House Transportation and Infrastructure Subcommittee.

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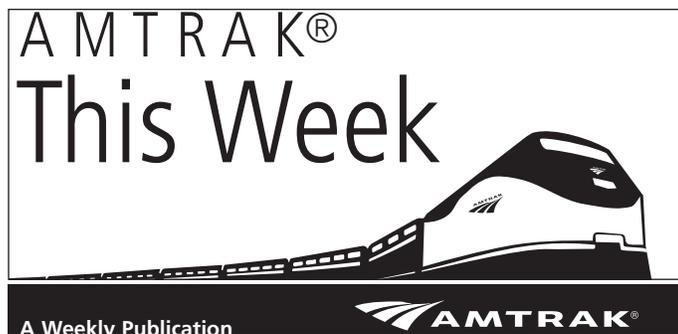
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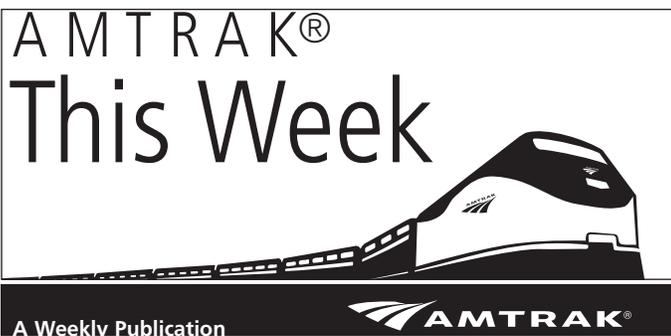
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May 19, 2008

CEO Calls for Participation in Operation RedBlock at All Levels

Amtrak is committed to prevent and avoid on-the-job alcohol and drug abuse in the workplace through the Operation RedBlock program (ORB). Earlier this month, the Operation RedBlock Executive Steering Committee, composed of senior labor union leaders and management met to recertify its common interest in ORB and reinvigorate the involvement of managers and employees in the program.

“I support and urge the support of all our managers and employees for the RedBlock program. It is important that we maintain our safe working environment free of drugs or alcohol. We all share in this responsibility and I commend the volunteer employees who act in concert to strive toward this common goal,” said President and CEO Alex Kummant.

Noting that tireless commitment from employees and managers at all levels is necessary, Kummant added that Operation RedBlock fosters an environment in which co-workers look out for one another. “The active participation of management in the regional, divisional and local ORB committees is critical,” he added.

Operation RedBlock is a union developed, company adopted, drug and alcohol peer prevention and intervention program. Its mission is to emphasize awareness, education and prevention of substance abuse through union-led committees. More information about Amtrak’s RedBlock program can be found on the company Intranet under the “Employees” menu or at www.redblock.com.

Marketing and Product

Management: As of this month, the USA Rail Pass is now available to any persons regardless of nationality or residence with proper identification. A passport is no longer required to purchase or use the USA Rail Pass, although a passport remains a valid form of identification.

Operational Update: CSX is in the fourth week of a 16-week project in the Rochester subdivision to install 304,940 linear feet of rail between Warners, N.Y., and Corfu, N.Y. Trains operating west of Albany may experience slight delays.

Note: The 2007 Annual Report is now posted on the Intranet under “Library” ► “Reports” ► “Annual Reports.” It is also posted on Amtrak.com at “Inside Amtrak” ► “Annual Reports and Consolidated Financial Statements.”

e-Commerce: The new Asset Disposal Request eForm must be submitted and approved before taking any Amtrak asset (excluding PCs and monitors) off the property. The eForm can be found by clicking “Company eForm” from the eTrax log in page ► “Request for Asset Disposition.”



May 19, 2008

Finance: The 2007 Annual Report is now posted on the Intranet under “Library” ►► “Reports” ►► “Annual Reports” ►► “2007 Annual Report.” It is also posted on Amtrak.com at “Inside Amtrak” ►► “Annual Reports and Consolidated Financial Statements” ►► “Annual Report 2007.”

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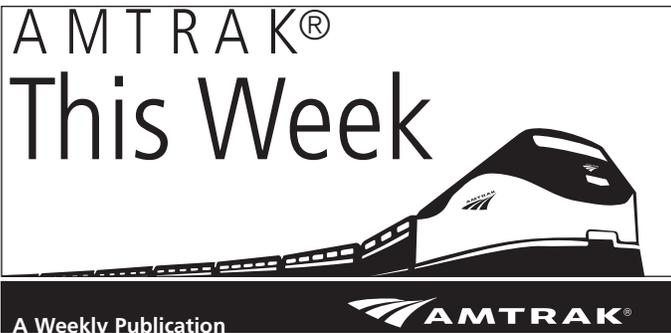
Safety Focus Continues Through Operation RedBlock

After recently winning an E.H. Harriman Award for its improved safety record, Amtrak continues its mission of safety with its focus on helping employees and managers prevent on-the-job alcohol and drug abuse through the Operation RedBlock program. Earlier this month, the Operation RedBlock Executive Steering Committee met to explore ways to further strengthen the program.

“Our recent meeting between executives, managers and senior labor representatives reflected everyone’s sincere commitment that we all do our part to maintain a safe and healthy workplace across the system,” said President and CEO Alex Kummant.

Noting that operating a safe railroad requires tireless commitment from employees and managers at all levels, Kummant added that Operation RedBlock fosters an environment in which co-workers look out for one another. He continued by citing how that commitment includes preventing substance abuse-related incidents.

Operation RedBlock is a union developed, company adopted, drug and alcohol peer prevention and intervention program. Its mission is to emphasize awareness, education and prevention of substance abuse through union-led committees. More information about Amtrak’s RedBlock program can be found on the company Intranet under the “Employees” menu.



June 2, 2008

“Picture our Train” Calendar Contest in Full Swing

Now is the time to enter the “Picture our Train” 2009 Wall Calendar Photo Contest. The contest, which began on May 12, is an annual opportunity for employees and train buffs to submit a favorite photo of an Amtrak train to be featured on next year’s calendar.

The contest review panels are looking for the best original color photographs featuring a train with the current Amtrak logo and livery visible, including Amtrak California trains, Amtrak *Cascades*®, *Pacific Surfliner*® and *Acela Express* trains. Last year’s winning entry, a *Coast Starlight* train passing the majestic Mt. Shasta in Northern California, was submitted by Richard J. Allen, a retired police officer from Cortland, N.Y.

All entries must be an 8 x 10 original color photo suitable for enlargement up to 25 inches.

The grand prize winner will receive a \$1,000 travel voucher and a photo credit on the calendar. Second-through fifth-place contestants will receive travel vouchers as well, ranging from \$100 to \$500. **The contest ends July 11.**

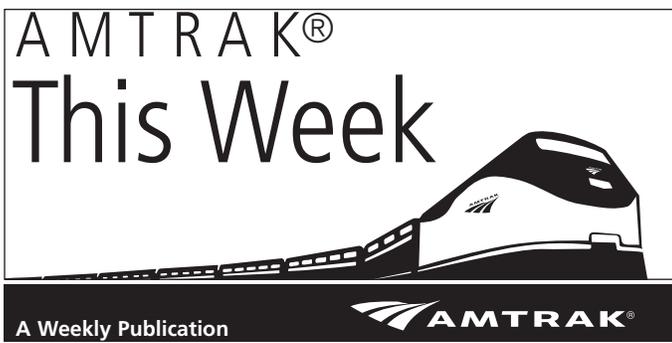
Contestants are reminded to stay away from tracks and railroad rights-of-way, and remain in public access areas. The official rules are posted on Amtrak.com/photocontest.

Engineering: The cutover on the Shell at Grade project occurs on Sunday, June 8. The project improves the junction of the Hellgate Line with the New Haven Line to allow a speed increase from 15 mph to 45 mph for Amtrak trains.

Operational Update: Due to Union Pacific track work, the *California Zephyr* will detour through Wyoming via UP’s overland route affecting service at stations between Denver and Salt Lake City from Sunday, June 8 through Sunday, June 15.

Marketing and Product Management: An “Historical On-Time Performance” link on the Amtrak.com home page now assists passengers in planning their trip by providing a particular train’s on-time performance history for the last 12 months, and includes general information about causes for delays.

Benefits Reminder: Employees who have questions regarding their benefits should contact the Amtrak Benefits Service Center at 800-481-4887.



Operational Update: The massive flooding in the Midwest is now affecting the following services, including provisions for alternate motorcoach service: *Empire Builder*, *California Zephyr* and Illinois and Missouri service.

Benefits: All dependent medical, dental and rail pass benefits are terminated for those *agreement* employees who did not respond to Aetna's numerous requests for dependent information; a response is required to reinstate benefits. Call Aetna at 877-277-3368 to check benefits status or obtain a copy of the request.

Information Technology: When sending e-mail across the entire enterprise, distribution lists should cover only those areas directly affected by the announcement. The current policy can be found on the Intranet at Library ►► Policies ►► Amtrak Policy and Instruction Manual ►► 3.0 Operations ►► Computer Security and Usage.

Reminder: The 2009 "Picture our Train" Wall Calendar Photo Contest is in full swing. The deadline for submissions is July 11. For more information, log on to Amtrak.com/photocontest.

Coast Starlight Re-Launches with Fanfare

In Los Angeles, Santa Barbara, Portland and Seattle, Amtrak officials and various travel industry representatives were joined by local politicians and passengers to commemorate the re-launch of the *Coast Starlight*.

Across the route, events included ribbon-cutting ceremonies and special receptions designed to generate excitement about the enhanced amenities on board the *Coast Starlight* service that links Los Angeles to Seattle.

Sleeper car passengers are now able to enjoy an exclusive wine and cheese event on board featuring four regional wines and four artisan cheeses, specialty coffees and appetizers for purchase, along with a library, board games and a Parlour car theatre.

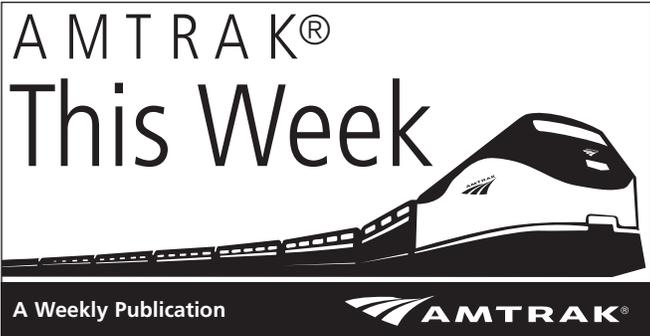
Coach passengers can take advantage of new and larger complimentary pillows, new blankets for purchase, at-seat meal and beverage options.

A new and improved Arcade car is available to all passengers.

Update on the Thames River Bridge Project

Following discussions this morning with the contractor working on the Thames River Bridge in Connecticut, there is currently no firm date for the bridge span changeout. The installation of the new lift span is delayed due to complications encountered in the dismantling and removal of the bridge's counterweight.

Once the contractor delivers a firm date, we will issue an operating plan to accommodate the span changeout. We expect an update at the end of the day on Wednesday. Until further notice, we are operating according to a normal schedule between New York and Boston.



Regional Re-Launch Begins Today

After eight months of collaborative effort, Regional service formally re-launches today as the *Northeast Regional*. The project integrates efforts to create a new product identity with an increased focus on incremental improvements to the customer experience. Ticket revenue expected from *Northeast Regional* rebranding, advertising and associated product and service improvements is targeted at \$10.6 million.

“The goal of the project is to increase ridership and revenue for Regional service without having a negative impact on the *Acela Express* service that travels the same route,” said Emmett Fremaux, vice president, Marketing and Product Management.

The Mechanical, Finance, Transportation, Food and Beverage, NEC Service Operations, Market Research and Pricing departments all have a hand in the plan for improving the customer experience aboard the *Northeast Regional*, including outfitting 36 all-table Café cars, allocating funding to support upgrades, instituting en route cleaners positions, establishing and measuring customer-centric behaviors among on-board staff, creating new menus, building a new advertising campaign, and implementing new tactical pricing offers.

“Establishing the new *Northeast Regional* brand name, with a logo and product identity distinct from the *Acela Express*, is a key step in the FY '08-FY '13 Northeast Corridor business strategy,” Fremaux added. Accordingly, the *Northeast Regional* moniker should be used in all Amtrak documents, business line reports, financial tables and budget documents.

With more than 7 million annual passengers, the *Northeast Regional* is the company's largest product line.

Engineering: At 3 a.m. on Tuesday, the New England Division Tie Gang will begin the installation of 4,000 wood ties on Track 3 from Read to Forrest, on the Northeast Corridor just south of Boston. The project will conclude before 4 p.m. on Thursday.

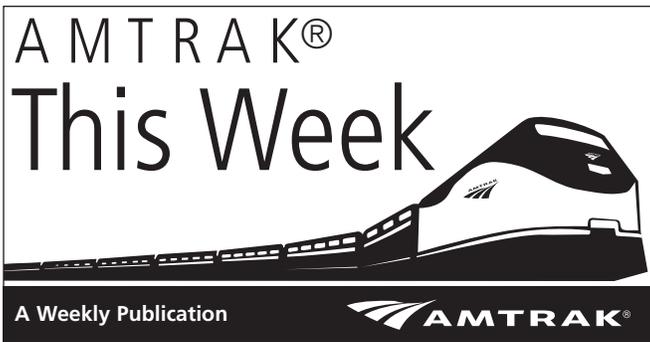
Operational Update: Under a new contract with FEMA, Amtrak will provide emergency rail transportation in the event of a hurricane from New Orleans to as far as Memphis, Tenn. “Go Team” members are currently being assembled and trained to assist in evacuation efforts.

Human Resources: More than 370 nominations have been submitted for this year's President's Service and Safety Awards. The winners will be announced in August.

Thames River Bridge Update

The installation of a new bridge span on the Thames River Bridge has been rescheduled for June 24 through June 27 due to an unexpected complication encountered by Amtrak and its contractor in dismantling the bridge's 4 million-pound counterweight.

To accommodate passengers, Amtrak has scheduled substitute rail service between Boston and New York via the inland route through Springfield, as well as other special trains that will serve segments of the Boston-New Haven-New York route. Limited connecting bus service to bypass the bridge outage will also be available during this period.



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Regional Re-Launch Begins Today

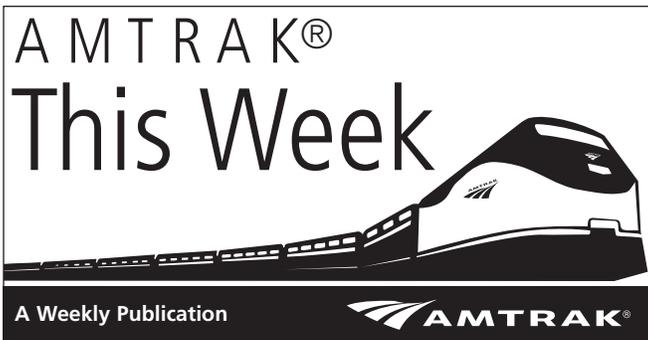
After eight months of collaborative effort, Regional service formally re-launches today as the *Northeast Regional*. The project integrates efforts to create a new product identity with an increased focus on incremental improvements to the customer experience. Ticket revenue expected from *Northeast Regional* rebranding, advertising and associated product and service improvements is targeted at \$10.6 million.

"The goal of the project is to increase ridership and revenue for Regional service without having a negative impact on the *Acela Express* service that travels the same route," said Emmett Fremaux, vice president, Marketing and Product Management.

The Mechanical, Finance, Transportation, Food and Beverage, NEC Service Operations, Market Research and Pricing departments all have a hand in the plan for improving the customer experience aboard the *Northeast Regional*, including outfitting 36 all-table Café cars, allocating funding to support upgrades, instituting en route cleaners positions, establishing and measuring customer-centric behaviors among on-board staff, creating new menus, building a new advertising campaign, and implementing new tactical pricing offers.

"Establishing the new *Northeast Regional* brand name, with a logo and product identity distinct from the *Acela Express*, is a key step in the FY '08-FY '13 Northeast Corridor business strategy," Fremaux added. Accordingly, the *Northeast Regional* moniker should be used in all Amtrak documents, business line reports, financial tables and budget documents.

With more than 7 million annual passengers, the *Northeast Regional* is the company's largest product line.



Engineering: At 3 a.m. on Tuesday, the New England Division Tie Gang will begin the installation of 4,000 wood ties on Track 3 from Read to Forrest, on the Northeast Corridor just south of Boston. The project will conclude before 4 p.m. on Thursday.

Human Resources: More than 370 nominations have been submitted for this year's President's Service and Safety Awards. The winners will be announced in August.

Thames River Bridge Update

The installation of a new lift span on the Thames River Bridge has been rescheduled for June 24 through June 27 due to an unexpected complication encountered by Amtrak and its contractor in dismantling the bridge's 4 million-pound counterweight.

To accommodate passengers, Amtrak has scheduled substitute rail service between Boston and New York via the inland route through Springfield, as well as other special trains that will serve segments of the Boston-New Haven-New York route. Limited connecting bus service to bypass the bridge outage will also be available during this period.

Regional Re-Launch Begins Today

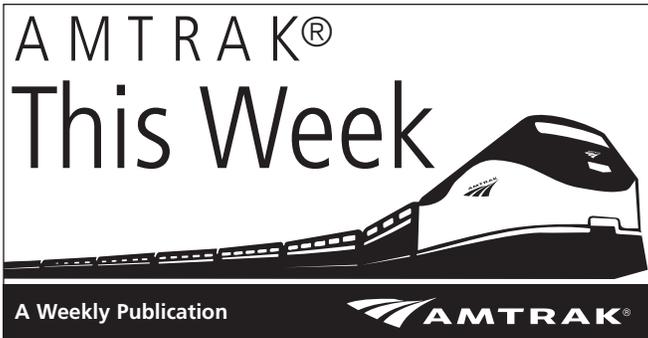
Amtrak recently signed two new contracts with the Maryland Transit Administration (MTA) to continue operations and provide infrastructure access for MARC commuter trains. The Operating Agreement and the Access Agreement, both effective July 1, are five-year deals and the Access Agreement also includes a five-year extension option.

"The new contracts have significant improvements for Amtrak on the financial side as MTA is ramping up its commitment to improving commuter rail service," explains Jason Steffensen, principal, Commuter Partnerships-Mid-Atlantic.

The new agreements have new and increased incentives for on-time performance and fleet availability. Combined, a revenue increase of approximately 10 percent is expected over last year.

The Access Agreement also includes an increase in funding for recapitalization of existing infrastructure, bringing the new total to \$35 million over the five-year deal. An additional \$220 million is built in for Amtrak to begin implementing part of MTA's 30-year service expansion plan with projects to improve capacity and reliability.

Amtrak currently has six for-profit partnerships for commuter train services. In addition to MARC, they include California's Caltrain, Connecticut's Shore Line East, Florida's Tri-Rail, Virginia's VRE and Washington's Sound Transit.



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Operational Update: Under a new contract with FEMA, Amtrak will provide emergency rail transportation in the event of a hurricane from New Orleans to as far as Memphis, Tenn. “Go Team” members are currently being assembled and trained to assist in evacuation efforts.

Human Resources: The President’s Service and Safety Awards (PSSA) program is researching more than 370 nominations submitted to recognize the accomplishments of employees and external business partners. The winners will be announced in August.

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Regional Re-Launch Begins Today

After eight months of collaborative effort, the Regionals service re-launches today as the *Northeast Regional*. In addition to a new brand name and logo, the project includes an ambitious plan to deliver increased customer service. The goal of the project is to create a new product identity that increases ridership and revenue for the regional service without having a negative impact on the *Acela Express* service that also travels along the Northeast Corridor.

“Enhancing the image of the regional trains — Amtrak’s largest product line, with more than 7 million annual riders—and establishing the new *Northeast Regional* brand name, with a logo and product identity distinct from the *Acela Express*, is a key step in the FY ’08-FY ’13 Northeast Corridor business strategy,” according to Emmett Fremaux, vice president, Marketing and Product Management.

The Mechanical, Finance, Transportation, Food and Beverage, NEC Service Operations, Market Research and Pricing departments all have a hand in the plan for incremental improvements aboard the *Northeast Regional*, including outfitting 36 all-table Café cars, allocating funding to support upgrades, funding en route cleaners positions, establishing and measuring customer-centric behaviors among on-board staff, creating new menus, building a new advertising campaign, and implementing tactical pricing.

Message from President and CEO Kummant

Dear Co-workers,

I wanted to take an opportunity to share with you some news about how we're doing, as we kick into the busy summer season. With just a couple months left in the fiscal year, ticket revenue through May was almost 14 percent ahead of last year over the same time, and ridership was nearly 11 percent higher. In addition, last month was one for the record books — we earned \$153.4 million in ticket revenue and served 2.58 million riders; both are the largest totals for any single month in company history.

While a range of factors contribute to these achievements, I credit your hard work and dedication for our success. I thank you for your commitment to Amtrak and for persevering in light of the challenges we face.

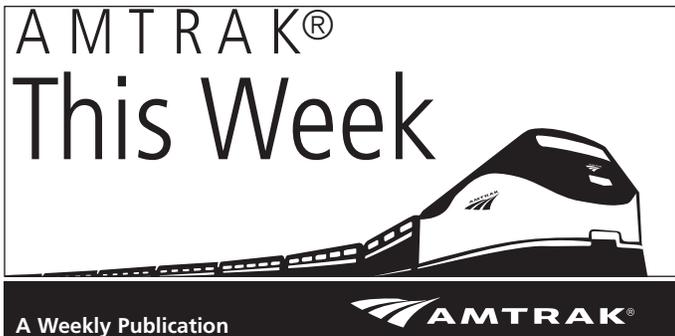
And we do, and will, encounter some hurdles. A sustained downturn in the economy and uncertainty about its long-term vitality could dampen our momentum. Moreover, the same reason that helps drive up ridership — high gas prices — also causes our costs to soar. We expect to spend close to \$100 million more on diesel fuel than we did last year.

In addition, the problems we're experiencing with locomotive reliability are taking a toll on service and on-time performance, not to mention the front-line employees who are managing failures when they occur. I want you to know that our Mechanical teams are still in the process of replacing faulty traction motors on our P-42 diesel locomotives and they're working on remedies to address the difficulties we're having with our aging fleet of AEM-7 electric locomotives.

We've proven time and again that we tackle challenges with skill, but don't get me wrong — I am not satisfied with just surviving another day. My goal for Amtrak is to realize our ambitions to grow as we become an increasingly important part of the national transportation network. Congress appears to be close to completing a reauthorization bill that will keep us headed in that direction. Both the House and the Senate versions of the bill passed with relatively little opposition, an indication of the support for passenger rail.

We're busy now and the summer's only going to get busier. The highest percentage of injuries occurs during the summer, so please look out for one another and work safely.

Sincerely,
 Alex Kummant
 President and Chief Executive Officer



Operational Update: Beginning June 30, *Saluki* Train 391 will operate one hour **earlier** to all stations, and *Illini* Train 392 is currently operating one hour and 10 minutes **later**. *Saluki* Train 390 and *Illini* Train 393 will continue operating on a revised schedule through Aug. 5.

Engineering: Production forces are in the process of constructing 10 turnout packages for Shore interlocking in North Philadelphia. These turnouts will be installed as four crossovers and two individual turnouts later in the production season.

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from \$0.50 per mile to \$0.58 per mile between July 1 and Dec. 1, 2008. The new rate will be effective for mileage expenses incurred on or after July 1.

Information Technology: Only authorized Media Relations personnel, or their designees, are permitted to speak to the media. Please direct media during regular business hours to 202-906-3860; after hours inquiries should be directed to the Media Relations answering service at 800-562-1904.

Reminder: Don't forget to submit your entry for the 2009 "Picture our Train" Wall Calendar Photo Contest; the deadline for submissions is Friday, July 11. Log onto Amtrak.com/photocontest for official rules.

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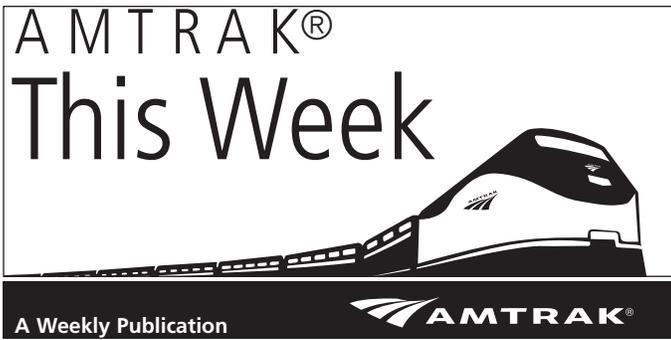
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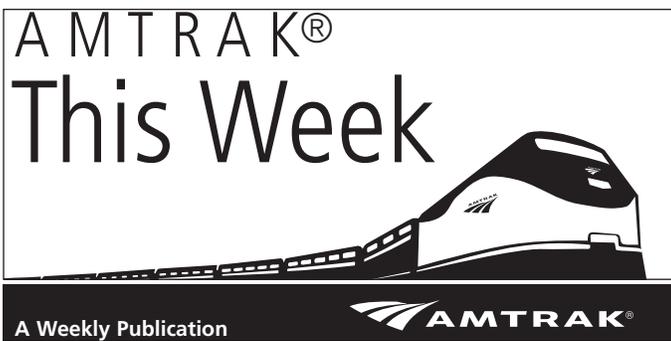


Operational Update: Due to a budget shortfall, the North County Transit District in San Diego will discontinue its participation in the Amtrak Rail 2 Rail program. As a result, NCTD Coaster monthly pass holders are no longer allowed to travel on Amtrak trains, effective 12:01 a.m., Tuesday, July 1.

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from \$0.50 per mile to \$0.58 per mile between July 1 and Dec. 1, 2008. The new rate will be effective for mileage expenses incurred on or after July 1.

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Reminder: Don't forget to submit your entry for the 2009 "Picture our Train" Wall Calendar Photo Contest. The deadline for submissions is Friday, July 11.



Operational Update: On July 9, 10 and 11, Amtrak *Cascades* Train 504 will not operate due to Union Pacific Railroad track work. Passengers will be provided motor-coach service between Eugene, Albany, Salem, Oregon City and Portland, Ore.

Engineering: The compaction grouting project that began on April 1 to stabilize 1,000 feet of concrete floor slabs of the B and P Tunnel in Baltimore is progression on schedule toward its July 21 completion target.

Human Resources: All non-agreement managers should have completed performance goals discussions with employees and entered the FY '08 goals into IMPACT, the new online performance management system. The final IMPACT training session is currently underway and will conclude on Friday, July 25.

Finance (Correction): The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from 50.5 cents per mile to 58.5 cents per mile between July 1 and Dec. 1, 2008. The new rate will be effective for mileage expenses incurred on or after July 1.

Benefits: New benefit contribution rates go into effect this month for agreement-covered employees, and will be in effect for the next 12 months. For more information, contact the Amtrak Benefits Service Center at 800-481-4887.

Reminder: Don't forget to submit your entry for the 2009 "Picture our Train" Wall Calendar Photo Contest; the deadline for submissions is Friday, July 11. Log onto Amtrak.com/photocontest for official rules.

Services Resume Following Midwest Floods

Service has now been fully restored on all three routes that were temporarily suspended in mid-June due to massive floods throughout the Midwest. The *Empire Builder* and *Southwest Chief* returned to regular service on July 1, while the *California Zephyr*, resumed on July 5.

"Floods of this size can wash out tracks and cause a lot of damage to switches and signal systems," said Chief Operating Officer Bill Crosbie. "The host railroads — BNSF, Canadian Pacific and Union Pacific — worked diligently to help us minimize the impact of the floods on our passengers and our business. We appreciate their efforts."

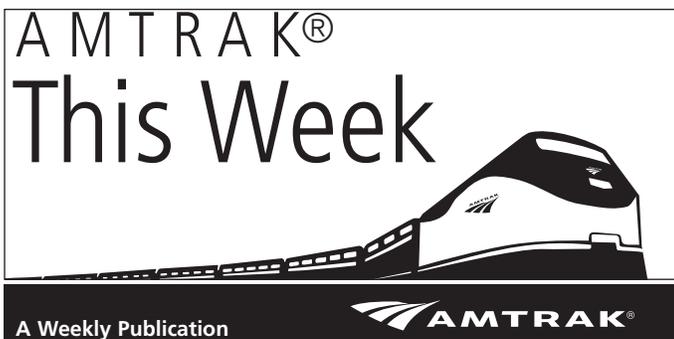
Missouri Announces \$5 Million to Improve Amtrak Service

Last week, the Missouri Department of Transportation (MoDOT) announced \$5 million will be provided by the state legislature to improve infrastructure and increase reliability of service between Kansas City and St. Louis. The state is also seeking another \$5 million in matching funds from the federal government.

Amtrak operates two daily Kansas City-St. Louis round trips on the Union Pacific Railroad, which currently suffers from heavy freight train congestion. The investment from MoDOT will increase track capacity through the addition of sidings, thereby relieving bottlenecks along the route.

"We're extremely excited about Missouri's new level of commitment to passenger rail service," said Anne Witt, vice president, Strategic Partnerships. "This is a trend we're seeing across the country — states are continually recognizing the need for reliable mass transit options, which equates to a lot of growth potential for our company."

In other state news, Illinois Gov. Rod Blagojevic has backed off a proposal to eliminate funding for Amtrak service in 2009 due, in part, to strong public opposition. The proposal was part of a plan to cut nearly \$2 billion in state spending to help balance the state budget. The company currently operates more than a dozen daily round trips as part of a service contract with the Illinois DOT, and a contract renewal at the current level of \$28 million per year is expected to be completed soon.



Company Addresses Baggage Car Shortage

Operational Update: Due to Canadian Pacific track work, the eastbound *Empire Builder* will operate on an alternate route between St. Paul-Minneapolis and Chicago on Tuesday, July 22 and Tuesday, July 29.

Alternate transportation will be provided at intermediate stations.

Engineering: Over the next two weeks, as part of the ongoing work to correct defective concrete tie conditions in northern New Jersey, the Track Laying Machine will work west through Rahway, N.J., station to Union Interlocking.

Human Resources: IMPACT training for non-agreement managers, which occurs daily from 10 a.m. to 11 a.m. and 1 p.m. to 2 p.m., ends Friday, July 25.

Environmental Health and Safety: The oil-contaminated area in and around the Sunnyside Yard in New York is currently under remediation, with clean-up being conducted under the oversight of the New York State Department of Environmental Conservation. The project is slated for completion for future rail operations in October.

Benefits: To find out if a Fidelity Investments representative will be in your area or to make an appointment, log onto www.mysavingsatwork.com/amtrak and click on "Meet with a Fidelity Representative." You can also call 800-642-7131 to reserve an appointment at a convenient location.

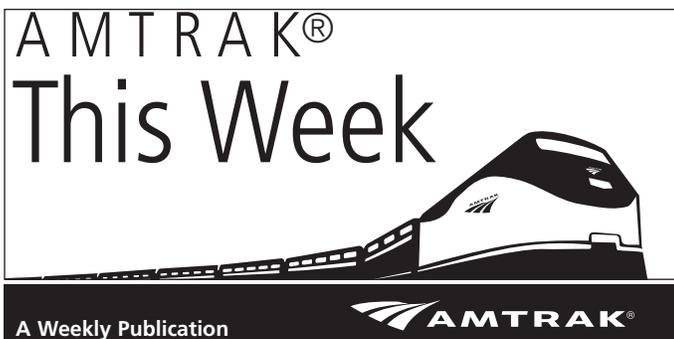
The amount of baggage on trains has increased dramatically as ridership soars and passengers exceed their carry-on limits, causing more demand for baggage equipment. While the issue may be causing headaches for some front-line employees and passengers, the Mechanical and System Operations departments are taking steps to alleviate the strain as much as possible.

The company currently has 63 baggage cars in the active fleet — 51 are required for revenue service, and the other 12 are allocated as back-up cars for terminals in New York, Los Angeles, Chicago and Beech Grove. Currently, 10 baggage cars are due for required air brake maintenance at the Beech Grove facility, resulting in a shortage.

"The problem," explained Mike Frazier, director, System Operations, "is that with 10 cars in Beech Grove, the current operating plan only allows for two more baggage cars to be shopped elsewhere in the system. This is not feasible or sustainable. We've tried using baggage coaches as a temporary fix, but they simply can't handle the high volume of luggage, which is why we adjusted our plan last week."

That plan includes temporarily suspending baggage car service on Trains 448 and 449, effective July 19. Those cars will be redirected for use on the *Sunset Limited*. Repairs at Beech Grove are also being accelerated; three shopped cars are expected back in service within the next three weeks, according to Deputy Chief Mechanical Officer Terry Schindler.

"We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help," said Schindler. "If capital investments are there to support the current fleet plan, we'll build new baggage cars in two years that are more efficient and easier to load and unload." Schindler added that the challenge lies with striking a balance between investing in equipment that may be retired soon and planning for the future while meeting current needs.



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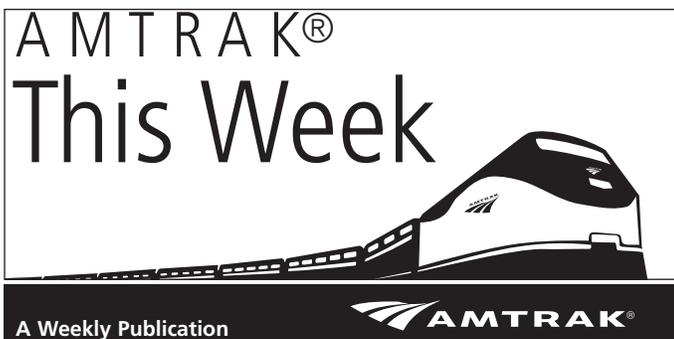
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"The problem," explains Mike Frazier, director, System Operations, "is that with 10 cars in Beech Grove, the current operating plan only allows for two more baggage cars to be shopped for any reason elsewhere in the system. This is not feasible or sustainable. We've tried using baggage coaches as a temporary fix, but they simply can't handle the high volume of luggage, which is why we adjusted our plan last week."

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"We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help," said Schindler. "If capital funds are available to support the current fleet plan, we'll build new crew baggage cars in the near future that are more efficient and easier to load and unload." According to Schindler, the challenge lies with striking a balance between investing in equipment that may be retired soon and planning for the future while meeting the current needs of the fleet.



Company Addresses Baggage Car Shortage

Operational Update: Due to Canadian Pacific track work, eastbound Train 8/28/808 will operate on an alternate route and will not stop at stations between St. Paul-Minneapolis and Chicago on Tuesday, July 22 and Tuesday, July 29.

Human Resources: IMPACT training for non-agreement managers, which occurs daily from 10 a.m. to 11 a.m. and 1 p.m. to 2 p.m., ends Friday, July 25.

Environmental Health and Safety: The oil-contaminated area in and around the Sunnyside Yard in New York is currently under remediation, with clean-up being conducted under the oversight of the New York State Department of Environmental Conservation. The project is slated for completion for future rail operations in October.

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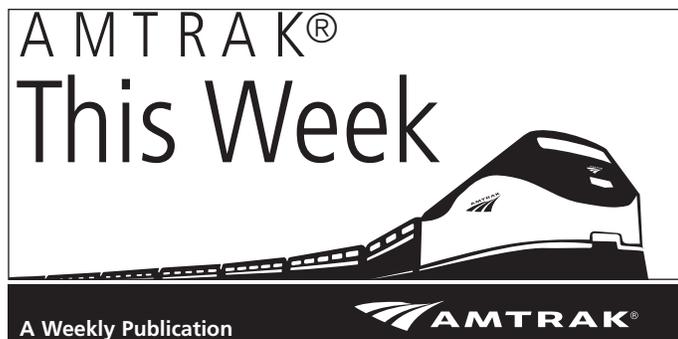
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California Zephyr Schedule Reduced Via UP Partnership

Effective Monday, August 11, *California Zephyr* schedules will be shortened by as much as 45 minutes, one of the targets established in an agreement between Amtrak and Union Pacific Railroad. The trip-time reduction is part of a multiyear program to return the Overland Route between Salt Lake City and San Francisco to a state of good repair, ultimately allowing the *California Zephyr* to operate on a more reliable schedule.

Amtrak and UP agreed in 2006 to temporarily add more than three hours to the *Zephyr's* schedule while UP performed track work as part of a commitment to improve on-time performance. Many track delays have been eliminated and the added time has been removed incrementally from the schedule as planned. This is the third schedule reduction since the program began in June of last year.

“This is another milestone in our effort to improve service and OTP on the *Zephyr*,” said Paul Vilter, assistant vice president, Strategic Partnerships. “UP is making great progress toward fulfilling its commitment to reduce slow orders on the route, which allows us to gradually restore the original schedule and deliver on-time arrivals.”

Eastbound Train 6 will now depart Emeryville, Calif., 45 minutes later and operate 45 minutes faster to Salt Lake City. The remaining schedule to Chicago will not change. Train 5, originating in Chicago, will operate according to the current schedule to Winnemucca, Nev., then operate 30 minutes faster to Emeryville.

Since the program began last June, two hours and 10 minutes of the time added to Train 5 have been removed, while two hours and 20 minutes have been taken from the schedule of Train 6.

“We appreciate UP’s efforts related to the *Zephyr*, and we look forward to UP removing slow orders on other Amtrak routes,” added Vilter.

Marketing and Product Management: With 2.75 million trips (14 percent higher than last year), resulting in \$168 million in ticket revenue (19 percent higher), July 2008 was the highest ridership and ticket revenue month ever.

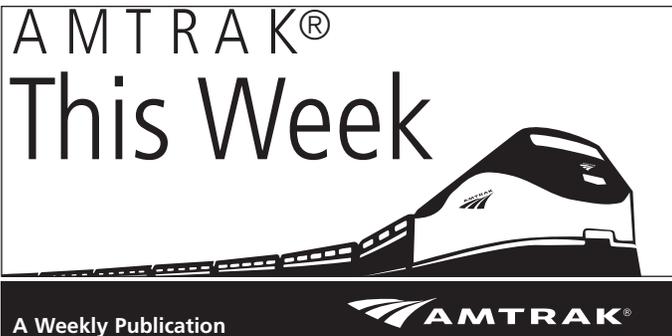
Operational Update: On Tuesday, Aug. 12 only, all *Wolverine*, *Pere Marquette* and *Blue Water Service* trains will be cancelled due to multiple track work projects performed by Norfolk Southern, Conrail and Amtrak. Motorcoach service will be provided.

Engineering: The 10-megavolt amp transformer at Jericho Park in Bowie, Md., will be returned to service this week, bringing service back to its full 20 MVA capacity.

Human Resources (Health Services Drug and Alcohol Programs): Effective Aug. 25, new U.S. Department of Transportation drug testing guidelines mandate direct observation during specimen collection for all employees under an Alcohol and Drug Waiver Agreement or Letter of Determination for a federal violation. More information can be found online at www.dot.gov/ost/dapc/news.html.

Performance Management Update: The first issue of *Focus* newsletter, along with accompanying FAQs, is now available on the performance management Web site to provide the latest information on the company’s performance management and pay-for-performance initiative. Log on to Intranet: “Employees”► “Performance Management”► “Tools and Resources.”

Corporate Communications: On Thursday, Aug. 14, President and CEO Alex Kummant is slated to appear live on CNBC’s *Street Signs* to discuss the company’s record ridership and ticket revenue.



Don't Miss Good Morning America Next Week!

Amtrak, ABC Make History Next Week

Make sure you catch ABC News' Good Morning America next week, as it broadcasts live from an Amtrak charter train, the centerpiece of a five-day Whistle-Stop Tour that will travel across the Northeast and Ohio. Amtrak and ABC will be making history, as this is the first time anything of its kind has been done on live television.

Kicking off the five-day tour, anchors Diane Sawyer, Robin Roberts, Chris Cuomo, Sam Champion and the ABC crew will air the first show Monday while traveling through Massachusetts aboard specially equipped Amtrak equipment and two private rail cars. Powered by two P-42 locomotives, the train will travel through Massachusetts Monday; New York on Tuesday; Ohio, Pennsylvania, Maryland on Wednesday; and West Virginia on Thursday. The tour concludes on Thursday in Washington, D.C.

The 11-car, 874-foot-long traveling studio, operated with Amtrak Train and Engine crews with host railroad pilots and staffed by On-Board Service employees, includes two Superliner Sleeping cars, a Cross Country Café car, two Diner Lounge cars and a Transition Dorm, plus two private cars. The equipment conversion, paid for by GMA, was performed at Beech Grove and at the Albany Maintenance Facility.

"The GMA charter provides us an opportunity to show millions of Americans the benefits of train travel and our capacity to serve travelers from large and small communities across the country," stated Corporate Communications Chief Cliff Black. Spearheaded by the Charter Services group, the tour involves the collaboration of several departments including Transportation, Mechanical, Engineering and Amtrak Police Department, along with the cooperation of Norfolk Southern, CSX Transportation and Housatonic Railroad.

For more detailed information about the Whistle-Stop Tour, including a behind-the-scenes look at the months of preparation put into the project, visit www.abcnews.go.com/gma.

Amtrak This Week is being distributed early to remind employees of GMA's broadcasts from an Amtrak train.

Message from President Kummant

Dear Co-workers:

Over the course of the next week, you will receive an Employee Satisfaction Survey in the mail. I cannot stress enough how important it is for you to take a few minutes to complete and return the survey by Oct. 10, answering the questions as sincerely as possible. This is an opportunity for you to tell us your thoughts on what works and what can be made better.

All responses will be mailed directly to a third party and will be kept strictly confidential, and the anonymous, tabulated responses will be sent back to us. Our workforce is our most valuable resource; by participating in the survey you will make your voice heard as we shape the future of the company.

Sincerely,

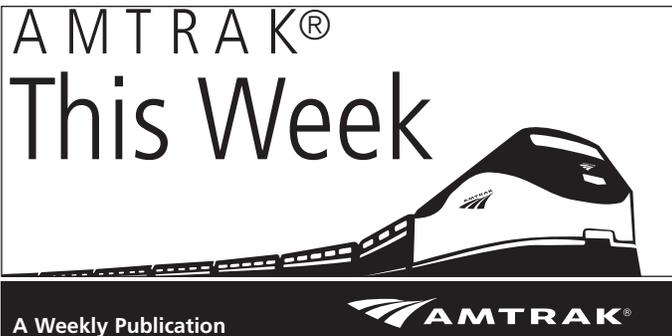
Alex Kummant
President and Chief Executive Officer

Operational Update: As Texas braces for the arrival of Hurricane Ike in the Corpus Christi area on Saturday, several services are affected.

Sunset Limited Train 1 (11), scheduled to depart New Orleans today, has been canceled between New Orleans, La., and El Paso. Train 2 (12) is canceled between El Paso and New Orleans. Trains 421 (11) and 422 (12) are canceled in both directions between Fort Worth and El Paso.

Texas Eagle Trains 21 (11-12) and 22 (13-14) are canceled in both directions between Fort Worth and San Antonio. *Crescent* Trains 19 (11-12) and 20 (12-13) will not operate between Meridian, Miss., and New Orleans.

No alternate transportation will be provided for any service.



Message from President Kummant

Dear Co-workers:

Over the course of the next week, you will receive an Employee Satisfaction Survey in the mail. I cannot stress enough how important it is for you to take a few minutes to complete and return the survey by Oct. 10, answering the questions as sincerely as possible. This is an opportunity for you to tell us your thoughts on what works and what can be made better.

All responses will be mailed directly to a third party and will be kept strictly confidential, and the anonymous, tabulated responses will be sent back to us. Our workforce is our most valuable resource; by participating in the survey you will make your voice heard as we shape the future of the company.

Sincerely,

Alex Kummant
President and Chief Executive Officer

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No alternate transportation will be provided for any service. Currently, there are no plans to move employees or equipment.

Don't Miss Good Morning America Next Week!

Amtrak, ABC Make History Next Week

Make sure you catch ABC News' Good Morning America next week, as it broadcasts live from an Amtrak charter train, the centerpiece of a five-day Whistle-Stop Tour that will travel across the Northeast and Ohio. Amtrak and ABC will be making history, as this is the first time anything of its kind has been done on live television.

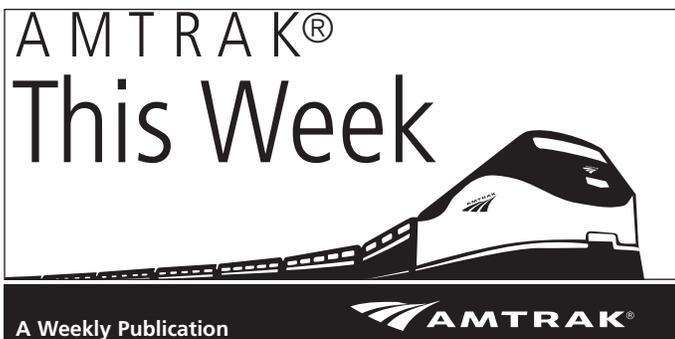
Kicking off the five-day tour, anchors Diane Sawyer, Robin Roberts, Chris Cuomo, Sam Champion and the ABC crew will air the first show Monday while traveling through Massachusetts aboard specially equipped Amtrak equipment and two private rail cars. Powered by two P-42 locomotives, the train will travel through Massachusetts Monday; New York on Tuesday; Ohio, Pennsylvania, Maryland on Wednesday; and West Virginia on Thursday. The Tour concludes on Thursday in Washington, D.C.

The 11-car, 874-foot-long traveling studio, operated with Amtrak Train and Engine crews with host railroad pilots and staffed by On-Board Service employees, includes two Superliner Sleeping cars, a Cross Country Café car, two Diner Lounge cars and a Transition Dorm, plus two private cars. The equipment conversion, paid for by GMA, was performed at Beech Grove and at the Albany Maintenance Facility.

"The GMA charter provides us an opportunity to show millions of Americans the benefits of train travel and our capacity to serve travelers from large and small communities across the country," stated Corporate Communications Chief Cliff Black. Spearheaded by the Charter Services group, the tour involves the collaboration of several departments including Transportation, Mechanical, Engineering and Amtrak Police Department, along with the cooperation of Norfolk Southern, CSX Transportation and Housatonic Railroad.

For more detailed information about the Whistle-Stop Tour, including a behind-the-scenes look at the months of preparation put into the project, visit www.abcnews.go.com/gma.

Amtrak This Week is being distributed early to remind employees of GMA's broadcasts from an Amtrak train.



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Service Disruptions: Because Hurricane Ike is expected to make landfall in the Corpus Christi, Texas area as a category 3 or category 4 hurricane on the morning of Saturday, Sept. 13, Amtrak is canceling all *Sunset Limited* and *Texas Eagle* trains on Friday, Sept. 12. No alternate transportation is provided.

Other Operational Updates: On Monday, Sept. 15, due to an equipment upgrade project, Washington-Boston Acela Express Train 2160 will replace Train 2108 and Washington-New York Acela Express Train 2110 will replace Train 2162. Northeast Regional Train 174 will operate on its current schedule between Washington and New York, but will depart New York at 1:30 p.m., 30 minutes later than the published schedule, and will operate approximately 30 minutes later at all stations to Boston.

Message from President Kummant

Dear Co-workers,

Some of you may have already received the Employee Satisfaction Survey that was mailed to each of your homes — many of you may have already received it. I strongly encourage you to take a few minutes to complete and return the survey, answering the questions as sincerely as possible. This is an opportunity for you to tell us your thoughts on what works and what can be made better. By doing so, you will help us shape the future of the company and help improve service for passengers and employees — our most important resource.

All responses will be mailed directly to a third party and will be kept strictly confidential. The anonymous, tabulated responses will be sent back to us, and I can't wait for the results. Thanks for your participation.

Sincerely,

Alex Kummant
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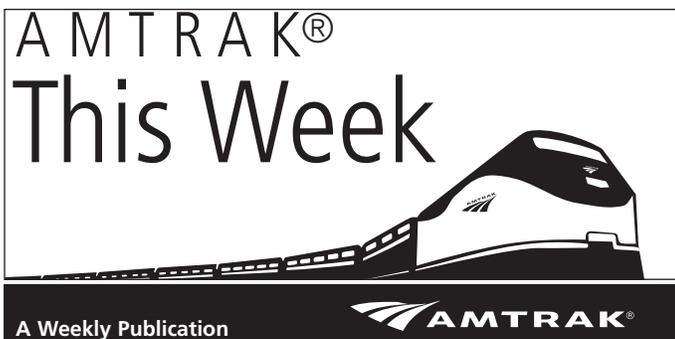
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Note: An enthusiastic and heartfelt thank you to everyone who played a role in making the Good Morning America Whistle-Stop Tour train a success last week, including employees in the Transportation, Mechanical and Amtrak Police departments.

Operational Changes: For the duration of the equipment upgrade, the Washington-New York *Acela Express* Train 2108 is now Train 2160 and extended to Boston. Train 2162 is now Train 2110 and terminates in New York. *Northeast Regional* Train 174 will depart New York 30 minute later, arriving 30 minutes later at all stations to Boston.

Engineering: Production C&S and Mid-Atlantic division Engineering forces will complete the cutover this week of the new signal system on Track 1 of the Harrisburg Line between Rheems and Cork to allow bi-directional traffic under signal indication at timetable speed. This will greatly improve flexibility on the route for train operations and maintenance activities.

Human Resources: Beginning in October, all employees (except SAP users) will be required to create a new password and submit challenge questions and answers in the event of lost or forgotten passwords. This allows employees to reset their password without calling the Help Desk. For instructions, log onto <https://iam.amtrak.ad.nrpc/idm/docs/IAM-Job-Aid.pdf>.

WUS Centennial Celebration: Amtrak is hosting the Washington Union Station Centennial Celebration on Saturday and Sunday, Oct. 4 and Oct. 5, displaying memorabilia, souvenirs and current and historic train equipment. To volunteer and receive a free souvenir t-shirt and meal voucher, contact Saunya Connelly at ATS 777-4164 or ConnelS@amtrak.com.

Frequently Asked Questions About the Employee Satisfaction Survey

The Employee Satisfaction surveys recently mailed to all active employees' homes is an opportunity for employees to provide input on what works and what can be made better. It's completely anonymous; please take the time to complete it and return it by Oct. 10.

What's the purpose of the survey?

While it's not the only way for Amtrak to learn from its employees, the survey is an opportunity for you to sincerely share how you feel about the company, your job, the service we provide and many other facets of your perspective on Amtrak. The survey is an important tool for Amtrak to gauge current performance as an employer and a service provider, and for making improvements in both areas.

Why should I take the time to complete it?

You have a stake in Amtrak, and in the long run, you benefit by making your opinions known. Whether you're on the front lines or in the back offices, you offer a unique perspective on improvements we can make, and we want to know what they are.

Will I hear about the results of the survey, and if so when?

The findings will be tabulated and delivered to Amtrak around the end of the calendar year, and will help the company identify areas for improvement or development. You should expect to hear about the survey results (look for information in Amtrak Ink and Amtrak This Week) after the new year.

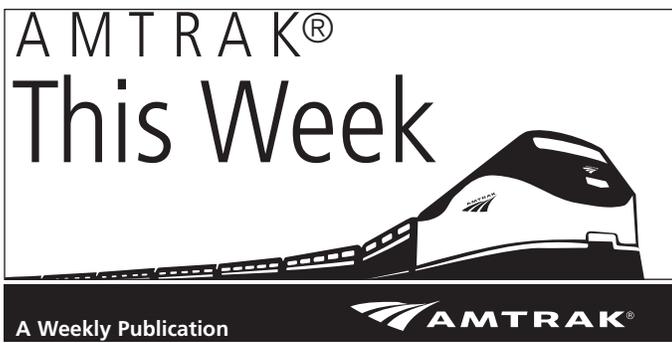
Is the survey confidential?

Yes. The survey is completely confidential and managed by an outside firm. All employees, including those in small departments, are assured that the firm will protect all information or findings that can identify anyone personally.

In fact, we purposely ask that no one volunteer his or her name on the survey. Amtrak wants your honest opinions and recognizes that we need to protect your anonymity in order to obtain them.

I didn't get the survey in the mail. Who do I call to get it mailed to me?

If you did not receive the survey at home, please e-mail ecom@amtrak.com or call (202) 906-3770 to request that one be sent to you. Please remember to include your name and mailing address.



Reminder: Don't forget to complete and return your responses to the Employee Satisfaction Survey by Oct. 10. All responses are strictly confidential. Call ATS 777-3770 or e-mail ecom@amtrak.com as soon as possible if you have not received the survey.

Operational Changes: Through Oct. 26, *Empire Service* trains 280, 281, 284, 286 and 288 will operate on an adjusted schedule due to track work being performed by Amtrak between Albany-Rensselaer and Buffalo, N.Y.

Engineering: The Switch and Rail Gang will be installing the No. 87 switch on the Hudson Pocket Track Project in Newark, N.J. The new turnout will connect Hudson Yard Tracks 10 and 11 and help restore the yard's operational flexibility.

WUS Centennial Celebration: The Washington Union Station centennial celebration takes place on Saturday, Oct. 4, from 10 a.m. to 4 p.m., and Sunday, Oct. 5, from noon until 4 p.m. Contact Saunya Connelly at ATS 777-4164 or ConnelS@amtrak.com to volunteer.

Election Reminder: As Election Day draws near on Tuesday, Nov. 4, employees are encouraged to exercise their right to vote. However, the wearing of political buttons, stickers or other signs of political support or opposition is not allowed. This applies to equipment, company vehicles and other company-owned property.

Congress Passes Continuing Resolution for FY '09

House, Senate Action Taken on Amtrak Reauthorization

With the Senate vote on Saturday, Congress approved a continuing resolution that will provide Amtrak funding for FY '09 through March 6, 2009, at the FY '08 level (\$1.3 billion). In the absence of a formal appropriations bill, the CR serves to continue funding into the start of the new fiscal year on Oct. 1, to maintain current operations.

Last week, the House also passed H. R. 2095, a combination of a rail safety bill and Amtrak reauthorization bill, which enables \$12.9 billion in funding for the FY 2009-2013 period. The funding includes \$1.9 billion for state grant programs for rail programs; reforms such as improved accounting and standards for service and on-time performance; and a requirement for a collaborative NEC state-of-good-repair plan.

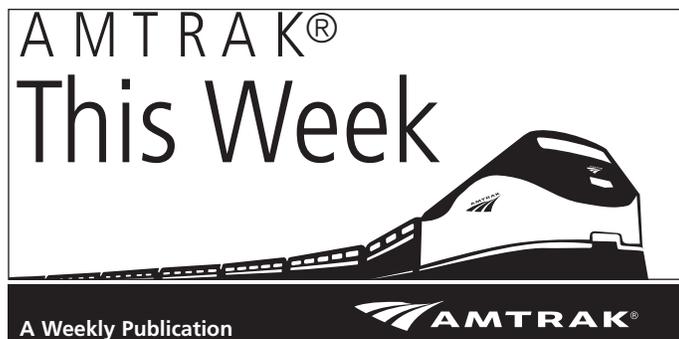
The Senate earlier today approved a procedural measure to clear the way to take up the legislation on Wednesday.

Authorizing legislation, not to be confused with appropriations legislation, establishes the policy framework for intercity passenger rail and sets the recommended annual funding levels to meet the objectives of the authorization. Federal funding must still be obtained on an annual basis via the congressional appropriations process.

The rail safety portion of the bill mandates and makes funding available for positive train control on certain rail main lines used by passenger and freight trains.

Combining the reauthorization legislation with the rail safety bill provided the impetus to finish the reauthorization bill before the end of Congress' session. Given the many items on the legislative agenda and the current financial crisis, having Congress take up Amtrak's reauthorizations as one of its last actions speaks well of the support for passenger rail on Capitol Hill.

Congress is expected to enter a recess period after Wednesday and it is unclear whether they will return to Washington for a post-election lame duck session.



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Congress Passes Continuing Resolution for FY '09

Preliminary Senate Action Taken on Amtrak Reauthorization

With the Senate's approval during a rare weekend session, Congress on Saturday approved a continuing resolution that will provide Amtrak funding for FY '09 through March 6, 2009, at the FY '08 level (\$1.3 billion). In the absence of a formal appropriations bill, the CR serves to continue funding into the start of the new fiscal year on Oct. 1, to maintain current operations.

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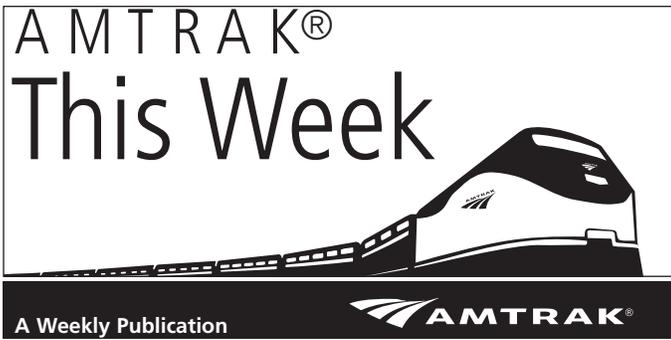
The Senate earlier today overcame some procedural hurdles to clear the way to take up the legislation on Wednesday.

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Final Reminder: The deadline for completing and returning your responses to the Employee Satisfaction Survey is this **Friday, Oct. 10**. All responses are strictly confidential. Call ATS 777-3770 or e-mail ecom@amtrak.com, and include your home mailing address, as soon as possible if you have not received a survey.

Operational Changes: Due to Union Pacific track work, *Coast Starlight* Train 14 will depart Klamath Falls at 10:25 a.m., two hours later than the published schedule, but will still operate between Los Angeles, Klamath Falls and intermediate stations. Northbound passengers may experience two-hour delays.

Engineering: On Friday, Oct. 10, the Production Switch Exchange System and Mid-Atlantic Division Engineering will begin the installation of the 32B switch at Shore Interlocking in Philadelphia. The track will be back in service Monday morning.

Benefits: Given the recent news about the economy, employees should direct any questions about their Fidelity 401(k) Retirement Savings Plan to the Fidelity Retirement Services Center at 877-477-AMTK. Representatives are available Monday through Friday, 8 a.m. to midnight EDT.

Health Services: As the influenza season quickly approaches, the Centers for Disease Control and Prevention recommends an annual flu vaccine as the first and most important step in protecting against this serious illness.

Acela Express Passengers Enjoy Outstanding OTP

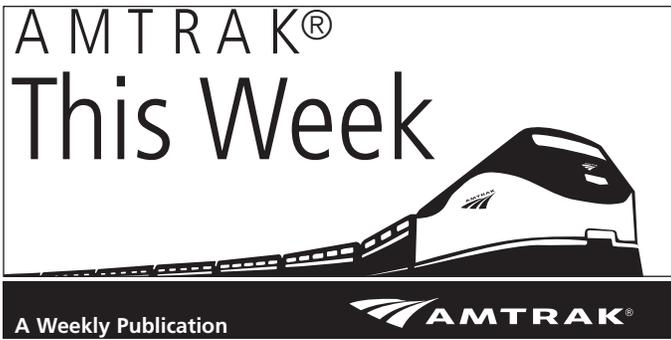
Acela Express trains operated at 92.8 percent on-time performance for the month of September, making it the best OTP month in more than two years and the best month operating under a 16-train plan. The best OTP month ever for the *Acela* was March 2006, when the train ran on time 93.2 percent using 14 of 20 trainsets.

A number of factors are involved in this strong performance including improved crew performance, targeted schedule adjustments, and reductions in infrastructure challenges. The nearly 93 percent OTP for September 2008 contributed to Amtrak's increased air-rail market share along the Northeast Corridor. On the south end of the NEC, the company's air-rail market share increase to 63 percent; 49 percent on the north end.

THANK YOU, CENTENNIAL VOLUNTEERS!

A "Thank You" goes out to each of the many volunteers who donated their time this past weekend to make the Washington Union Station centennial celebration a success. From the expansive array of historical locomotives, private cars and current Amtrak equipment to the model rail displays and historical exhibits, the celebration had something for everyone. The celebration's organizers and volunteers were the backbone of this once-in-a-lifetime event.

Designed by architect Daniel Burnham, Washington Union Station is considered the gateway to the nation's capital. More than 32 million people visit the station each year. The celebration also marked the twentieth anniversary of its renovation.



Strong Employee Effort Contributes to Best *Acela Express* OTP

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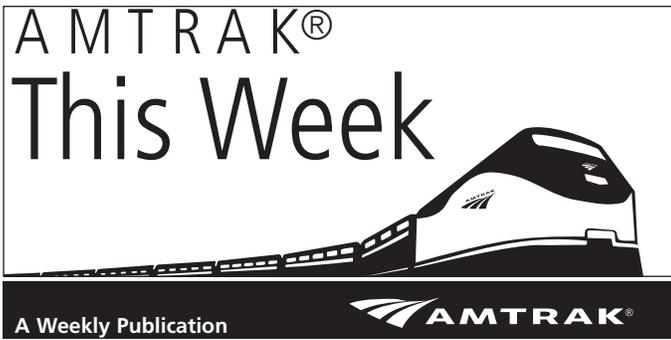
Marketing and Product Management: Through Dec. 12, employees can take advantage of significant savings on selected performances of the Radio City Christmas Spectacular in New York. Log onto www.radiocitychristmas.com for more details.

Health Services: As the influenza season quickly approaches, the Centers for Disease Control and Prevention recommends an annual flu vaccine as the first and most important step in protecting against this serious illness.

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Operational Changes: Due to track work being performed by Amtrak, Springfield Shuttle Trains 470, 490, 493 and 495 will be canceled between Berlin and Hartford, Conn., every Monday through Friday, beginning Oct. 6 through Nov. 14. Train 490 will be canceled between New Haven and Hartford.

Performance Management: Through Nov. 7, non-agreement managers are required to use the IMPACT performance management tool to evaluate their direct reports' annual job performance. Forward questions to impact@amtrak.com.

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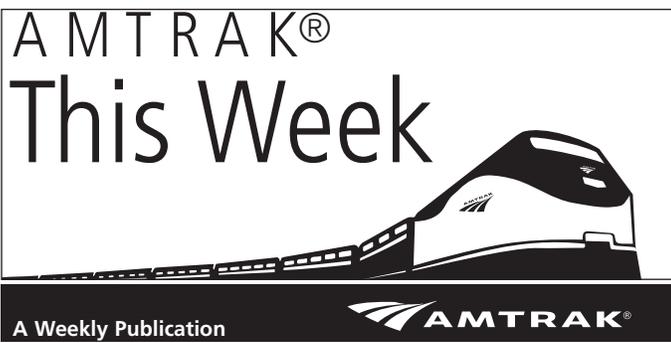
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October 13, 2008

EIM Phase 2 Supports Broad Enterprise Systems Initiative

Operational Changes: On Saturday and Sunday, Oct. 18, 19, 25 and 26, track work being performed by Metro-North Railroad will affect service and schedules along the *Maple Leaf*, *Adirondack* and *Lake Shore Limited* routes.

Marketing and Product Management: A pilot program is currently underway on the *Downeaster* in which conductors are using handheld computers to scan ticket barcodes to electronically record ridership data in real time. This first-of-its-kind pilot is the initial step toward print-at-home tickets for *Downeaster* passengers, beginning next spring.

Engineering: On Saturday, Oct. 18, Bridge Rehab Gang R-901 will employ 16 100-ton hydraulic jacks to lift the four bottom pins to position stabilizing yokes in the center of span No. 4 on the Susquehanna River Bridge as part of the Pin Stabilization Project. Thirteen additional spans will undergo this procedure over the next two years.

PSSA Update: The first of nine regional President's Service and Safety Awards luncheons takes place in Chicago on Wednesday, Oct. 15, followed by another recognition luncheon in Beech Grove, Ind., the next day. Across the country, 84 employees and six external partners will be honored with PSSA awards.

Corporate Communications: If you are contacted or approached by members of the press, please remember that only authorized Media Relations personnel, or their designees, are permitted to speak to the media. Please direct media to call 202-906-3860 during business hours; direct after-hours inquiries to the Media Relations answering service at 800-562-1904.

TV Programming Note: On Wednesday, Oct. 15 at 8:30 p.m. EDT, "WETA All Access," a Washington, D.C.-based public television program, will air a behind-the-scenes look at Washington Union Station, exploring its role as the area's main rail transportation hub and as a tourist destination. The show will also be shown on www.weta.org.

Amtrak is in the second stage of a five-year Employee Information Management (EIM) program designed to improve employees' access to information from the SAP system via a user-friendly Web browser — referred to as the Employee Information Portal, or EIP. Once this phase is completed, non-agreement-covered managers and employees and salaried agreement-covered employees will be able to easily check leave balances, view HR data and electronically submit and/or approve leave requests.

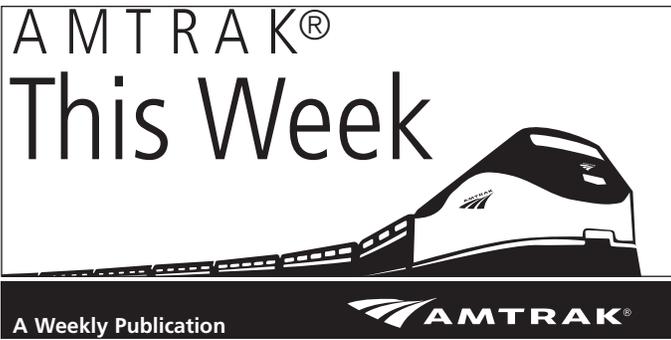
"EIM Phase 2 promotes ease of use and a movement toward self service," according to Michael Duncan, senior director, Compensation/Benefits and HR Technology.

Identity and access management, another program element, was recently used to match Windows and SAP usernames and passwords for easier access to SAP.

Additionally, the compensation management function will roll out to all managers with non-agreement-covered direct reports on Nov. 12. Mandatory training will begin tomorrow and continue through Friday, Nov. 7, and cover how to enter and approve merit increase recommendations in SAP. The October issue of *SAP Spotlight*, issued via e-mail on Oct. 7, details classroom training locations and dates for online training. Non-agreement managers should have received an e-mail with instructions on how to enroll in the training. For those who have not, contact SAPsupport@amtrak.com as soon as possible.

In early 2009, all salaried, non-agreement users can begin entering leave requests and approvals through EIP.

EIM Phase 2 supports a comprehensive enterprise systems initiative known as Strategic Asset Management (SAM), which will integrate the business practices of Finance, Procurement, Mechanical, Engineering and Transportation. Using SAP and another tool called Maximo, SAM is expected to enhance company productivity by improving the work flow, establishing better processes, and providing consistent information across the company.



October 13, 2008

EIM Phase 2 Supports Broad Enterprise Systems Initiative

Record Ridership Again: Ridership in FY '08 reached nearly 30 million passengers and generated \$1.7 billion in revenue, marking the sixth straight year of ridership and revenue increases.

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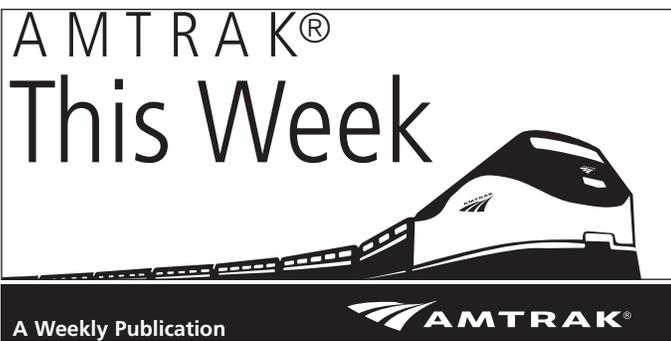
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Identity and access management, another program element, was recently used to match Windows and SAP usernames and passwords for easier access to SAP.

Additionally, the compensation management function will roll out to all managers with non-agreement-covered direct reports on Nov. 12. Mandatory training will begin tomorrow and continue through Friday, Nov. 7, and cover how to enter and approve merit increase recommendations in SAP. The October issue of *SAP Spotlight*, issued via e-mail on Oct. 7, details classroom training locations and dates for online training. Non-agreement managers should have received an e-mail with instructions on how to enroll in the training. For those who have not, contact SAPsupport@amtrak.com as soon as possible.

In early 2009, all salaried, non-agreement users can begin entering leave requests and approvals through EIP.

EIM Phase 2 supports a comprehensive enterprise systems initiative known as Strategic Asset Management (SAM), which will integrate the business practices of Finance, Procurement, Mechanical, Engineering and Transportation. Using SAP and another tool called Maximo, SAM is expected to enhance company productivity by improving the work flow, establishing better processes, and providing consistent information across the company.



October 13, 2008

EIM Phase 2 Supports Broad Enterprise Systems Initiative

Record Ridership Again: Ridership in FY '08 reached nearly 30 million passengers and generated \$1.7 billion in revenue, marking the sixth straight year of ridership and ticket revenue increases.

Operational Changes: On Saturday and Sunday, Oct. 18, 19, 25 and 26, track work being performed by Metro-North Railroad will affect service and schedules along the *Empire Service, Ethan Allen, Maple Leaf, Adirondack* and *Lake Shore Limited* routes.

Marketing and Product Management: A pilot program is currently underway on the *Downeaster* in which conductors are using handheld computers to scan ticket barcodes to electronically record ridership data in real time. This first-of-its-kind pilot is the initial step toward print-at-home tickets for *Downeaster* passengers, beginning next spring.

Engineering: On Saturday, Oct. 18, Bridge Rehab Gang R-901 will employ 16 100-ton hydraulic jacks to lift the four bottom pins to position stabilizing yokes in the center of span No. 4 on the Susquehanna River Bridge as part of the Pin Stabilization Project. Thirteen additional spans will undergo this procedure over the next two years.

PSSA Update: The first of nine regional President's Service and Safety Awards luncheons takes place in Chicago on Wednesday, Oct. 15, followed by another recognition luncheon in Beech Grove, Ind., the next day. Across the country, 84 employees and six external partners will be honored with PSSA awards.

TV Programming Note: On Wednesday, Oct. 15 at 8:30 p.m. EDT, "WETA All Access," a Washington, D.C.-based public television program, will air a behind-the-scenes look at Washington Union Station, exploring its role as the area's main rail transportation hub and as a tourist destination. The show will also be posted on www.weta.org.

Amtrak is in the second stage of a five-year Employee Information Management (EIM) program designed to improve employees' access to information from the SAP system via a user-friendly Web browser — referred to as the Employee Information Portal, or EIP. Once this phase is completed, non-agreement-covered managers and employees, and salaried agreement-covered employees will be able to easily check leave balances, view HR data and electronically submit and/or approve leave requests.

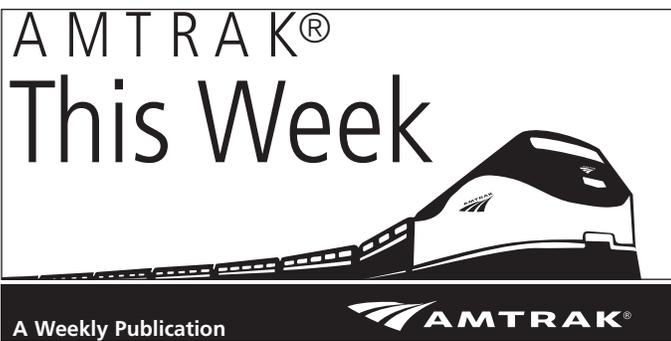
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In early 2009, all salaried, non-agreement users can begin entering leave requests and approvals through EIP.

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October 6, 2008

EIM Phase 2 Supports Broad Enterprise Systems Initiative

Operational Changes: Due to track work being performed by Amtrak, Springfield Shuttle Trains 470, 490, 493 and 495 will be canceled between Berlin and Hartford, Conn., every Monday through Friday, through Nov. 14. Train 490 will be canceled between New Haven and Hartford.

Marketing and Product Management: A pilot program is currently underway on the *Downeaster* in which conductors are — for the first time — using handheld computers to scan ticket barcodes to electronically record ridership data in real time. This is the first step toward print-at-home boarding passes for *Downeaster* passengers, beginning next spring.

Engineering: On Saturday, Oct. 18, the Bridge Rehab Gang will be jacking the four bottom pins in the center of span No. 4 on the Susquehanna River Bridge as part of the Pin Stabilization Project. Thirteen additional spans will undergo this procedure over the next two years.

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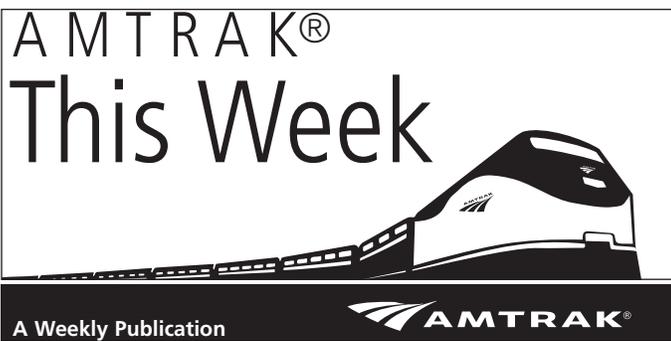
Corporate Communications: Only authorized Media Relations personnel, or their designees, are permitted to speak to the media. Direct media during regular business hours to 202-906-3860; after-hours inquiries should be directed to the Media Relations answering service at 800-562-1904.

Amtrak is in the second stage of a five-year Employee Information Management (EIM) program designed to improve employees' access to information from the SAP system via a user-friendly Web browser — referred to as the Employee Information Portal, or EIP. EIM Phase 2 features a self-service component for non-agreement managers and employees that includes a simple leave request and approval tool and enables them to check leave balances and view current Human Resources-related data. EIM also includes compensation management and identity and access management elements, the latter of which recently matched Windows and SAP usernames and passwords for easy access to SAP.

The compensation management function will roll out to all managers with non-agreement direct reports on Nov. 12. Mandatory training will begin tomorrow and continue through Friday, Nov. 7, and cover how to enter and approve merit increase recommendations in SAP. The October issue of *SAP Spotlight* details classroom training locations and dates for Webinar training. Non-agreement managers should have received an e-mail with instructions on how to enroll in the training. For those who have not, contact SAPsupport@amtrak.com as soon as possible.

On Nov. 13, all non-agreement managers are required to begin entering merit allocations in SAP. In early 2009, all salaried, non-agreement users can begin entering leave requests and approval through EIP.

EIM Phase 2 supports a comprehensive enterprise systems solution known as Strategic Asset Management (SAM), which will integrate the business practices of Finance, Procurement, Mechanical, Engineering and Transportation. Using SAP and another tool called Maximo, SAM is expected to enhance company productivity by improving the work flow, establishing better processes, and providing consistent information across the company.



October 27, 2008

New Initiative Simplifies Travel Voucher Issuance

Slated to go live in November, the new travel voucher request (TVR) process will provide automated accountability and reporting capabilities and make it easier than ever for employees to submit requests for travel vouchers. Travel vouchers are typically used by employees without active rail card privileges, vendors and contractors and service award travelers. In anticipation of the launch, employees are encouraged to log onto <http://mssetxcmb/CBT/travelvoucherrequest.html> to view a tutorial on using TVR.

Currently, managers, directors and supervisors send a faxed request to the travel office within the Human Resources department for review and processing.

“What was once a laborious, manual process now takes less than five minutes,” said Mike Jones, senior systems analyst, who led the development of this initiative. “And, because we leverage the use of the existing eTrax tool, there are no added costs associated with automating the TVR process.”

After logging on to the eTrax home page, users will be directed to a list of commonly used forms, which will include the travel voucher request form.

Station and administrative training aids can be found on the Intranet. For more information, contact Jones at ATS 777-3127 or JonesMi@amtrak.com.

New Timetable Goes Into Effect Today

The new Fall 2008-Winter 2009 System Timetable goes into effect today, and includes minor schedule changes across the system. Notable modifications include the restoration of through service on the *Lake Shore Limited* between Boston and Chicago that will include sleeper service beginning in November. Faster *Pacific Surfliner* weekend service is now available between Los Angeles and San Luis Obispo, while an additional *Northeast Regional* trip between Washington, D.C., and New York is offered on Thursday afternoons.

New timetables have been distributed and are available across the country and station managers are reminded to remove and destroy all copies of outdated timetables from distribution racks. The Northeast Corridor Thanksgiving edition will be distributed shortly, which will supersede the Fall-Winter version from Nov. 25 to Dec. 1.

Government Affairs: On Oct. 29, Chief Operating Officer Bill Crosbie will testify during a House Transportation and Infrastructure Subcommittee hearing on “Investing in Infrastructure: The Road to Recovery.”

Operational Changes: Beginning Monday, Oct. 27 through Thursday, Dec. 4, westbound Train 371 *Pere Marquette* will depart Grand Rapids, Mich., one hour earlier than scheduled, and will arrive and depart subsequent station stops one hour earlier due to CSX track work.

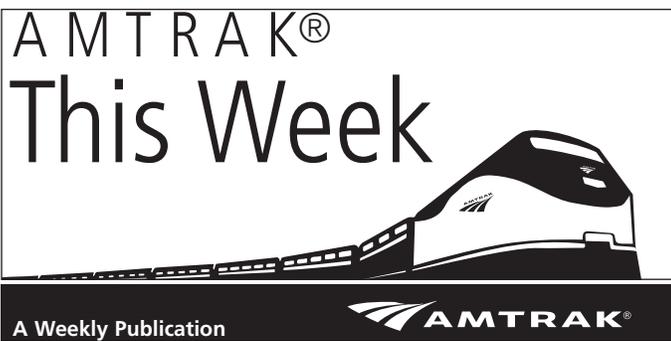
Engineering: Production's Switch and Rail Gang is currently installing 3,330 track feet of panelized concrete track on Track No. 4 at Metro Park Station. Once the 60-foot track panels are in place, continuous welded rail will be installed. The work is scheduled for completion in mid-November.

PSSA Update: President's Service and Safety Awards luncheons take place in Philadelphia on Tuesday, Oct. 28 and Wednesday, Oct. 29 in New York. The two events will recognize a combined total of 23 PSSA winners and 151 30- and 35-year employees.

Human Resources-Retirement: Fidelity has made Amtrak aware of a fake (phishing) e-mail that may be received by Fidelity clients, including Amtrak employees, directing them to provide or update account information. Employees are advised to view with suspicion any e-mail message asking for account information; legitimate business concerns do not ask for such information via e-mail.

Human Resources-Health: Employees and retirees are reminded to participate in the 2009 open enrollment period currently in progress until Nov. 14. Employees may enroll via www.amtrakbenefits.com or by calling the Amtrak Benefits Service Center at 800-481-4887.

Human Resources-Drug and Alcohol: Per a U.S. Department of Transportation directive, effective Nov. 1, direct observation of urine specimen collections is required for all return-to-duty and follow-up drug testing.



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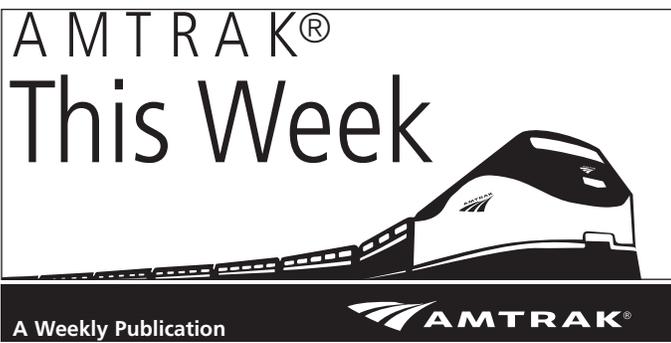
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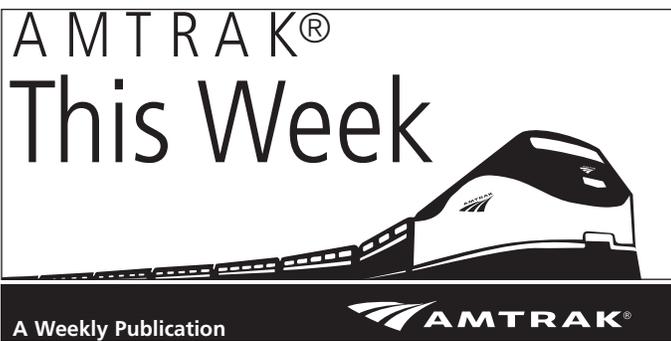
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Station training aids can be found on the Intranet at “How We Work” ► “Station Support” ► “Station Training” ► “Job Aids” ► “Booking and Ticketing” ► “Non-Revenue Travel Vouchers.”

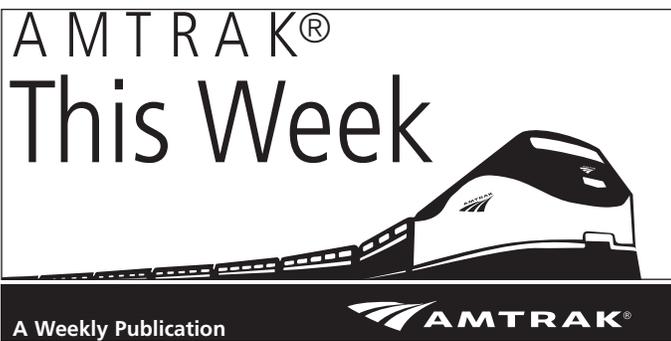
Administrative training aids can be found on the Intranet at “Library” ► “Policies” ► “Reservation and Ticketing Policies” ► “Employee Pass Procedures” ► “Vouchers” ► “How to Obtain a Voucher.”

For more information, contact Jones at ATS 777-3127 or JonesMi@amtrak.com.

New Timetable Now in Effect

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November 3, 2008

New Diversity Training Plan to Roll Out

As part of its ongoing commitment to promoting a workplace free of discrimination and harassment, the 2009 diversity training season launches this week with a new focus on how effective diversity initiatives impact the bottom line.

“As Amtrak continues to evolve in response to changes in today’s more diverse market, it’s important to ensure our workforce has a good understanding of diversity — beyond compliance — and how it impacts every facet of our business,” said Lorraine Green, vice president, Human Resources and Diversity Initiatives.

To that end, the department is implementing a new round of diversity training, including an updated class format and curriculum to ensure alignment with the company’s strategic direction. Technical modifications were also made to the online refresher course to address several functional issues.

The mandatory diversity training requirement remains in effect for all non-agreement employees. Departmental diversity training representatives will assist in identifying those employees required to undergo training, notifying employees of class schedules and registering employees in the training classes. A list of diversity training representatives is posted on the diversity site on the Intranet.

Classroom: All new non-agreement employees as well as those who have no record of having taken diversity training, will be required to complete training in FY ’09. A schedule of classes and a list of FAQs are posted on the Intranet at <http://wiki.intranet.nrpc/display/Diversity/Diversity+Training>.

Online: All non-agreement employees who have completed training and are due for a refresher (as required every three years) will be required to complete the online course. The online diversity refresher can also be found at <http://wiki.intranet.nrpc/display/Diversity/Online+Diversity+Refresher+Course>.

Training for agreement-covered employees remains a part of their existing training channels, such as block training.

Daylight Savings Time Reminder: In accordance with the Uniform Time Standards Act to set clocks back one hour on Sunday, Nov. 2 at 2 a.m., all Amtrak trains en route will protect departure times at the first station after 2 a.m. and operate on current schedules to their final destinations.

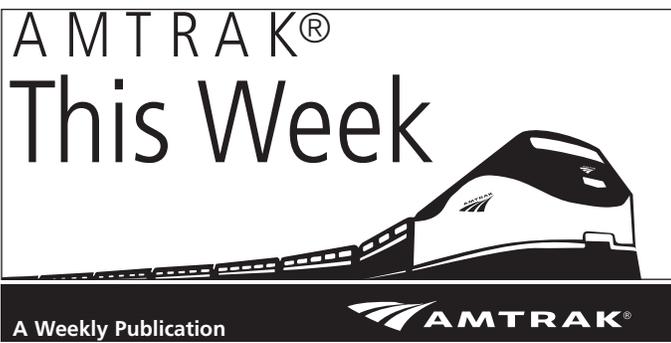
Operational Changes: Beginning Nov. 3 through Nov. 24, all *Empire Service* trains operating between Albany-Rensselaer and Niagara Falls, N.Y., (except Train 285) will operate on an adjusted schedule due to track work being performed by CSX Transportation.

Pay-for-Performance: If you have not completed the mandatory compensation management training required for all managers with non-agreement reports, which concludes on Friday, Nov. 7., send an e-mail to carterva@amtrak.com.

Engineering: Production’s Switch and Rail Gang, with the assistance of Mid-Atlantic Division Engineering forces, is in the process of reconstructing the North Leg of the Perryville Wye. By the Thanksgiving holiday, the gang will lay 1,200 track-feet of wood track panels and install continuous welded rail.

Marketing and Product Development: Scheduled for discontinuance on Nov. 1, the provision allowing Northeast Corridor monthly multi-ride ticket holders to upgrade to off-peak Acela Express trains within 30 minutes of departure for \$20 will remain in effect until March 1, 2009.

Health Services: The U.S. Court of Appeals has temporarily delayed the DOT mandate on direct observation of urine specimen collections for federal return-to-work and follow-up drug testing, which was slated to go into effect on Saturday, Nov. 1.



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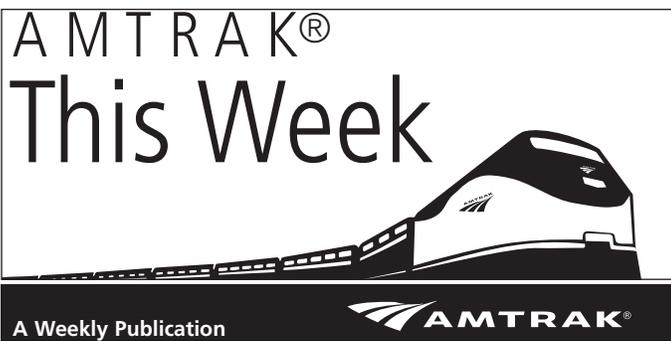
Operational Changes: Beginning Nov. 3 through Nov. 24, all *Empire Service* trains operating between Albany-Rensselaer and Niagara Falls, N.Y., (except Train 285) will operate on an adjusted schedule due to track work being performed by CSX Transportation.

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Engineering: Production’s Switch and Rail Gang, with the assistance of Mid-Atlantic Division Engineering forces, is reconstructing the North Leg of the Perryville Wye. By the Thanksgiving holiday, the gang will lay 1,200 track-feet of panelized wood ties and rail and install continuous welded rail.

Daylight Savings Time Reminder: In accordance with the Uniform Time Standards Act to set clocks back on hour on Sunday, Nov. 2 at 2 a.m., all Amtrak trains en route will protect departure times at the first station after 2 a.m. and operate on current schedules to their final destinations.

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To that end, the department is implementing a new round of diversity training, including an updated class format and curriculum to ensure alignment with the company’s strategic direction. Technical modifications were also made to the online refresher course to address several functional issues.

However, the mandatory diversity training requirement remains in effect for all non-agreement employees:

Classroom ➤ All new non-agreement employees since the last round of training, as well as those who have no record of diversity training, will be required to complete training in FY '09. A schedule of classes and a list of FAQs are posted on the Intranet at <http://wiki.intranet.nrpc/display/Diversity/Diversity+Training>.

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Departmental diversity training representatives will coordinate registration. Training for agreement-covered employees remains a part of their existing training channels.

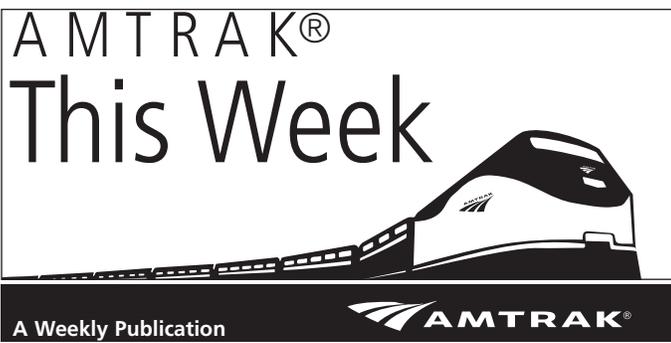
Daylight Savings Time Reminder: In accordance with the Uniform Time Standards Act to set clocks back one hour on Sunday, Nov. 2 at 2 a.m., all Amtrak trains en route will protect departure times at the first station after 2 a.m. and operate on current schedules to their final destinations.

Operational Changes: Beginning Nov. 3 through Nov. 24, all *Empire Service* trains operating between Albany-Rensselaer and Niagara Falls, N.Y., (except Train 285) will operate on an adjusted schedule due to track work being performed by CSX Transportation.

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Engineering: Production’s Switch and Rail Gang with the assistance of Mid-Atlantic Division Engineering forces is in the process of reconstructing the North Leg of the Perryville Wye. The gang will be laying 1,200 track-feet of wood track panels and then relaying welded rail. The work is scheduled to be completed prior to the Thanksgiving holiday.

Health Services: Per a U.S. Department of Transportation directive, effective Nov. 1, direct observation of urine specimen collections is **required** for all federal return-to-duty and follow-up drug testing.



November 10, 2008

October Ridership and Revenue Point to Slower Growth

After six consecutive years of rising ridership and revenue and a particularly strong FY '08, results from the first month of FY '09 indicate a deceleration in growth. While systemwide ridership for the month is up 4 percent over last October and revenue is up 5 percent, both amounts are slightly under budget.

The totals for October were tempered by Northeast Corridor performance, where *Acela Express* and *Northeast Regional* trains combine for roughly 60 percent of the company's overall ticket revenue. Lower gas prices, higher unemployment and the current economic crisis affected NEC travel, especially on *Acela Express*. October ridership for *Acela* and *Northeast Regional* service was down 6 percent and 4.5 percent from last year, respectively. The result was a combined budget shortfall of \$7.8 million.

The good news, according to George Raed, chief, Market Research and Analysis, is that overall numbers are buoyed by stronger-than-expected performance on long-distance routes and other corridor services. In total, long-distance ridership climbed 15 percent and generated 16 percent more revenue than last year. State-supported and other short-distance corridor service ridership and revenue grew by 10 percent and 12 percent, respectively. These numbers reflect improved on-time performance and service quality.

"Job losses and decreased revenue are causing a large decline in business travel, as evidenced by our performance on the NEC. But these same factors are hurting the airlines even more, which is allowing us to gain market share," explained Vice President of Marketing and Product Management Emmett Fremaux.

As airlines continue to reduce capacity and increase fares, more travelers are expected to turn to rail service.

"People still have travel needs, and while the overall market may have shrunk for the time being, we have an opportunity to capture long-term passengers who are trying passenger rail — and experiencing its benefits — for the first time," said Fremaux.

Operational Changes: Due to Union Pacific track work, *Coast Starlight* Trains 11 and 14 will operate on an alternate route, with stops at stations between Los Angeles and Sacramento on Nov. 8, 10, 12 and 14. Alternate train or motorcoach service is available at most stations affected by this detour.

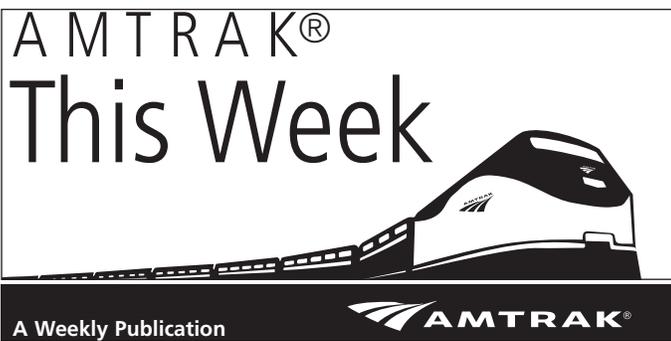
Engineering: The Switch Exchange System (SES), with the assistance of New York Division Engineering forces, will install the No. 27 switch in REA Interlocking in Newark, N.J., during a 55-hour weekend outage starting on Friday, Nov. 14.

Benefits: Later this week, employees will receive a letter explaining the transition from SHPS to WageWorks as the company's flexible spending accounts administrator. Also note that the annual open enrollment period for benefits ends this Friday, Nov. 14.

Human Resources/Station Support: The new electronic travel voucher request process is slated to go live on Sat., Nov. 15. In anticipation of the launch, employees are encouraged to log onto <http://mssetxcmb/CBT/travelvoucherrequest.html> to view a tutorial on using TVR.

Marketing and Product Management: The Radio City Christmas Spectacular® is now offering employees \$54 orchestra and first mezzanine seats — an \$18 discount — at select non-peak performances through Friday, Dec. 12. Log on to www.radiocitychristmas.com and enter the "AMTRAK" code to receive the discount.

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"Job losses and decreased revenue are causing a large decline in business travel, as evidenced by our performance on the NEC. But these same factors are hurting the airlines even more, and therefore allowing us to gain market share," explained Vice President of Marketing and Product Management Emmett Fremaux.

As airlines continue to reduce capacity and increase fares, more travelers are expected to turn to rail service.

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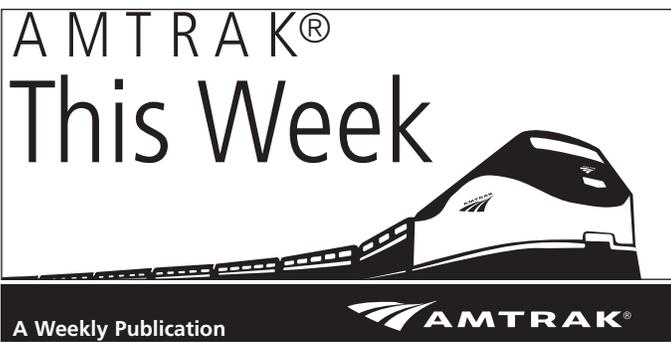
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Congratulations to *Downeaster* Conductor Mike Shaw on his election to the Maine House of Representatives, among other employees across the country who engage in public service.



November 10, 2008

Economic Downturn Evident in October Ridership as Growth Slows

Operational Changes: On Nov. 8, 10, 12 and 14, *Coast Starlight* Trains 11 and 14 will operate on an alternate route and will **not** stop at stations between Los Angeles and Sacramento due to Union Pacific track work. Alternate train or thruway motorcoach service is available at most stations affected by the detour.

Engineering: The Switch Exchange System (SES), with the assistance of New York Division Engineering forces, will install the No. 27 switch in Rea Interlocking in Newark, N.J., during a 55-hour weekend outage starting on Friday, Nov. 14.

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Congratulations to *Downeaster* Conductor Mike Shaw on his election to the Maine House of Representatives, among other employees across the country who engage in public service.

After a particularly strong FY '08, the sixth consecutive year of rising ridership and revenue, results from the first month of FY '09 indicate a deceleration in growth thanks to a wide variety of economic factors. While systemwide ridership for the month is up 4 percent over last October and revenue is up 5 percent, both amounts are slightly under budget.

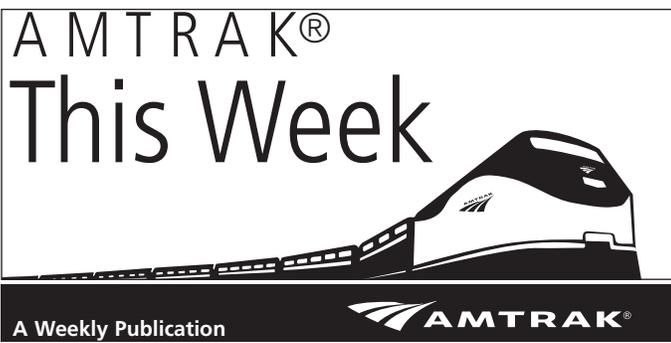
The totals for October were tempered by Northeast Corridor performance, where *Acela Express* and *Northeast Regional* trains combined for roughly 60 percent of the company's overall ticket revenue. Lower gas prices, higher unemployment and the current economic crisis affected NEC travel, especially on *Acela Express*. October ridership for *Acela* and *Northeast Regional* service was down 6 percent and 4.5 percent from last year, respectively. The result was a combined budget shortfall of \$7.8 million for those services.

"The downturn in the economy is causing a large decline in business travel, as evidenced by our performance on the NEC. But these same factors are hurting the airlines even more, allowing us to gain market share," explained Vice President, Marketing and Product Management Emmett Fremaux.

The good news, according to George Raed, chief, Market Research and Analysis, is that overall numbers are buoyed by stronger-than-expected performance on long-distance routes and other corridor services despite these negative factors. In total, long-distance ridership climbed 15 percent and generated 22 percent more revenue than last year. State-supported and other short-distance corridor service ridership and revenue grew by 10 percent and 12 percent, respectively. These numbers reflect improved on-time performance and service quality.

As airlines continue to reduce capacity and increase fares, more travelers are expected to turn to rail service.

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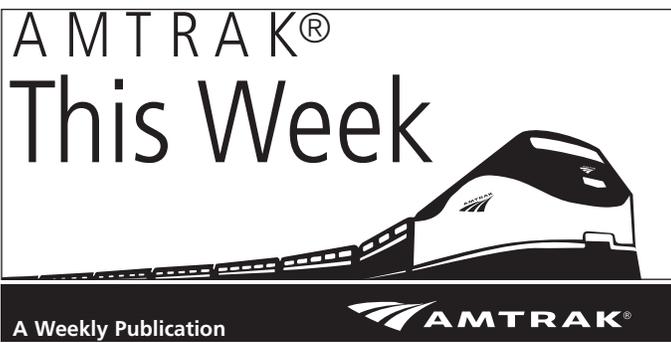
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November 17, 2008

Company Prepares for Holiday Ridership Demand

Operational Changes: On Mondays through Fridays of each week Nov. 17-21 and Dec. 2-9, *Springfield Shuttle* Trains 470, 490, 493 and 495 will be canceled between New Haven and Hartford, Conn., due to track work. Motorcoach service will be provided.

Pay-for-Performance: Beginning Wednesday, Nov. 19, non-agreement managers can load **approved** performance ratings into the SAP Compensation Management System. Performance ratings in any status other than “approved” will not be accepted by the SAP system. Questions should be directed to impact@amtrak.com.

Benefits: The 2009 open enrollment period concluded Friday, November 14, 2008. If you have any questions about your 2009 benefits, contact the Amtrak Benefits Service Center at 800-481-4887.

Don't Forget to Log 2008 Leave!

All non-agreement employees, ARASA (OBS) supervisors and crew representatives are required to record leave into mySAP/CATS. Leave should be entered as taken. If you have not done so, enter all leave taken to date in 2008 immediately.

Instructions for entering leave can be found at <http://wiki.intranet.nrpc/display/STS/Home>. For more information on how to manage your absences, understand your vacation accrual rates, and generate real-time leave reports, log onto <http://intranet.nrpc/employees/mlt.htm>. To review the vacation policy, refer to HR policy 7.35.3.

With Thanksgiving quickly approaching — and bringing with it an anticipated surge in ridership — operating departments are putting the final touches on plans to orchestrate a complex logistical challenge. An estimated 700,000 passengers, 60 percent of whom will be on the Northeast Corridor, are expected to take to the rails next week. In addition, station employees, on-board crews and many others are ready to handle the high volume.

“We’re essentially bringing structure to chaos,” said Bruce Van Sant, director, System Operations. “It’s a challenge to handle such high numbers of people on trains and in stations, but we’ve found a way to do it well.”

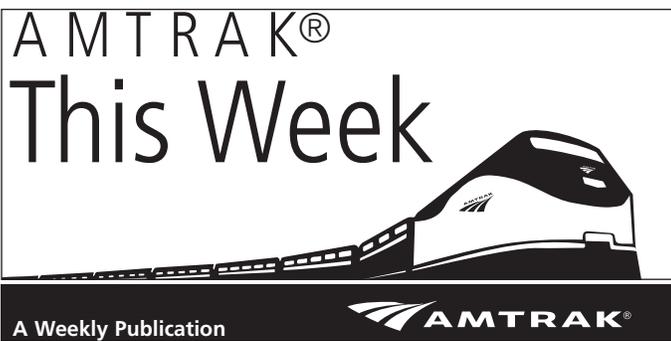
Two services that do not usually require reservations — *Keystone Service* from Philadelphia to Harrisburg and *Pacific Surfliners* — will require reservations from Nov. 25 to 28 to prevent overcrowding.

This year, the schedule includes significantly expanded *Acela Express* and *Northeast Regional* service, including added coaches on *Northeast Regional* trains. In the Pacific Northwest, passengers will benefit from 10 extra Amtrak *Cascades* trains.

“On the peak holiday travel days, we pack a lot more into the schedule. This takes a lot of coordination and cooperation from host railroads and commuter lines to make room for our trains. We couldn’t do it without their help,” said Van Sant.

Peak days are the Wednesday, Thursday morning and Sunday of the holiday week. Saturday travel is also becoming more popular as passengers choose to return home sooner. For complete details on Northeast Corridor service, refer to the special Thanksgiving Holiday Timetable.

Employees are reminded that they still have flash-pass privileges according to the normal policy, which does not guarantee a seat, and employees are required to give their seats to revenue passengers when standee conditions occur. As always, please work safely, remain vigilant and report any suspicious activity to Amtrak Police by calling 800-331-0008 or by dialing 911.



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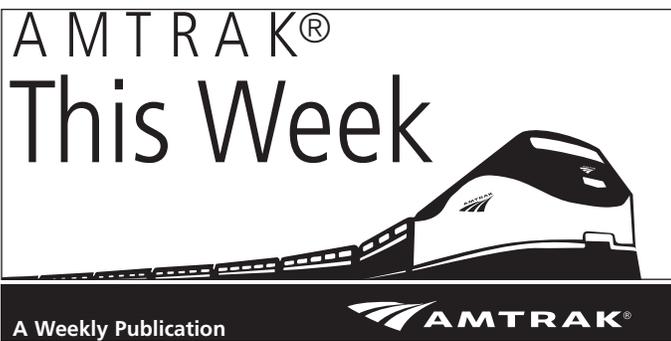
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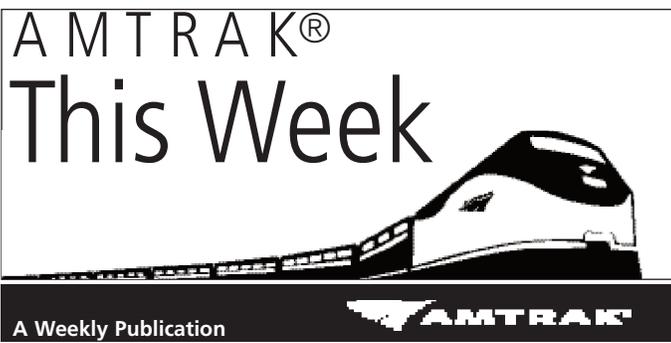
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November 24, 2008

Auto Train Returned to Service

After a four-day service cancellation due to cracks in auto carrier underframes, Auto Train resumed operation on Saturday with its daily roundtrip between Lorton, Va., and Sanford, Fla.

On Tuesday of last week, Mechanical crews spotted a crack above the wheel assembly of a shopped auto carrier. This discovery prompted a thorough inspection of the fleet, which revealed similar cracks. Although no incidents had occurred as a result of these cracks, company officials immediately canceled Auto Train service as a precautionary measure until repairs could be made.

The Mechanical department deployed welders and materials from Beech Grove and Bear Car Shops to support mechanics at Auto Train terminals in Virginia and Florida. These teams worked around-the-clock in 12-hour shifts to weld steel plates to the affected area of the car frame so service could resume as soon as possible.

“We suspended service as a precaution; there is no wavering in our commitment to the safety of our passengers and employees,” said William Crosbie, acting president and CEO. “From the Auto Train crew on Tuesday, to other passenger services and call center employees, to the welders who helped fix the equipment, I thank everyone who had a role in handling the situation and restoring service.”

After the decision to cancel the train on Tuesday, Auto Train passengers were offered a full refund or the option of remaining on the trains they had boarded for meal service and use of the accommodations they had reserved, without charge. Amtrak also provided hotel vouchers to those passengers who chose to rest over night before driving their cars to their destinations. Additionally, Customer Service teams called passengers booked for travel later in the week to inform them of the service cancellations and offer refunds.

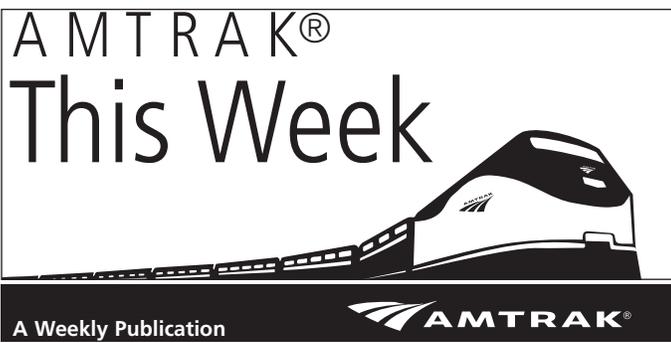
The Auto Train fleet includes 80 of the two-year-old auto carriers, which have logged approximately 500,000 miles each.

Operational Changes: All NEC, Keystone Service and *Pacific Surfliner* trains will require reservations from Nov. 25 to Dec. 1. For employees, flash-pass privileges still apply, which requires pass riders to give their seat to revenue passenger when standee conditions occur.

Security: This week security and police patrols will increase throughout the system, including K-9 detection teams. Call APD at 800-331-0008 or dial 911 to report suspicious activity.

Engineering: From 10 p.m. to 6 p.m., beginning Monday, Dec. 1 and concluding Friday, Dec. 19, the Engineering department will work on the west slope Rock cut located under the George Washington Bridge in Manhattan as part of the Empire Line Rock Slope Stabilization Project. After a brief winter shutdown, the project is slated for completion in mid- to late summer.

Corporate Communications: On Tuesday, Nov. 25 at 10 p.m., as part of its eight-part “Extreme Trains” series, the History Channel is airing a profile on the *Acela Express*. On Dec. 16, the program is highlighting the *Empire Builder*.



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On-Time Performance Update: Last Monday, Nov. 17, system-wide on-time performance was 88.4 percent, the sixth highest in the last five years, and the best regular weekday operations during the same period.

Reminder: As part of the Identity and Access Management process, which synchronized SAP and Windows passwords, employees are reminded to submit three challenge questions that can be used to reset the password. Call the Amtrak Help Desk at 800-772-HELP for more information.

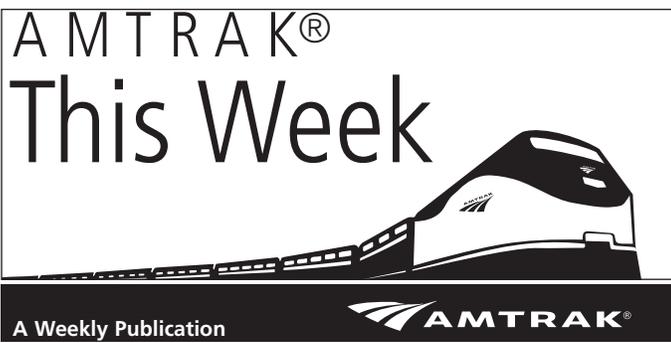
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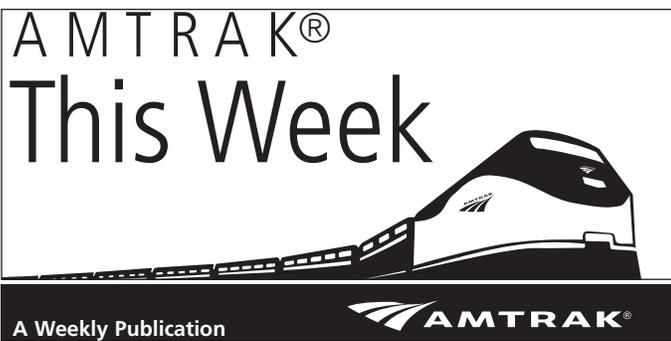
"This is a great illustration of how our company should operate and the value we place on the safety of our passengers and employees," said William Crosbie, acting president and CEO. "I commend everyone involved in the detection and repair of these problems, as well as our customer service teams who minimized the inconvenience to our passengers."

After the decision to cancel the train on Tuesday, *Auto Train* passengers were offered a full refund or the option of remaining on the trains they had boarded for free meal service and use of their reserved accommodations. Amtrak also provided hotel vouchers to those passengers who chose to rest over night before driving their vehicles to their destinations. Additionally, Customer Service teams called passengers booked for travel later in the week to inform them of the service cancellations and offer refunds.

The Mechanical department deployed welders and materials from Beech Grove and Bear Car Shops to support mechanics at *Auto Train* terminals in Virginia and Florida. These teams welded steel plates to the affected area of the car frame around the clock so service could resume as soon as possible.

The cancellations resulted in about \$XXX in lost revenue. "Safety is our number one priority, and we will always choose to err on the side of caution. No amount of money is worth risking any kind of injury or accident," said Crosbie.

The *Auto Train* fleet includes 80 of the two-year-old auto carriers, which have logged approximately 500,000 miles each.



December 1, 2008

Thanksgiving 2008 Marks Second Highest Holiday Travel Period on Record

Operational Changes: Due to Union Pacific track work, *Lincoln Service Train 303* will be canceled Tuesday, Dec. 2 through Thursday, Dec. 4. Alternate transportation will not be provided although service to most destinations between Chicago and St. Louis is available on other Amtrak trains.

Engineering: From 10 p.m. to 6 p.m., beginning Monday, Dec. 1 and concluding Friday, Dec. 19, the Engineering department will work on the west slope Rock cut located under the George Washington Bridge in Manhattan as part of the Empire Line Rock Slope Stabilization Project. The project is slated for completion in mid- to late summer.

Finance: Effective Jan. 1, 2009, the reimbursable mileage rate for private autos (including vans, pickups and panel trucks) used for authorized company business will decrease from \$0.585 per mile to \$0.55 per mile.

Gift Policy Reminder: The Ethical Conduct and Conflict of Interest policy (posted on the Intranet under "Policies") precludes accepting any gifts valued at more than \$50, and no employee may solicit a gift of any value. Procurement department employees are precluded from accepting any gifts except for "business courtesies" that do not exceed \$10 in value.

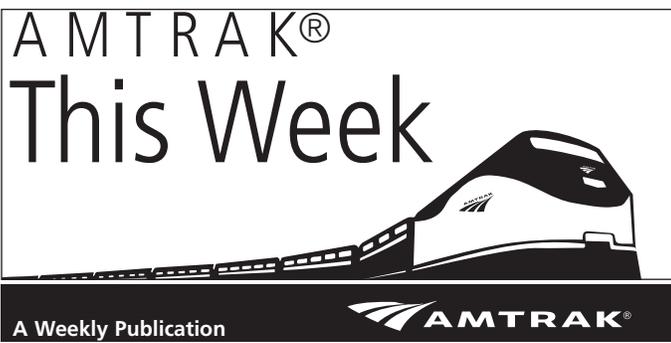
Amtrak's busiest week of the year wraps up today, and while official ridership and revenue numbers are not yet available, preliminary results indicate another strong Thanksgiving travel season, especially considering current economic conditions and low gas prices.

Overall system ridership dipped 2 percent compared to last year with an estimated 655,000 trips, yet ticket revenue rose by 2 percent to approximately \$43.9 million, due to higher fares and revenue management tactics. The period from Nov. 25 to Dec. 1 ranks as the company's second highest holiday ridership on record, just behind last year's Thanksgiving week.

"Considering that overall holiday travel was down appreciably this year, our numbers reflect the growing appeal of passenger rail," said Emmett Fremaux, vice president of marketing and product management.

Once again, operating departments expanded service to meet demand across the system. Dozens of additional *Acela Express*, *Northeast Regional* and *Amtrak Cascades* trains departed as a result of collaboration between Transportation, Engineering and Mechanical departments.

"Our normal operations are incredibly complex, but to ramp up service the way we do at Thanksgiving is truly impressive," said Bill Crosbie, chief operating officer. "I'd like to thank every employee — and those who volunteered extra time — for working so hard to keep our passengers safe and pleased with their Amtrak experience during the holiday week."



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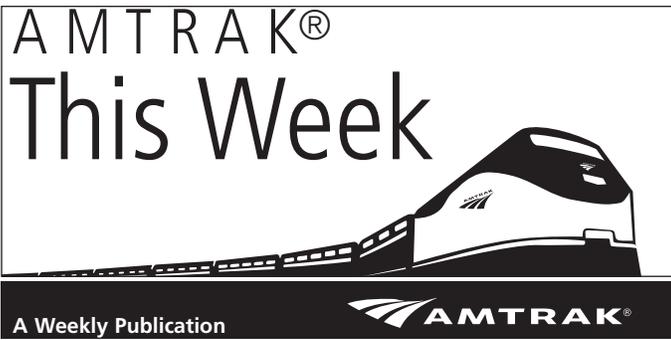
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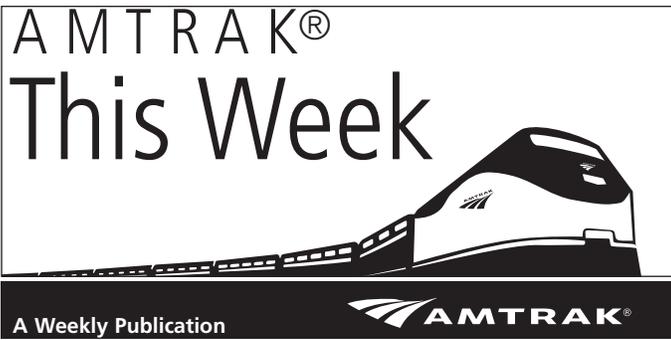
December 1, 2008

Top Story

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December 8, 2008

A Message from Joe Boardman

Dear Co-workers,

When I started my new position here barely two weeks ago, I hit the ground running, in large part because I've come to know Amtrak pretty well over the years.

On my first day on the job, I took some time to meet employees in Washington Union station. My second day, which happened to be Thanksgiving, I visited the crew base and thanked employees for spending their holiday helping others safely reach their destinations. Last week, I had the opportunity to meet with the leaders of a number of our unions.

A couple things you should know about me: I'm a former member of IBEW and Teamsters. I am a straight shooter, so you'll know where I stand on things. I listen closely, and rely on the strengths of well-qualified people to give me their recommendations. I strongly believe that collaboration is a necessity in our business, and I don't have much time for those who stand in its way.

For those who may make incorrect assumptions about my past affiliations, let me be very clear: I am here because I believe in Amtrak. Splitting off the Northeast Corridor or separating the NEC infrastructure from operations are absolutely not in my plans. I not only want to preserve our coast-to-coast, interconnected system but also want to see it prosper.

With your help, we will become a greener, safer and healthier Amtrak. I plan to build on the many opportunities we have to show how critical passenger rail is to the economy and mobility of America, and I will be sharing with you exactly what that means in the coming weeks and months.

If you're thinking that you've heard all this before and you've seen CEOs come and go, that may be. However, as you get to know me (and you will), you'll see that I am personally committed to the success of this railroad. We have some of the best men and women in the field, and I hope you'll join me on the journey.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Boardman". The signature is written in a cursive, flowing style.

Joe Boardman
President and Chief Executive Officer

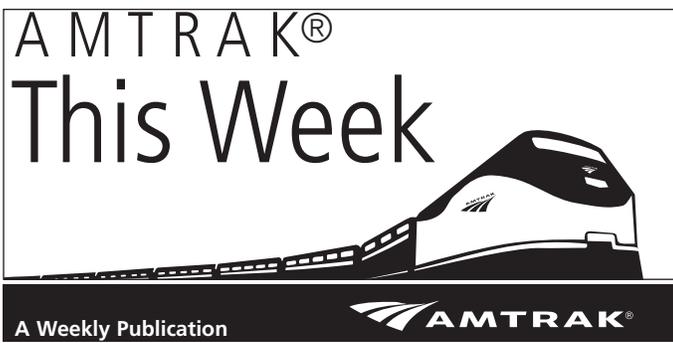
Operational Changes: Due to track work taking place on the Connecticut River Bridge over the next two weekends, service between New York and Boston is canceled on *Northeast Regional* Train 67 on Dec. 13 and 20, and Train 66 on Dec. 14 and 21, with no alternate transportation provided.

Operation Lifesaver: If you are an Operations Lifesaver presenter, contact OL Officer Alvin Richardson (ATS 777-3434 or richara@amtrak.com) to make sure you are included in the national presenter database.

Charitable Giving: Pledge cards for the 2008 Employee Charitable Donation Campaign, which runs until Dec. 31, will be distributed to all employees by their respective departments. Employees may make contributions through payroll deductions or on a one-time basis.

PSSA Update: The final regional President's Service and Safety Awards luncheon takes place on Wednesday, Dec. 10 in Jacksonville, Fla., where 17 employees will receive PSSA recognition and 28 will be honored for their 30 and 35 years of service.

Human Resources: Starting Dec. 8, non-agreement managers may begin entering FY '09 goals in the IMPACT system.



December 8, 2008

Boardman Message

Message from Joe Boardman

Merit Pay Reminder: Starting Dec. 8, non-agreement managers can begin entering goals in the IMPACT system. All non-agreement employees must have their goals recorded in IMPACT to receive a performance review and be eligible for a merit pay increase.

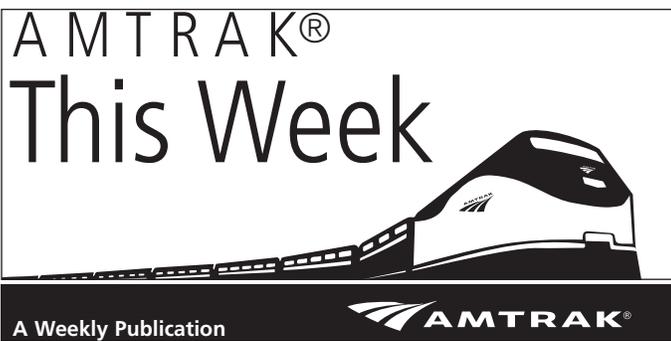
Operational Changes: Due to track work taking place on the Connecticut River Bridge over the next two weekends, rail service will be shut down between Boston and New York, affecting *Northeast Regional Train 67* on Dec. 13 and 20 and *Train 66* on Dec. 14 and 21.

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Corporate Communications: Please remember that only authorized Media Relations personnel, or their designees, are permitted to speak to the media. Please direct media calls to 202-906-3860 during business hours; 800-562-1904 after business hours.



December 22, 2008

Amtrak Mourns the Loss of Notable Supporters

Amtrak lost two ardent passenger rail supporters as former board member Paul Weyrich and United Transportation Union National Legislative Director James M. Brunkenhoefer both passed away last week. Amtrak whistles across the entire system will blow today and tomorrow at 3 p.m. to honor them.

Best known as a co-founder of the politically conservative Heritage Foundation, Weyrich later founded the Free Congress Foundation, which unlike most similar organizations favored rail mass transit. He served on the Amtrak board — from February 1987 to January 1993— as well as the National Surface Transportation Policy and Revenue Study Commission. A former political reporter, Weyrich was also a prolific writer and publisher of *The New Electric Railway Journal*.

“Paul Weyrich has been a friend and passionate supporter of Amtrak since the early days of the company’s formation,” said Government Affairs and Corporate Communications Vice President Joe McHugh. “Even after his service on the board ended, he continued to serve the company with great enthusiasm. We will miss him very much.”

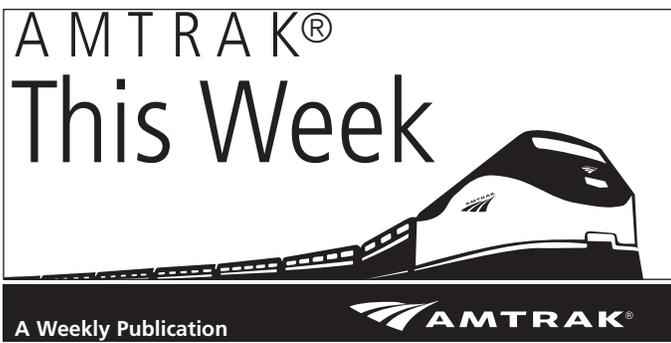
Funeral services will be held today at the Holy Transfiguration Melkite Greek-Catholic Church in McLean, Va. Contributions in Weyrich’s honor should be made to the church.

Brunkenhoefer, also known as “Brokenrail,” began his railroad career in 1966 as a trainman for the Southern Pacific Transportation Co. Until his death, he held seniority in the Train and Engine service crafts on the Union Pacific lines in Texas and Louisiana. Before serving as UTU’s national legislative director, Brunkenhoefer served in a number of offices in Local 83 in Houston. In 1980, he became the alternate Texas state legislative director before assuming full directorship of the Texas State Legislative Board in 1982. He served at the national level since 1987.

“It is with great sadness that I recognize the passing of James Brunkenhoefer,” said President and CEO Joe Boardman. “There is no one with a kinder heart for the suffering than another human has. ‘Brokenrail’ brought compassion and concern to me at a time that I needed it. My prayers and thoughts are with his soul as well as his loved ones during this time of loss. We will all miss him.”

“The passing of James Brunkenhoefer is a loss to the railroad world,” added Labor Relations Vice President Joe Bress. “He exemplified the best in lobbying for the UTU and supporting Amtrak. I will miss his way of refocusing an issue and doing it with passion, humor and personality.”

Funeral services will be held today at Am Kolel Sanctuary in Rockville, Md.



Useful Information for the New Year ...

- If you've moved in the past year, notify Human Resources of your current mailing address as soon as possible; 2008 W-2s will be mailed to your home by Jan. 31.
- Make sure the Railroad Retirement Board has your current mailing address as well. Send it, along with your Social Security number, to the nearest RRB office (visit www.rrb.gov for office locations).
- Please submit W-4 tax withholding changes to Payroll as soon as possible. To claim tax exempt status in 2008, submit a new W-4 to Payroll by Feb. 16.
- Beginning Jan. 1, the Tier 1 tax rate will be 6.2 percent for compensation up to \$106,800 with a maximum of \$6,621.60 annually. The Tier 2 tax rate is 3.9 percent for compensation up to \$79,200 with a maximum of \$3,088.80.
- Effective Jan. 1, the reimbursable mileage rate will decrease from 58.5 cents per mile to 55 cents per mile to coincide with lower gas prices. This change will become effective for expenses incurred on or after Jan. 1.

Benefits: 2009 FSA elections are now in the WageWorks system. Log on to wageworks.com or call 877-924-3967 to obtain a commuter pass, set up reimbursement through direct deposit, or confirm that your information is accurate in the WageWorks system

2009 Holiday Schedule

Below is the 2008 holiday schedule for non-agreement employees.

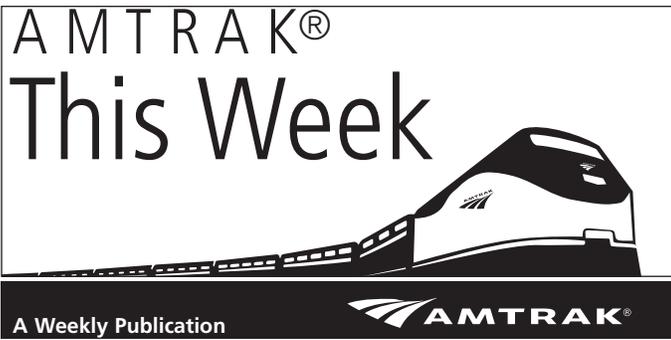
Holiday	Date
New Year's Day	Thursday, Jan. 1, 2009
Martin L. King Jr. Day	Monday, Jan. 19, 2009
President's Day	Monday, Feb. 16, 2009
Memorial Day	Monday, May 25, 2009
Independence Day	Saturday, July 4, 2009
Labor Day	Monday, Sept. 7, 2009
Veterans' Day	Wednesday, Nov. 11, 2009
Thanksgiving Day	Thursday, Nov. 26, 2009
Christmas Day	Friday, Dec. 25, 2009

Because July 4 falls on a Saturday, non-agreement employees hired prior to 2009 are granted an additional personal day and are, therefore, entitled to three personal days in 2009. Employees must obtain approval prior to using personal days.

Non-agreement employees hired in 2009 will receive personal days based on their date of hire.

Date of Hire	Number of Personal Days
Jan. 1 to May 31	2
June 1 to Aug. 31	1
Sept. 1 to Dec. 31	0

Holidays for agreement-covered employees are subject to each labor agreement.



December 29, 2008

Changes to Business Travel Policy Now in Effect

A revised corporate policy for Travel and Reimbursable Business Travel Expenses took effect last week and includes notable changes related to air travel, meal allowances and hotel rates.

“We took a comprehensive look at our business travel policy and determined there were updates that needed to be made based on market changes, but we also wanted to make it more efficient for the company and the individual employee,” explained Francis Murphy, Director, Business Travel Services.

Under the old policy, only executive committee members could approve air travel by employees. Now, that approval authority is expanded to include vice presidents and chiefs who report to executive committee members, a change that will streamline the approval process.

Meal reimbursement has also been streamlined with the policy changed to a per diem program that includes an increase in the allowable meal expense from \$50 to \$55 (including taxes and gratuities). Additionally, meal receipts are no longer required except as outlined in Section 6.8 of the policy.

Policy changes also incorporate an elevation of the maximum hotel room rates to keep pace with the current lodging market. The national pre-tax room rate has been increased to \$120. Room rates for specific major cities have been raised as well. They are: \$300 in New York; \$205 in Washington, D.C.; \$200 in Boston; \$190 in Chicago; \$160 in Philadelphia; \$140 in Oakland and; \$140 in Seattle.

The revised policy is posted in its entirety on the Intranet at Library ⇒ Policies ⇒ Amtrak Policy and Instruction Manual ⇒ Finance. As meal per diem and hotel maximum rates are periodically subject to change, the current maximum rates are not included in the policy itself and are kept updated and posted on the homepage of the eTravel Worldspan Trip Manager catalog in eTrax and on the Intranet under How We Work ⇒ Management Employee Business Travel.

In a separate travel update, the Internal Revenue Service has announced the reimbursable mileage rate will decrease from 58.5 cents per mile to 55 cents per mile to coincide with lower gas prices. This change will become effective for mileage expenses incurred on or after Jan. 1, 2009.

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Benefits: The Amtrak Benefits Web site will not be available from Wednesday, Dec. 17 through Jan. 2 in order to process benefit elections. Employees can still call the Benefits Service Center at 800-481-4887 to make benefit changes.

Amtrak This Week Top Story for Aug. 11
DRAFT – Aug. 6, 2008

Approved by Paul Vilter, Jason Maga, Christine Lanzon

***California Zephyr* Schedule Reduced Via UP Partnership**

Effective today, *California Zephyr* schedules will be shortened by as much as 45 minutes. The reduction is one of the steps agreed to between Amtrak and Union Pacific Railroad as part of a multi-year program to return the Overland Route between Salt Lake City and San Francisco to a state-of-good-repair, allowing the *California Zephyr* to operate on a more reliable schedule.

Amtrak and UP agreed in 2006 to temporarily add over three hours to the *Zephyr's* schedule while UP performed track work and provided Amtrak with a commitment to improved on-time performance. Many track delays have been eliminated and the added time has been removed incrementally from the schedule as planned. This is the third schedule reduction since the program began in June of last year.

“This is another milestone in our effort to improve service and OTP on the *Zephyr*,” said Paul Vilter, assistant vice president, Strategic Partnerships. “UP is making great progress toward fulfilling its commitment to reduce slow orders on the *Zephyr* route, which allows us to gradually restore the original schedule.”

Eastbound Train 6 will now depart Emeryville, Calif., 45 minutes later and operate 45 minutes faster to Salt Lake City. The remaining schedule to Chicago will not change. Train 5, originating in Chicago, will operate according to the existing schedule to Winnemucca, Nev., then operate 30 minutes faster to Emeryville.

Since the program began last June, two hours and ten minutes of the time added to Train 5 has been removed, while two hours and 20 minutes have been removed from the schedule of Train 6.

“We appreciate UP’s efforts related to the *Zephyr*, and we look forward to UP removing slow orders to other Amtrak routes,” added Vilter.

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Operational Update: On Tuesday, Aug. 12 only, all *Wolverine*, *Pere Marquette* and *Blue Water Service* trains will be cancelled due to multiple track work projects performed by Norfolk Southern, Conrail and Amtrak. Motorcoach service will be provided.

Engineering: The 10-megavolt ampere transformer at Jericho Park in Bowie, Md., will be placed back into service this week, bringing service back to its full 20 MVA capacity.

Human Resources (Health Services Drug and Alcohol Programs): Effective Aug. 25, new U.S. Department of Transportation drug testing guidelines mandate direct observation during specimen collection for all employees under an Alcohol and Drug Waiver Agreement or Letter of Determination for a federal violation. More information can be found online at www.dot.gov/ost/dapc/news.html.

Performance Management Update: The first issue of *Focus* newsletter, along with accompanying FAQs, is now available on the performance management Web site to

provide the latest information on the company's performance management and pay-for-performance initiative. Log on to Intranet: "Employees" → "Performance Management" → "Tools and Resources."

Record-Breaking Numbers Posted in July Offset by Energy Costs

Ridership and ticket revenue hit all-time highs during the month of July, with systemwide trips totaling 2.75 million for the month, generating \$168 million in ticket revenue, which mark increases of 14 and 19 percent over last July, respectively.

These single-month records can be attributed in part to high gas prices, highway congestion, airline issues and environmental awareness among consumers. Other contributors include heavy July 4 travel, along with successful advertising campaigns and National Train Day tie-ins.

However, according to Chief Financial Officer Bill Campbell, operating costs have jumped significantly as well, offsetting the gains in revenue. “These gains in ridership and ticket revenue enable us to absorb rising expenses, especially skyrocketing energy costs. Unfortunately, we’re not making any gains — it’s a wash.”

Currently, the company uses roughly 67 million gallons of diesel fuel each year, in addition to electricity used to operate trains on the Northeast Corridor. Approximately 21 percent of total operating dollars are budgeted for energy.

From May 2007 to May 2008, the price of diesel fuel ballooned by 102 percent. As a result, energy costs for FY '08 are projected to increase by \$100,000 more than the increase in ticket revenue.

“We couldn’t predict the remarkable growth in fuel costs,” said Campbell. “But because we’ve done such a great job in boosting ridership and improving revenue management, we aren’t drowning like other companies and we can still provide the high level of service our passengers are used to.”

Operational Update: From Thursday, Aug. 21 through Monday, Sept. 1, the *Empire Service* and *Maple Leaf* trains will make a special stop at the New York State Fairgrounds in Syracuse, N.Y. During this period, the trains will continue to make their regular stops at the Syracuse station.

Engineering: The Floor Slab Stabilization Project in the Baltimore and Potomac tunnels has recently been completed. Contractor and Engineering forces stabilized more than 1,000 linear feet of tunnel floor by grout injection.

Message From President Kummant

Dear Co-workers,

While ridership is at an all-time high, we face a number of hurdles that temper that success. Rising expenses (particularly the cost of fuel), on-time performance off the Northeast Corridor and the condition and size of our fleet are among them.

Last week, I was in Chicago with one of our stalwart supporters in Congress, Sen. Dick Durbin of Illinois, Amtrak board member Tom Carper and Illinois Department of Transportation Secretary Milt Sees to discuss equipment issues and on-time performance in the region. At the 14th St. Yards, Sen. Durbin held a press conference to announce legislation he introduced that would support financing options for the replacement and rehabilitation of our equipment. The Train CARS Act also aims to encourage the revival of the passenger car manufacturing industry in this country.

As you well know, our fleet is aging and, in some cases, there's only so much repairing our Mechanical crews can do. We also need to increase capacity to meet the growing demand for passenger rail.

That demand is leading to tremendous support from members of Congress, state legislators and mayors. In fact, later that day Sen. Durbin and I were in Bloomington-Normal to meet with several mayors from across the state in to discuss on-time performance, especially along the Chicago-St. Louis corridor.

I was talking to some of the employees at the yard about the difficult winter conditions they face there, and I wish I'd had more time there before we had to leave with Sen. Durbin for the meeting with mayors in Bloomington. I will be on the road again this fall, including PSSA ceremonies at nine locations across the system, and look forward to talking to more of you then.

Sincerely,

Alex Kummant
President and CEO

CENTENNIAL CELEBRATION SET FOR OCTOBER 4-5 IN WASHINGTON Employees invited to attend, volunteers needed

The Washington Union Station Centennial Celebration will take place on Oct. 4-5, and includes entertainment, railroad memorabilia exhibits and an expansive train display featuring current Amtrak equipment as well as historic locomotives and private cars representing the railroads that have served the station during its 100-year history. The celebration also marks the 20-year anniversary of the station's redevelopment and employees are invited to bring their families. Admission is free.

"This is a celebration of one of our industry's most important buildings and the impact it's had on our nation's capital," said Joe McHugh, vice president, Government Affairs and Corporate Communications. "The station has reached an incredible milestone at a time when passenger rail travel is making a big comeback, and we want to raise awareness of its importance on many different fronts."

Amtrak is hosting the open house event in partnership with Union Station Redevelopment Corporation, Jones Lang LaSalle, District of Columbia DOT and Ashkenazy Acquisitions.

In addition to housing the company's corporate headquarters, Washington Union Station is home to over 100 shops, restaurants and vendors, as well as a movie theater. A true transportation hub, the station is served by Amtrak, DC's Metro subway and buses, and MARC and VRE commuter trains. Approximately 32 million people pass through each year, making it the most visited site in a city filled with national monuments and museums.

Stay tuned for upcoming information on perks for Amtrak employees, including a private viewing of the train display and special offers on souvenir items.

Employee Volunteers Needed

Any Amtrak employee who would like to volunteer during the event should contact Saunya Connelly at ATS 777-4164 or Connells@amtrak.com. Volunteers will be provided meals and a free t-shirt.

“Picture Our Train” Photo Contest Winners Selected

A San Diego-based attorney is the grand-prize winner of the 2009 “Picture Our Train” Wall Calendar Photo Contest. Marcee Chipman, 61, submitted a visually stunning shot of a *Pacific Surfliner* on June 27 as it departed the Santa Fe Depot in San Diego.

“My passion for photography has developed to counterbalance my work as a criminal defense attorney,” said Chipman. “It is truly an artistic expression but, more importantly, I like to share the beauty and awesomeness of life in general.”

Chipman added that her submission was an “oh wow” moment for her. “I was walking across the station and saw the palm trees in the afternoon sun, and I wondered how many people in Minnesota would know that palm trees really do grow at a train station.”

This year’s contest launched on May 12 and concluded of July 11, after receiving 283 submissions from 183 entrants. Congratulations to the second- through fifth-place prize winners:

Second Place: Richard R. Hansen, Morro Bay, Calif.

Third Place: Brian Nicodemus, Akron, Ohio

Fourth Place: Alex Mayes, Fairfax, Va.

Fifth Place: Scott Lothes, Corvallis, Ore.

As the grand-prize winner, Chipman receives a photo credit on the calendar and a \$1,000 travel voucher. Hansen, Nicodemus, Mayes and Lothes will also receive travel vouchers of \$500, \$250, \$150 and \$100 respectively.

Operational Update: Beginning Aug. 4, minor changes will be made to many Northeast Corridor train schedules due to Amtrak track work.

Engineering: The Track Laying Machine will be preparing Track 1 at Princeton Junction, N.J., for a cut-in during the early morning hours on Aug. 5 and then installing 37,000 concrete ties from the Ham to Midway Interlocking between Trenton and New Brunswick. This work will continue through the second week of October.

Human Resources (Health Services Drug and Alcohol Programs): Effective Aug. 25, new Department of Transportation urine collection guidelines mandate direct observation for all employees under an Alcohol and Drug Waiver Agreement or Letter of Determination for a federal violation. This requirement also applies to other situations as determined by DOT or Amtrak.

Frequently asked questions regarding the retroactive payments

- **How was the back pay calculated?**

The retroactive pay covers the period from July 1, 2002 through March 31, 2008. In accordance with the terms of the agreements, the wage adjustments were calculated based on the January 1, 2001 rates of pay, which included the 27¢ Cost Of Living Adjustment (COLA) that the agreements rolled into the basic rates. Thereafter, the following percentage increases were applied:

- July 1, 2002 – 6.087%
- July 1, 2003 – 3.000%
- July 1, 2004 – 3.250%
- July 1, 2005 – 2.500%
- July 1, 2006 – 3.000%
- July 1, 2007 – 3.000%

The resulting hourly rates applied to all hours paid during each period reflect the total compensation resulting from the new contracts. The compensation already received for those hours was subtracted from that amount to identify the total retroactive wage adjustment for the period. Finally, from the total retroactive wage adjustment, the following health care contributions were deducted for each month of active service:

- July 1, 2001 through June 30, 2002 - \$ 33.39 per month
- July 1, 2002 through June 30, 2003 - \$ 81.18 per month
- July 1, 2003 through June 30, 2004 - \$ 79.74 per month
- July 1, 2004 through June 30, 2005 - \$ 91.32 per month
- July 1, 2005 through December 31, 2005 - \$ 97.43 per month
- January 1, 2006 through December 31, 2006 - \$123.28 per month
- January 1, 2007 through March 31, 2008 - \$166.25 per month

The result is the gross retroactive adjustment. The check you received (or that is deposited in your account) is 40% of the total amount, less required deductions, in accordance with the terms of the agreement.

- **When will the balance be paid?**

In accordance with the terms of the agreement, the balance of the retroactive adjustment (60%) will be paid within one (1) year of the date the initial 40% is paid, subject to the contingency provisions of the agreement. In general, this means payment of the balance depends upon sufficient funding being appropriated by Congress to pay the second installment in Fiscal Year 2009.

- **How do I know the new rates of pay are correct?**
 The rates of pay for ARASA (Maintenance of Equipment), ARASA (Maintenance of Way), ATDA, BMW, BRS, IAM, IBB, IBEW, JCC, NCFO, and UTU Train Service were placed in effect on or about April 1, 2008. The new rates of pay for BLET and SMWIA were placed in effect on May 1, 2008. Since that time, questions have been raised about certain rates where union officers, employees and managers had questions and the rates were adjusted where necessary. The corrected rates are what were applied to the back pay calculations. If you believe your rate of pay is wrong, you should contact your local manager or union representative for verification.
- **What is the health care deduction?**
 In the contract settlements, it was agreed that employees would contribute toward the cost of health care coverage at the same level as freight railroad employees. The amounts of the deductions, outlined above, are in line with the payments agreed to as contributed by railroad employees on the freight railroads.
- **What if I am covered by other health insurance?**
 Prior to the current contract settlement, Amtrak provided health care coverage for all employees, regardless of whether that coverage was utilized. Accordingly, the settlement provides for employee contributions for each month of active service. However, under the terms of the agreements, employees may elect to “opt-out” of future medical plan coverage, including medical, prescription drug and mental health/substance abuse benefits. A letter was sent to each employee outlining the benefit changes and the opportunity to opt out of the Amtrak medical plan. While the initial opt out period ended April 30, 2008, for ARASA (Maintenance of Equipment), ARASA (Maintenance of Way), ATDA, BMW, BRS, IAM, IBEW, JCC, NCFO and UTU Train Service, and will end on May 16, 2008, for BLET, IBB and SMWIA, employees will have the opportunity to opt out in the future during the open enrollment periods. You may obtain additional information by contacting the Amtrak Benefits Service Center at 800-481-4887.
- **Will 401(k) deductions be taken out of my back pay?**
 In accordance with the terms of the agreement, Amtrak did not deduct contributions toward your 401(k) plan from the retroactive wage adjustment.
- **What deductions will be taken out of my back pay?**
 Back payments are subject to the Federal 25% supplemental payment tax withholding rate as well as any percentage based creditor or tax levy deductions, such as state and local taxes. Depending on the state that you reside in, a mandatory supplemental state tax rate may apply as well. Railroad Retirement taxes are deducted at the same percentage rate as normal, up to the annual maximum. Garnishments related to child support are excluded unless the employee is behind on or in arrears on required payments. If this is the case, a deduction will be made for child support. It is highly recommended that you consult with a tax advisor on the proper treatment of this payment in regards to your tax filing status.

- **Why didn't I get a retroactive payment check?**
 The retroactive payments are based on the contract settlements reached with ATDA, BMW, BRS, IAM, IBEW, JCC, NCFO, IBB, ARASA (Maintenance of Equipment), ARASA (Maintenance of Way) and UTU Train Service. Adjustments for BLET and SMWIA are scheduled to be paid at the end of May 2008. Employees in other crafts, such as TCU, ASWC, ARASA (OBS), UTU Stewards and UTU Yardmasters, are not covered by these agreements. Additionally, only employees active in a union covered position on December 1, 2007, or on certain leaves of absence, are entitled to retroactive pay under these contract settlements. If you were previously employed by Amtrak, left the company and subsequently returned to Amtrak service, only the service following your return is subject to the retroactive adjustment.
- **Are all labor payments included in my back pay calculations?**
 No, payments for other than hours worked, such as differentials, meal allowances, travel reimbursements, etc., were not included in the wage adjustment; only hours paid for or worked are included. Also, time worked in management, including special duty under XX job codes, is not subject to adjustment.
- **What if I have labor hours submitted after the April 25, 2008 cut off?**
 Work performed on or before March 31, 2008, which was not submitted by April 25, 2008, will need to be submitted through the normal process for submitting late labor. Time submitted after the April 25, 2008, cut off will be paid at the old rates and the adjustment will have to be made manually. Those adjustments will be added to the remaining 60% portion of the wage adjustment.
- **Who should I contact if I think the amount of my back pay isn't correct?**
 Please refer to the enclosed payroll information summary to assist you in understanding the calculations. Remember, under the contract settlements, only the rates of pay were adjusted. Except for the Reduced Crew Allowance under the UTU Agreement, there were no retroactive adjustments to allowances, differentials or other payments, including payments you may have received for temporary upgrades to management or time in "XX" job codes, or for time worked on positions in those unions that have not yet reached agreements. Questions regarding the payment can be referred to the following toll free number.

1-888-514-0983

Starting Thursday, May 8, 2008, the Call Center will be staffed Monday through Friday from 8:00 a.m. to 8:00 p.m. EDT. The first weekend after the wage adjustments are released (Saturday May 10 and Sunday May 11), call center representatives will be available from 8:00 a.m. to 5:00 p.m. EDT. If your question cannot immediately be answered by the call center representative, a case number will be assigned to you and your name, employee number, union and craft, telephone number and the nature of your question will be logged and referred to an appropriate officer for investigation and review.

Please use the attached Retroactive Wage Payment Inquiry Form to document your assertion of a discrepancy. The form is also available on the Internet at www.amtrakbenefits.com and on the Amtrak Intranet site home page under Employee Information – choose the Union tab.

You should be prepared to provide details regarding any discrepancy; if it involves health care contributions, information about the particular month(s) in question and why you believe the deduction was incorrect; if it involves the wage adjustment, information as to the specific period in dispute and whether it involves straight time, overtime or other hours paid in order to facilitate a prompt investigation of your issue. With the Form, you must send supporting documentation, such as copies of pay stubs, your work log or time book, showing the hours worked during the period in dispute.

- **Can the field payroll office handle my question?**

Field Payroll, Human Resources and Labor Relations offices **cannot** help with back pay questions, inquiries or disputes. Questions and disputes must be referred to the toll free number listed above. Your issue will be assigned a case number at the time of your call which will be used for the investigation process.

- **How long could I expect resolution on my case to take?**

Only assigned case numbers will be investigated. Once a case number is assigned and your documentation received, you will be contacted within seven to 14 business days to discuss your specific question and determine the necessary course of action. Depending on call volume, it could take longer. Each case will be reviewed and you will be contacted and advised of the findings. Considering the significant number of employees affected by the back pay process, it may take several weeks to thoroughly investigate and respond to your particular issue.

- **How long do I have to dispute my wage adjustment?**

We encourage you to call as soon as possible so that your issue is logged and assigned a case number by the Call Center to initiate the review process. The sooner your call is received, the quicker your issue can be investigated and resolved. The call center is only a temporary resource for handling inquiries about the back pay process, so we urge you to call promptly.

May 2, 2008

Employee Retroactive Wage Payment Dispute Instructions

Employees who feel that their retroactive pay adjustment was calculated inaccurately must complete and submit the following form along with appropriate justification and documentation to substantiate their claim.

An ADP Payroll Call Center has been established specifically to receive calls related to retroactive payments. In order to have a dispute researched you must have an ADP Call Center case number assigned and included on the form. Case numbers are only provided by the ADP Amtrak Payroll Call Center. Forms that do not contain a case number will not be processed. Due to the large numbers of employees receiving retroactive payments, the investigation and review process may take several weeks to complete. Forms that are not complete will further delay the handling of your particular issue.

The call center is staffed Monday to Friday, 8am to 8pm EDT. Note that the Payroll and Human Resources Field offices do not have access to Retroactive Pay information and will not be able to assist in answering questions or inquiries from employees related to this matter.,

Please direct all inquiries to the ADP Payroll Call Center toll free at 1-888-514-0983.

Your Inquiry Form and all supporting information should be mailed to:

| [Amtrak Payroll Operations](#)

PO Box XXXX

Washington, DC 20002

Retroactive Wage Payment Inquiry Form

Please complete the information below completely and accurately.

Please print

Employee Name _____

Employee Identification Number _____

Phone Number Where You Can Be Reached _____

Employee's Complete Mailing Address:

ADP Assigned Case Number _____

Employee's Union Affiliation _____

Location of Employee's Payroll Field

Office _____

• **Benefit Deduction Errors**

Is the claim related to a benefit deduction? – Yes/No

If yes, complete the following, if no, skip this section

Were there gaps in your service months (where you performed no service) which resulted in an inaccurate benefit deduction claim? – Yes/No

If yes, please define the gap in service (months involved)?

At any time were you suspended from Amtrak-provided benefit coverage?

If yes, please define the period of benefit suspension (month involved)?

- **Retroactive Wage Errors**

Is the claim related to a retroactive wage adjustment? – Yes/No

- Is the claim related to an omission of labor data (hours worked/paid not included – Yes/No

What period(s) of time does the claim relate to?

Please provide details as to the hours worked/paid that you believe were not adjusted, including job code, by date

(Use additional sheets if necessary)

Please provide substantiated proof in the form of pay stubs, earnings and denial statements and/or time books for the period in question.

- Is the claim related to an inaccurate calculation of existing hours paid/worked? – Yes/No

What period(s) of time does the claim relate to?

Please provide details as to the hours worked/paid that you believe were not properly adjusted, including job code, by date.

(Use additional sheets if necessary)

Please provide substantiated proof in the form of pay stubs, earnings and denial statements and/or time books for the period in question.

Other inquiries

Is the claim related to another matter?

Please describe in detail the issue and provide sufficient information to support your claim.

Frequently Asked Questions Regarding ~~the contract settlement~~ Retroactive ~~Payments~~ ~~wage adjustments~~.

- **How was the back pay calculated?**

The ~~retroactive payment, or~~ back pay, covers the period from July 1, 2002, through March 31, 2008. ~~The first check represents 40% of that amount in accordance with the terms of the agreement.~~ -In accordance with the terms of the agreements, the ~~wage adjustments payments~~ were calculated based on the January 1, 2001 rates of pay, which included the 27¢ Cost Of Living Adjustment (COLA) that was rolled into the basic rates. - Thereafter, the following percentage increases were applied:

- July 1, 2002 – 6.087%
- July 1, 2003 – 3.000%
- July 1, 2004 – 3.250%
- July 1, 2005 – 2.500%
- July 1, 2006 – 3.000%
- July 1, 2007 – 3.000%

The resulting hourly rates applied to all hours paid during each period reflect the total compensation resulting from the new contracts. ~~Subtract the compensation already received for those hours to identify the total retroactive wage adjustment for the period.~~ - ~~Then Finally,~~ from the total retroactive wage adjustment, deduct the following health ~~and~~ welfare contributions for each month of active service:

- July 1, 2001 through June 30, 2002 - \$ 33.39 per month
- July 1, 2002 through June 30, 2003 - \$ 81.18 per month
- July 1, 2003 through June 30, 2004 - \$ 79.74 per month
- July 1, 2004 through June 30, 2005 - \$ 91.32 per month
- July 1, 2005 through December 31, 2005 - \$ 97.43 per month
- January 1, 2006 through December 31, 2006 - \$123.28 per month
- January 1, 2007 through March 31, 2008 - \$166.25 per month

The result is the ~~retroactive retroactive payment adjustment.~~ -The ~~first~~ check ~~you receive (or that is deposited) in your account) on May 9~~ represents 40% of that amount in accordance with the terms of the agreement.

- **When will the balance be paid?**

In accordance with the terms of the agreement, the balance of the retroactive ~~wage adjustment payment~~ will be paid within one (1) year of the date the initial 40% is paid, subject to the contingency provisions of the agreements. -Contact your union representative for an explanation of the contingency provisions.

- **What is the ~~Health & Welfare~~ ~~health care~~ deduction?**

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In the contract settlements, it was agreed that employees would contribute toward the cost of health care coverage at the same level as freight railroad employees on the freight railroads. -The amount of these deductions, outlined above, are in line with represents the payments agreed to and contributed by railroad employees on the freight railroads.

- **What if I am covered by other Hhealth Insurance?**

Prior to the current contract settlement, Amtrak provided health care coverage for all employees, regardless of whether that coverage was utilized. -Accordingly, the settlement provides for employee contributions for each month of active service. However, under the terms of the agreement, the contract settlements provide that employees may elect to “opt-out” of future medical plan coverage, including medical, prescription drug and mental health/substance abuse benefits, starting May 1, 2008. - A separate letter mailing was sent to each employee’s home outlining the benefit changes and the opportunity ability to opt out of the Amtrak medical plan. -While the initial opt out period ended will end on April 30, 2008, employees will have the opportunity to opt out in the future during the open enrollment periods. -You may obtain additional information by contacting the Amtrak Benefits Service Center at 800-481-4887.

- **Will 401(k) deductions be taken out of my back pay?**

In accordance with the terms of the agreements, Amtrak will not deduct contributions toward your 401(k) plan from the retroactive payment wage adjustment checks. -It is important to note that back pay payments are subject to the appropriate withholding taxes as well as any percentage-based creditor or tax levy deductions. Garnishments related to child support are exempt unless the active employee is behind on or in arrears on required payments. - If this is the case, then a deduction for child support will be taken

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- **Why didn't I get a retroactive payment check?**

The retroactive payments wage adjustments are based on the contract settlements reached with ATDA, BMW, BRS, IAM, IBEW, JCC, NCFO, ARASA (Maintenance of Equipment), ARASA (Maintenance of Way) and UTU. **Employees in other crafts are not covered by these agreements at this time (?) settlements**. -Additionally, only employees active in a union-covered position on December 1, 2007, or on certain leaves of absence, are entitled to retroactive pay wage adjustments under these contract settlements. -Questions regarding specific terms of the agreements should be referred to your union representative.

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- **Who should I contact if I think the amount of my back pay isn't correct?**

Please refer to the enclosed payroll information Amtrak has will provided a summary of the payroll information to assist you in understanding the calculations. - Remember, under the contract settlements, the retroactive payment is based on only the rates of pay only were adjusted. -There were no retroactive adjustments to allowances, differentials or other payments, including payments

you may have received for temporary upgrades to management or time in “XX” job codes.

~~Questions regarding specific periods should be referred to your local payroll office, as identified below. It is your the employees responsibility to You should be prepared to~~ provide details regarding any ~~and all discrepanediscrepancies~~, including the specific period in dispute and whether it involves straight time, overtime or other hours paid in order to facilitate a prompt investigation of your issue. **Procedures will be distributed informing employees how to address questions related to payments.**

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~~oPhiladelphia Tom Basara Bell 215 349 1641
ATS 728 1641~~

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~~oWashington Mona Minnick Bell 202 906 2487
ATS 777 2487~~

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~~oChicago Candy Bucyk Bell 312 880 5321
ATS 823 5321~~

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~~oNew York Mary Muller Bell 212 630 7537
ATS 521 7537~~

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~~oBoston Evelyn Desroches Bell 617 345 7434
ATS 580 7434~~

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~~oCalifornia Sheila Poindexter Bell 213 683 3232
ATS 761 3232~~

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March 27, 2008

Centennial Celebration Set for October 4-5 in Washington, D.C.
Employees invited to attend, volunteers needed

The Washington Union Station Centennial Celebration will take place on Oct. 4, from 10 a.m. to 4 p.m., and Oct. 5, from noon to 4 p.m. The event includes entertainment, railroad memorabilia exhibits and an expansive train display featuring current Amtrak equipment as well as historic locomotives and private cars representing the railroads that have served the station during its 100-year history. The celebration also marks the 20-year anniversary of the station's redevelopment. Employees are invited to bring their families and admission is free.

Any Amtrak employee who would like to volunteer during the event should contact Saunya Connelly at ATS 777-4164 or Connels@amtrak.com. Volunteers will be provided meals and a free t-shirt.

Stay tuned for upcoming information on perks for Amtrak employees, including a private viewing of the train display and special offers on souvenir items.

Company Solicits Bids for Food and Beverage Operations

In an ongoing effort to improve efficiencies, operating performance and costs controls, Amtrak is issuing a Request for Proposals (RFP) this week to explore ways to strengthen commissary operations and leverage new technologies to enhance Food and Beverage activities, according to company officials.

The contract with the current vendor, Gate Gourmet International, which has been responsible for the company's warehouse management functions for the past eight years, is set to expire at the end of the year.

“This move reflects Amtrak's need to put into practice state-of-the-art warehouse systems that are efficient, yield excellent customer service and help reduce food and beverage losses,” said Tom Hall, senior director, Food and Beverage. Company initiatives have reduced the Food and Beverage loss by 25 percent — more than \$20 million — over the last three years.

The competitive bid process, which begins with the release of the RFP, is closely integrated with the Food and Beverage Point-of-Sale (POS) project to develop a new on-board POS system, replace the existing food and beverage management system, and update commissary warehouse operations with a new automated system.

“Through this competitive process, we will select the vendor that provides the best capabilities and value,” said Hall. “This move reflects no dissatisfaction with Gate Gourmet, which has been effective in working with the company to reduce commissary costs. Gate Gourmet is invited to participate in the procurement process.”

The procurement process is expected to have little or no impact on passengers or routine warehouse activities.

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Contract Settlement Update

As a result of the recently ratified contract settlements with ATDA, IAM, IBEW, JCC, NCFO, BMWE, BRS, ARASA(Maintenance of Way), ARASA(Maintenance of Equipment) and UTU, Amtrak's Payroll and Information Technology ~~D~~departments ~~have been working on establishing the new rates of pay and~~ calculating the retroactive wage ~~payment~~adjustments.

The new rates of pay for eligible employees positions in the above crafts will be placed into effect on April 1, 2008. -The first employee health and welfare contribution will be deducted from the paycheck to be issued for April 25, 2008. After that initial deduction in April, contributions in future months will be divided between the first and second checks of each month.

Additionally, the contract settlements provide employees with the ability to "opt out" of health care coverage and avoid the monthly health and welfare contributions. A separate mailing has been sent to employees on the Health Care coverage issue with the required form that must be submitted if employees wish to opt out of Health Care coverage. The opt out form must be returned as soon as possible. Forms will not be accepted after April 30, 2008.

Finally, we anticipate the first installment of the retroactive wage adjustment will be available on May 9, 2008. -A summary report of the full retroactive adjustment along with a list of questions and answers will be furnished with the check in order to provide employees with information about the calculations and contract information for employees with specific disputes regarding the payment.

Contract Settlement Update

Wage Increases Take Effect in April, Retroactive Payments in May

The new rates of pay and retroactive wage payments for the ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA(Maintenance of Way), ARASA(Maintenance of Equipment) and UTU will be paid as follows:

- The new rates of pay for eligible employees in positions in the above crafts will ~~take be placed into~~ effect ~~on~~ April 1, 2008 and begin appearing in the April 25 paycheck. ~~In addition,~~ ~~the~~ first employee health and welfare contribution will be deducted from the April 25 paycheck ~~to be issued for April 25, 2008.~~ After that initial deduction in April, future contributions ~~in future months~~ will be divided between the first and second checks of each month.
- The first installment of the retroactive wage ~~adjustment payment~~ (40% of retroactive pay) will be reflected in the available on May 9 paycheck for work through March 31, 2008. ~~2008.~~ A summary report of the full retroactive ~~adjustment payment~~ (100%), along with a list of frequently asked questions and answers, will be furnished with the paycheck ~~in order~~ to provide employees with information about the calculations and **contract information for employees with specific disputes regarding the payment. (what's this? Do we mean "contract information for employees who may dispute the calculations?")**

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~~In addition. Additionally,~~ the contract settlements provide employees with the ability to "opt out" of health care coverage, ~~thereby and avoid not make~~ the monthly health and welfare contributions. ~~A separate~~ mailing has been sent to employees ~~about on the the~~ Health Care coverage issue with the ~~required~~ form that must be submitted if employees wish to opt out of Health Care coverage. The required "opt out" form must be returned ~~as soon as possible. Forms will not be accepted after before~~ April 30, 2008. (Are we posting this letter and the required form on the Intranet in case people don't get it in the mail?)

What about blet, sheetmetal workers, boilermakers 60 days after ratification

Wage Increases Take Effect in April, Retroactive Payments in May

The new rates of pay and retroactive wage payments for the ATDA, IAM, IBEW, JCC, NCFO, BMW, BRS, ARASA (Maintenance of Way), ARASA (Maintenance of Equipment) and UTU will be paid as follows:

- The new rates of pay for positions in the above crafts will take effect on April 1, 2008 **and will begin to appear — depending on the union and pay period schedule — as early as April xx and in full the April 25 paycheck.** The first employee medical plan contribution for the above groups will be deducted from the April 25, 2008 paycheck. After that initial deduction in April, contributions in future months will be divided between the first and second checks of each month.
- The first installment of the retroactive wage payment (40% of the total adjustment) will be paid in a separate check (or through direct deposit) on May 9, 2008. A summary report of the full retroactive adjustment along with a list of frequently asked questions and answers will be furnished with the payment to provide employees with information about the calculation and who to contact about specific disputes regarding the payment.

In addition, the contract settlements provide employees with the ability to “opt out” of medical plan coverage, thereby not having to make the monthly contributions as of May 1, 2008. A separate mailing has been sent to employees about the Health Care coverage changes, including the form that must be submitted if employees wish to opt out of Health Care coverage. The required “opt out” form must be returned before April 30, 2008.

***Coast Starlight* Re-launches with Fanfare along the Route**

In Los Angeles and Santa Barbara, Calif., and Portland, Wash., and Seattle, Amtrak officials and their travel industry partners were joined by local politicians and passengers on June 10 to commemorate the re-launch of the *Coast Starlight* service linking Los Angeles and Seattle.

In Los Angeles Union Station, northbound First Class Sleeping passengers enjoyed a pre-boarding reception in Tracks restaurant, a pilot location inside the station designed to project a Metropolitan Club-like experience, which included complimentary refreshments, on-site ticket collection and immediate baggage handling.

Later, a ribbon-cutting ceremony took place alongside the train and included Southwest Division General Superintendent Joe Yannuzzi; Product Management Chief Brian Rosenwald; Los Angeles City Council member Tom Lebonge, and a number of other rail fans eagerly awaiting a ride on the new and improved *Coast Starlight*.

On the other end of the route, southbound *Coast Starlight* passengers were greeted at the station by a morning reception complete with a balloon archway, muffins and coffee and a ribbon-cutting ceremony.

For a fee, Sleeping car passengers are now able to enjoy an exclusive wine and cheese event on board featuring four regional wines and four artisan cheeses, specialty coffees and appetizers, along with complimentary library and board games and a Parlour car theatre. Coach passengers can take advantage of new and larger complimentary pillows, new blankets for purchase, at-seat meal and beverage options and an Arcade car.

Thanksgiving 2008 Marks Second Highest Holiday Travel Period on Record

Amtrak's busiest week of the year wraps up today, and while official ridership and revenue numbers are not yet available, preliminary results indicate another strong Thanksgiving travel season, especially considering current economic conditions and low gas prices.

Overall system ridership dipped 2 percent compared to last year with an estimated 655,000 trips, yet ticket revenue rose by 2 percent to approximately \$43.9 million, due to higher fares and revenue management tactics. The period from Nov. 25 to Dec. 1 ranks as the company's second highest holiday ridership on record, just behind last year's Thanksgiving week.

"Considering that overall holiday travel was down appreciably this year, our numbers reflect the growing appeal of passenger rail," said Emmett Fremaux, vice president of marketing and product management.

Once again, Transportation, Engineering and Mechanical departments collaborated to meet demand across the system by expanding service. Dozens of additional departures and schedule changes took place, while multiple consists included extra cars to maximize availability at peak travel times.

"Our normal operations are incredibly complex, but to ramp up service the way we do at Thanksgiving is truly impressive," said Bill Crosbie, chief operating officer. "I'd like to thank every employee — and those who volunteered extra time — for working so hard to keep our passengers safe and pleased with their Amtrak experience during the holiday week."

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"Considering that overall holiday travel was down appreciably this year, our numbers reflect the growing appeal of passenger rail," said Emmett Fremaux, vice president of marketing and product management.

Once again, operating departments expanded service to meet demand across the system. Dozens of additional *Acela Express*, *Northeast Regional* and Amtrak *Cascades* trains departed as a result of collaboration between Transportation, Engineering and Mechanical departments.

"Our normal operations are incredibly complex, but to ramp up service the way we do at Thanksgiving is truly impressive," said Bill Crosbie, chief operating officer. "I'd like to thank every employee — and those who volunteered extra time — for working so hard to keep our passengers safe and pleased with their Amtrak experience during the holiday week."

Operational Update: Due to Union Pacific track work, *Lincoln Service* Train 303 will be canceled Tuesday, Dec. 2 through Thursday, Dec. 4. Alternate transportation will not be provided although service to most destinations between Chicago and St. Louis is available on other Amtrak trains.

Engineering: From 10 p.m. to 6 p.m., beginning Monday, Dec. 1 and concluding Friday, Dec. 19, the Engineering department will work on the west slope Rock cut located under the George Washington Bridge in Manhattan as part of the Empire Line Rock Slope Stabilization Project. The project is slated for completion in mid- to late summer.

Finance: Effective Jan. 1, 2009, the reimbursable mileage rate for private autos (including vans, pickups and panel trucks) used for authorized company business will decrease from \$0.585 per mile to \$0.55 per mile.

Gift Policy Reminder: The Ethical Conduct and Conflict of Interest policy (posted on the Intranet under "Policies") precludes accepting any gifts valued at more than \$50, and no employee may solicit a gift of any value. Procurement department employees are precluded from accepting any gifts except for "business courtesies" that do not exceed \$10 in value.

Dear Co-workers,

When I started my new position here barely two weeks ago, I hit the ground running, in large part because I've come to know Amtrak pretty well over the years.

On my first day on the job, I took some time to meet employees in Washington Union station. My second day, which happened to be Thanksgiving, I visited the crew base and thanked employees for spending their holiday helping others safely reach their destinations. Last week, I had the opportunity to meet with the leaders of a number of our unions.

A couple things you should know about me: I'm a former member of IBEW and Teamsters. I am a straight shooter, so you'll know where I stand on things. I listen closely, and rely on the strengths of well-qualified people to give me their recommendations. I strongly believe that collaboration is a necessity in our business, and I don't have much time for those who stand in its way.

For those who may make incorrect assumptions about my past affiliations, let me be very clear: I am here because I believe in Amtrak. Splitting off the Northeast Corridor or separating the NEC infrastructure from operations are absolutely not in my plans. I not only want to preserve our coast-to-coast, interconnected system but also want to see it prosper.

With your help, we will become a greener, safer and healthier Amtrak. I plan to build on the many opportunities we have to show how critical passenger rail is to the economy and mobility of America, and I will be sharing with you exactly what that means in the coming weeks and months.

If you're thinking that you've heard all this before and you've seen CEOs come and go, that may be. However, as you get to know me (and you will), you'll see that I am personally committed to the success of this railroad. We have some of the best men and women in the field, and I hope you'll join me on the journey.

Sincerely,

Joe Boardman
President and Chief Executive Officer

Changes to Business Travel Policy Now in Effect

A revised corporate policy for Travel and Reimbursable Business Travel Expenses took effect last week and includes notable changes related to air travel, meal allowances and hotel rates.

“We took a comprehensive look at our business travel policy and decided there were updates that needed to be made based on market changes, but we also wanted to make it more efficient for the company and the individual employee,” explained Francis Murphy, director, Business Travel Services.

Under the old policy, only executive committee members could approve air travel by employees. Now, that approval authority is expanded to include vice presidents and chiefs who report to executive committee members, a change that will streamline the approval process.

Meal reimbursement has also been streamlined with the policy changed to a per diem program that includes an increase in the allowable meal expense from \$50 to \$55 (including taxes and gratuities). Additionally, meal receipts are no longer required for meal expenses. Section 6.8 of the policy outlines restrictions that apply to these changes.

Policy changes also incorporate an elevation of the maximum hotel room rates to keep pace with the current lodging market. The national pre-tax room rate has been increased to \$120. Room rates for specific major cities have been raised as well. They are: \$300 in New York; \$205 in Washington, D.C.; \$200 in Boston; \$190 in Chicago; \$160 in Philadelphia; \$140 in Oakland and; \$140 in Seattle.

The revised policy is posted in its entirety on the Intranet at *Library ⇒ Policies ⇒ Amtrak Policy and Instruction Manual ⇒ Finance*. As meal per diem and hotel maximum rates are periodically subject to change, the current meal per diem and maximum rates are not included in the policy itself and are kept updated and posted on the homepage of the eTravel Worldspan Trip Manager catalog in eTrax.

In a separate travel update, the Internal Revenue Service has announced the reimbursable mileage rate will decrease from 58.5 cents per mile to 55 cents per mile to coincide with lower gas prices. This change will become effective for mileage expenses incurred on or after January 1, 2009.

Changes to Business Travel Policy Now in Effect

A revised corporate policy for Travel and Reimbursable Business Travel Expenses took effect last week and includes notable changes related to air travel, meal allowances and hotel rates. The policy changes apply to both agreement and non-agreement covered employees.

“We took a comprehensive look at our business travel policy and decided there were updates that needed to be made based on market changes, but we also wanted to make it more efficient for the company and the individual employee,” explained Francis Murphy, director, Business Travel Services.

Under the old policy, only executive committee members could approve air travel by employees. Now, that authority is expanded from executive committee members to include their direct reports, a change that will streamline the approval process.

Meal reimbursements have changed to a per diem program. Instead of submitting meal receipts for a daily maximum of \$50, employees will receive a \$55 daily allowance for food, and receipts are no longer required. These changes were made in an effort to mimic the meal reimbursement program used by the federal government, which has proven to yield faster and easier processing.

An elevation of the maximum nightly hotel rates were also enacted to keep pace with the current lodging market. Allowable room rates, before taxes, have been raised to \$200 in Boston, \$190 in Chicago, \$300 in New York, \$140 in Oakland, \$160 in Philadelphia, \$140 in Seattle and \$205 in Washington, D.C. The national room rate for locations outside these cities now sits at \$120 per night.

The revised policy is posted in its entirety on the Intranet at [NEED ADDRESS](#).

In a separate travel update, the Internal Revenue Service has announced the reimbursable mileage rate will decrease from 58.5 cents per mile to 55 cents per mile to coincide with lower gas prices. This change will become effective for mileage expenses incurred on or after Jan. 1.

Top Story

Merit Pay Reminder: Starting Dec. 8, non-agreement managers can begin entering goals in the IMPACT system. All non-agreement employees must have their goals recorded in IMPACT to receive a performance review and be eligible for a merit pay increase.

Operational Changes: Due to track work taking place on the Connecticut River Bridge over the next two weekends, rail service will be shut down between Boston and New York, affecting *Northeast Regional* Train 67 on Dec. 13 and 20 and Train 66 on Dec. 14 and 21.

Operation Lifesaver: If you are an Operations Lifesaver presenter, contact OL Officer Alvin Richardson (ATS 777-3434 or richara@amtrak.com) to make sure you are included in the presenter national database.

Human Resources: Pledge cards for the 2008 Employee Charitable Donation Campaign, which runs until Dec. 31, will be distributed to all employees by their respective departments. Employees who wish to make a contribution may do so through payroll deductions or on a one-time basis.

PSSA Update: The final regional President's Service and Safety Awards luncheon takes place on Wednesday, Dec. 10 in Jacksonville, Fla., where 17 employees will receive PSSA recognition and 28 will be honored for their 30 and 35 years of service.

Corporate Communications: Please remember that only authorized Media Relations personnel, or their designees, are permitted to speak to the media. Please direct media calls to 202-906-3860 during business hours; 800-562-1904 after business hours.

Ridership and Revenue Drop in November

Overall ridership and ticket revenue for November were down 4 and 6 percent, respectively, against last year mainly due to the current economic crisis hurting Northeast Corridor performance, where ridership declined 12 percent. The drop was offset by a 2 percent ridership increase on other corridor and state-supported services in conjunction with a 2 percent jump in long-distance ridership, which is partly attributable to significant improvements in on-time performance.

“Amtrak’s had tremendous growth over the last five years, and while the numbers are down slightly from last year, ridership and revenue are still relatively strong — especially in these economic conditions,” explained Emmett Fremaux, vice president, Marketing and Product Management.

Fremaux expects company performance to remain flat against last year until the economy begins to rebound and business travel perks up in the NEC.

Company Prepares for Presidential Inauguration

Plans are underway to accommodate huge passenger demand for the Jan. 20 inauguration of President-Elect Barack Obama in Washington, D.C. A crowd of up to five million people is expected to strain the region’s transportation system to its limit, so department officials across the company are collaborating to make ready.

“This is an historic event of national importance and we will be prepared,” said William Crosbie, chief operating officer. “We’re looking at every facet of our operations throughout the Mid-Atlantic and Northeast to ensure passengers get in and out of DC safely and efficiently.”

Amtrak will be adding capacity and is coordinating with agencies at the federal, state and local levels to maximize security efforts and train operations along the East Coast. Information about how the event will affect Washington-area employees, including how they can volunteer to help in certain stations along the Northeast Corridor, will be available soon.

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Engineering: The Switch Exchange System, with the assistance of Mid-Atlantic Engineering, will be wrapping up the installation of the No. 21A switch at Shore Interlocking in Philadelphia. This is the final of seven switches installed in Shore Interlocking this fall.

Benefits: The Amtrak Benefits Web site will not be available from Wednesday, Dec. 17 through Jan. 2 in order to process benefit elections. Employees can still call the Benefits Service Center at 800-481-4887 to make benefit changes.

Corporate Communications: On Tuesday, Dec. 16 at 10 p.m., as part of its eight-part “Extreme Trains” series, the History Channel is airing a segment on the *Empire Builder*.

Gift Policy Reminder: The Ethical Conduct and Conflict of Interest policy (posted on the Intranet under “Policies”) precludes accepting any gifts valued at more than \$50, and no employee may solicit a gift of any value. Procurement department employees are not allowed to accept any gifts except for “business courtesies” that exceed \$10 in value.

Tropical Storm Gustav Update

Amtrak is closely monitoring the progress of Tropical Storm Gustav as it makes its way toward the Gulf Coast. At this time, it is forecast to become a hurricane and to make landfall on the Gulf Coast on Tuesday morning. Because the safety and well-being of our employees is paramount, Amtrak is taking steps to help employees in the region, should Gustav make landfall.

In preparation for the storm's arrival, all employees in the region should ensure that they have contact information for their supervisors. In addition, the 24-hour Employee Assistance Program hotline at **800-327-6448** will serve as a central reporting number and to field questions from employees affected by the storm. **To account for employees' whereabouts and safety, all employees in the region are being asked to call this number to verify their current location after Gustav's landfall.**

The EAP personnel will manage a daily roster of employees and distribute it to department heads and supervisors to ensure that employees are accounted for.

On the operations front, as of today, regularly scheduled service has been suspended to and from New Orleans until further notice. Crescent Trains 19 and 20 will terminate and originate in Atlanta, City of New Orleans Trains 58 and 59 will terminate and originate in Memphis, and Sunset Limited Trains 1 and 2 will terminate and originate in San Antonio.

The Federal Emergency Management Agency (FEMA) has already begun evacuating some Gulf Coast cities, including New Orleans. The company is preparing to run evacuation trains according to its agreement with FEMA. To that end, designated "Go Teams," made up of T & E, Mechanical and OBS crews, along with APD and Mobile Security Teams, are being deployed to operate the evacuation trains from New Orleans to Memphis.

As more information concerning affected employees, facilities and services becomes available, additional advisories will be posted.

Top Story

Partial Coast Starlight Service Being Restored

Service on a portion of the Coast Starlight route is being restored this week after a massive mudslide severed the Union Pacific Railroad north of Chemult, Ore. on Jan. 19. Northbound train #14 will begin service on Wednesday, originating in Los Angeles and making all regularly scheduled stops to Sacramento. Southbound train #11 will begin service on Thursday over the same route. Service north of Sacramento is still suspended and is not expected to resume for at least two weeks as track restoration efforts continue.

“We’ve been in discussions with Union Pacific and all parties involved attempting to restore Coast Starlight service as quickly as possible,” said President and CEO Alex Kummant. “Our priority in this situation is to minimize the effect on our employees and passengers in a manner that’s most responsible.”

During this partial service restoration, only Coach class will be offered and no sleeping car accommodations will be available. Food and beverage service will be available in a café car only. Passengers will be able to check bags at stations that normally offer that service.

The initial mudslide destabilized the surrounding mountainside and buried approximately 3,000 feet of track under as much as 20 feet of dirt and fallen trees. Restoration efforts have been further complicated by heavy snow in the area. For more details, see corresponding Arrow messages.

Top Story

Partial Coast Starlight Service Being Restored

Service on the Sacramento-Los Angeles portion of the *Coast Starlight* route is being restored this week after a massive mudslide severed the Union Pacific Railroad north of Chemult, Ore., on Jan. 19. Northbound Train 14 will begin service on Wednesday, originating in Los Angeles and making all regularly scheduled stops to Sacramento. Southbound Train 11 will begin service on Thursday over the same route. Service north of Sacramento remains suspended until further notice.

“We’ve been in discussions with Union Pacific and all parties involved attempting throughout this disruption and even now the UP is unsure as to when the route will be reopened,” said Chief Operating Officer Bill Crosbie.

The initial mudslide buried approximately 3,000 feet of track under as much as 20 feet of dirt and fallen trees and destabilized the surrounding mountainside. Restoration efforts have been further complicated by heavy snow in the area. For more details, see corresponding Arrow messages.

In the past week, other weather-related factors have disrupted service. On Jan. 31, unstable avalanche conditions in Glacier National Park made it necessary to terminate *Empire Builder* trains and set up a bus bridge between Havre and Whitefish, Mont. On Feb. 1, heavy snow conditions and a bulldozer that partially fell through a bridge deck caused annulment of *California Zephyr* trains with passengers either bussed back to their origins or put up in hotels.

“We thank the crews who worked hard to improvise and manage these difficult situations while keeping passengers safe and comfortable,” added Crosbie.

Insert rule

The Administration released its FY '09 budget today, which includes no operating funds for Amtrak next year. The \$800 million budget for Amtrak, which is the same number as last year, comprises \$525 million for capital expenses (which includes up to \$285 million for debt service) and \$275 million for efficiency grants. The entire budget is posted on the Internet at www.whitehouse.gov/omb/budget/fy2009. Amtrak plans to present its budget request to Congress later this month.

Operational Update: Due to Norfolk Southern track work, on Wednesday, Feb. 6, *Carolinian* Trains 79 and 80 will operate between Raleigh and Charlotte only.

Engineering: The New York Division Engineering forces are replacing base corroded rail on Line 1 of the East River Tunnel this week, changing out 12 locations totaling 658 linear feet of track. Line 2 was completed when ?????

Human Resources: Nomination forms for the President's Service and Safety Awards program are posted on the Intranet at "Employees" → "Awards and Achievements" → "2008 PSSA Nomination Forms." The deadline for nominations is Friday, April 11.

Benefits: All agreement-covered employees (except FOP) **must** respond to the Aetna request for verification of dependent information by **Friday, Feb. 29** to avoid termination of dental benefits for dependents. For questions, contact Aetna **immediately** at 866-682-5619.

401(k) Update: Enrollment meetings for the Fidelity Investments 401(k) Retirement Savings Plan are ongoing through March 20. Log on to www.mysavingsatwork.com/amtrak or check the meeting schedule included in "Your Guide to Getting Started" (mailed only to current non-Plan participants) for a meeting at your location.

Top Story

Major Promotion on Tap to Hype Train Travel

This spring marks the beginning of a major marketing initiative designed to generate awareness of rail travel through a series of events, promotions and advertising campaigns, which will culminate in the first National Train Day. Scheduled for May 10, 2008, National Train Day commemorates the 139th anniversary of the completion of the Transcontinental Railroad in Provo, Utah, and will feature musical and entertainment acts in the major markets of Chicago, Los Angeles, Washington, D.C., and New York City.

The six-week campaign that leads to National Train Day encompasses a string of promotions that are part of this year's advertising program. The promotional events target a range of demographics and segments of the overall market, aiming to expand Amtrak's exposure in the marketplace.

"All of the promotional events are bound together by the National Train Day banner," said Vice President Marketing and Product Management Emmett Fremaux. "With rail travel in the public eye in various forms for six weeks and then ending with events in four major cities, we expect to strengthen our relationship with current riders as well as reach those that aren't familiar with Amtrak's service and gain market share."

Beginning in March, consumers will start to see National Train Day messaging on board trains, in stations and as part of a national advertising campaign. The events on May 10 will include entertainment, exhibits, and VIP appearances.

Some elements of the campaign are still under development, including plans for employee involvement. Look for updates on the National Train Day campaign in future editions of Amtrak This Week and Amtrak Ink.

Operational Update: Due to Norfolk Southern track work, *Crescent* Trains 19 and 20 will not operate between Atlanta and New Orleans, Mondays through Thursdays only, through March 6.

Government Affairs: Transportation Vice President Richard Phelps today testifies before the House Subcommittee on Railroads, Pipelines and Hazardous Materials on "The Role of Intercity Passenger Rail during National Emergencies" at the New Orleans Passenger Terminal.

Marketing and Product Management: If you know of a former Pullman porter who is interested in attending the upcoming Pullman porter celebration in Washington, D.C., on Feb. 25, contact Andre Ledgister at (404) 892-2931, extension 224 or a.ledgister@imagesusa.com.

Engineering:

Human Resources:

Benefits:

401(k) Update:

NEW SECURITY PROCEDURES LAUNCHED

Random baggage screening conducted by Mobile Security Team

Today, the company is publicly announcing the deployment of its new specialized Amtrak Mobile Security Team, which will patrol stations and trains and randomly inspect passenger baggage on an unpredictable, rotating schedule. The Mobile Security Team supplements ongoing patrols already in place to enhance the safety and security of passenger rail travel. These are further steps in ongoing efforts to strengthen rail security as a means to minimize the risk of terrorist threats. The Mobile Security Teams will ultimately be deployed nationwide.

“Keeping our customers and employees safe remains our priority,” said CEO Alex Kummant. “These new procedures will strengthen our overall security, and they are vital in our efforts to deter, detect, and prevent a terrorist incident on the rail system,”

The Mobile Security Team’s squads may consist of armed specialized Amtrak police, explosives-detecting K-9 units and armed counter-terrorism special agents in tactical uniforms. They will screen passengers, randomly inspect baggage and patrol stations. These squads also may sweep through trains using K-9 units.

Passengers will have the right to refuse inspection. However, if they do so, they will not be permitted to board the train and will be offered a ticket refund.

The Mobile Security Team’s procedures will not affect train schedules. Random passenger baggage inspection is a quick process and typically will take less than a minute.

Detailed information about the new procedures can be found in the corresponding OSA and ARROW messages.

Top Story

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Engineering: With a FY '07 safety ratio of 2.12 versus the 2.17 of BNSF Railroad, Amtrak Engineering has bested another Class 1 railroad engineering department in safety for the first time. The New York Engineering forces are the leading division to date in FY '08, with a safety ratio of 0.61.

Operational Update: Beginning today, *Acela Express* Train 2151 will operate five minutes earlier between Boston-South Station, New London, Conn., and all intermediate stations. The train will operate according to its published schedule to all other stations on the route.

Environmental Health and Safety: High Speed Rail, Mechanical and EHS have initiated a program to separate paper recyclable from trash on the *Acela Express* trains in New York. This is an initial step toward a more comprehensive on-board recycling program that will also include bottles and cans on *Acela* and the *Auto Train*.

Top Story

Operational Update: Operational Update: Due to CSX track work, *Regional* Train 94 will not operate between Newport News, Williamsburg and Richmond, Va. (Main Street Station), Feb. 26 through Feb. 28. Train 86 will make special stops at these stations, before resuming its normal schedule at Richmond (Staples Mill Road).

Government Affairs: President and CEO Alex Kummant will testify before the House Appropriations Subcommittee on Transportation, HUD, and Related Agencies tomorrow and provide an overview of Amtrak's FY '09 request for federal funding, as outlined in the FY '09 Grant and Legislative Request. Amtrak is requesting \$1.671 billion dollars for capital, operating and debt service needs.

Human Resources: The deadline for PSSA nominations is Friday, April 11. Nomination forms are posted on the Intranet at "Employees" → "Awards and Achievements" → "2008 PSSA Nomination Forms."

Environmental Health and Safety:

January 2, 2008

Amtrak This Week

PEB Report Expected Soon

The Presidential Emergency Board (PEB) is expected very soon to release its recommendations on the ongoing labor negotiations between Amtrak and its unions in a report to President Bush. On Jan. 1, a 30-day “cooling off” period began, after which, if the recommendations are rejected or no agreements are reached, the parties may pursue self-help.

Remembering George Warrington

Amtrak mourns the passing of former Amtrak President and Chief Executive Officer George D. Warrington, who succumbed to pancreatic cancer on Dec. 24 after an eight-month battle. As president and CEO from 1998 to 2002 and chief executive of the Northeast Corridor Strategic Business Unit from 1994 to 1997, he presided over the electrification of the north end of the NEC and the launch of *Acela Express* service.

Warrington left Amtrak in 2002 to serve as the executive director of New Jersey Transit. After leaving NJT in 2007, he co-founded Warrington Fox Shuffler, a strategic consulting firm.

Warrington remains in the hearts and minds of many across the Amtrak system and our thoughts are with his family.

Government Affairs: On Dec. 26, President George W. Bush signed into law H.R. 2764, the omnibus appropriations bill for fiscal year 2008, which includes \$1.325 billion for Amtrak — \$475 million for operating grants and \$850 million for capital improvements (including debt service). The bill also includes \$30 million for capital grants to states via the Federal Railroad Administration for new or improved intercity rail passenger service.

Transportation: Daryl Pesce has been appointed general superintendent of the Central Division, effective Jan. 1, 2008. Former Superintendent of Operations Mike Sherlock is serving as acting general superintendent of the Mid-Atlantic Division.

Operational Update: The Winter 2008 edition of the system timetable, effective Jan. 21 through April 6, is being delivered to stations this month, and incorporates schedule adjustments resulting from maintenance-of-way projects and other operational factors.

Payroll: Due to late releases by numerous tax authorities and the related technical issues associated with applying tax changes to SAP, many 2008 tax rates will not be applied to

the first paycheck of 2008 on Jan. 4. It is expected that all of the changes will be received in time to recalculate all affected taxes by the end of January.

January 2, 2008

Amtrak This Week

President Signs Omnibus FY '08 Appropriations Bill

On Dec. 26, President George W. Bush signed into law H.R. 2764, the omnibus appropriations bill for fiscal year 2008, which includes key provisions impacting Amtrak. The Amtrak portion of the bill—totaling \$1.325 billion—includes \$475 million for operating grants and \$850 million for capital improvements, with up to \$285 million for debt service.

The bill also includes \$30 million for capital grants to states by the Federal Railroad Administration for new or improved intercity rail passenger service.

In Memoriam

Amtrak mourns the passing of former Amtrak President and Chief Executive Officer George D. Warrington, who succumbed to pancreatic cancer on Dec. 24 after an eight-month battle. As president and CEO from 1998 to 2002 and chief executive of the Northeast Corridor Strategic Business Unit from 1994 to 1998, he presided over the electrification of the north end of the NEC and the launch of *Acela Express* service.

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Warrington remains in the hearts and minds of many across the Amtrak system; our thoughts are his family.

Transportation: Daryl Pesce, formerly Mid-Atlantic Division general superintendent, is the new general superintendent for the Central Division, the first division to be reorganized to create a unified approach between Engineering, Mechanical and Transportation. Mike Sherlock is serving as the acting MAD general superintendent.

Operational Update: The Winter 2008 edition of the system timetable, effective Jan. 21 through April 6, is being delivered to stations this month, and incorporates schedule adjustments resulting from maintenance-of-way projects and other operational factors.

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Top Story

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Briefs:

Approp signed by POTUS **President Bush Signs H.R. 2764 into Law TOTAL**

AMTRAK: \$1.325 billion

\$475 million for Amtrak operating grants;

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STATES:

\$30 million for capital grants to States by the Federal Railroad Administrator for new or improved intercity rail passenger service.

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Payroll: States' Delay in Releasing 2008 Tax Rate Changes Affects Payroll

Due to late releases by numerous tax authorities and the related technical issues, many 2008 tax rates will not be applied for the first pay of 2008 on January 4th. We hope that all of these changes will be received in time to recalculate all taxes by the end of January. (this doesn't appear to be the last version of this.)

PEB Submits Recommendations to the President

Early last week, the Presidential Emergency Board submitted its recommendations to President George W. Bush for settling the ongoing negotiations between Amtrak and nine of its unions that represent employees. Between now and Jan. 31, the company will have an opportunity to negotiate a settlement that is good for Amtrak and its employees.

Feb. 1 marks the beginning of a third 30-day “cooling off” period, at the end of which, if the proposal is rejected, the parties may pursue self-help.

Don't Forget: Keep your Mailing Address Current

Each year, the Railroad Retirement Board (RRB) sends employees a BA-6 form, detailing their service months and eligible compensations earned for the last calendar year. It is very important that every employee review the information on this form for accuracy. To confirm the correct mailing address, employees should call their local RRB office, which is listed under “United State Government” in the telephone directory.

Changes of address can also be sent to the RRB headquarters at the address shown on the back of the BAQ-6, or faxed to 312-751-7190.

Also, W-2 forms will be mailed to employees' current address by Jan. 31. Employees are encouraged to notify Human Resources if their mailing address has changed during the past calendar year.

Operational Changes: Due to Union Pacific's plan to install 87,000 concrete ties in the Pomona, Calif., area, the Ontario, Calif., stop for the *Sunset Limited* Trains 1 and 2 will not be accessible through Feb. 23. Passengers can book to or from Pomona, seven miles west of Ontario.

Benefits: All agreement-covered employees (except FOP) should have received correspondence from Aetna regarding verification of dependent information. To continue dental benefits, Aetna requires a response. For questions, contact Aetna immediately at 866-682-5619.

Human Resources: It's not too late to enter your 2007 absences into mySAP. Not entering your 2007 absences could affect your ability to accrue vacation in 2008. Once your vacation hours reach a maximum of 125 percent of your total vacation entitlement, you will cease to accrue vacation for 2008; lost vacation accrual is not retroactive.

401 (k) Rollout: Employees currently not participating in the Fidelity Investments 401 (k) Retirement Savings Plan will soon receive an enrollment guide and meeting schedule in the mail. Fidelity will hold enrollment meetings for non-participating Amtrak employees beginning Jan. 14. Current participants can now access their accounts at www.mysavingsatwork.com/amtrak.

Information Technology: On Jan. 8, Help Desk users will receive an e-mail invitation requesting their participation in a brief online customer satisfaction survey. The e-mail message will direct users to a clickable link to complete the 10-minute questionnaire; Arrow users must cut and paste the link into their Web browser.

PEB Recommendations Made

The Presidential Emergency Board recommendations for settling the ongoing negotiations between Amtrak and nine of its unions were submitted to the President early last week, initiating a 30-day cooling off period. The PEB recommendations are posted on the Intranet home page.

During this period, Amtrak and its unions have an opportunity to identify a resolution based on the recommendations provided by the PEB. If no resolution is reached by midnight on Jan. 29 — and no extension of the cooling off period is agreed to or imposed — either party may seek self-help at 12:01 a.m. on Jan. 30. In the interest of reaching a settlement and averting a strike, it is possible for both parties to agree to extend the length of the cooling off period.

Please be assured that we will keep you apprised of any developments that occur on this matter; in the meantime please remain focused on running a safe and reliable railroad.

Don't Forget: Keep your Mailing Address Current

It is very important that every employee review the Railroad Retirement Board (RRB) form BA-6 that details employees' service months and eligible compensations earned for the last calendar year. This form is sent to every employee's mailing address; to confirm the correct mailing address, employees should call their local RRB office, which is listed under "United States Government" in the telephone directory. Changes of address may also be sent to the RRB headquarters at the address shown on the back of the BA-6 or faxed to 312-751-7190.

Also, W-2 forms will be mailed to employees' current address by Jan. 31. Employees are encouraged to notify Human Resources if their mailing address has changed during the past calendar year.

Operational Changes: Due to Union Pacific's plan to install 87,000 concrete ties in the Pomona, Calif., area, the Ontario, Calif., stop for *Sunset Limited* Trains 1 and 2 will not be accessible through Feb. 23. Passengers may book to or from Pomona, seven miles west of Ontario.

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PEB Submits Recommendations to the President

Early last week, the Presidential Emergency Board submitted its recommendations to President George W. Bush for settling the ongoing negotiations between Amtrak and nine of its unions that represent employees. Between now and Jan. 31, the company will have an opportunity to negotiate a settlement that is good for Amtrak and its employees.

Feb. 1 marks the beginning of a third 30-day “cooling off” period, at the end of which, if the proposal is rejected, the parties may pursue self-help.

Don't Forget: Keep your Mailing Address Current

Each year, the Railroad Retirement Board (RRB) sends employees a BA-6 form, detailing their service months and eligible compensations earned for the last calendar year. It is very important that every employee review the information on this form for accuracy. To confirm the correct mailing address, employees should call their local RRB office, which is listed under “United State Government” in the telephone directory.

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New Procedures in Effect for Requesting Arrow Log Sign-in

Effective Jan. 22, requests to create, modify or delete Arrow IDs will be processed by the Arrow Security Team, replacing the IBM-operated Amtrak Help Desk in Boulder, Colo. All Arrow log sign-in requests must be completed by a supervisor, lead clerk or foreman.

There will be four methods for submitting an Arrow ID request:

1. Sending an e-mail to Sandra Cooper, manager, Reservation System and Testing Support: CooperS@amtrak.com.
2. Sending an Arrow message to queue "MHQ," using the format found on Arrow DRS page G/POL/ARO/P6.
3. Faxing the "Log Sine Request Form" to Arrow Security Team at ATS 777-2493 or 202-906-2493. The form is also on the Intranet: "Library" → "ARROW" → "Log Sine Request."
4. Using the Customer Service Request (CSR) process.

Requests received by 4 p.m. EST will be honored on the same business day; requests received after 4 p.m. EST will be honored the next business day. Weekend or holiday requests will be honored the following business day.

Requests for a large quantity of new Arrow log sign-ins (i.e., for new hire classes) may require additional handling time. Those requests from external clients require prior approval from the Information Security Department.

First-time users with a newly assigned log sign-in will be prompted to: *enter SAP ID (or last 4 digits of SS#)*. However, users should **only** enter the last six digits of their SAP ID; Arrow is being modified to remove the reference to Social Security number.

Any log sign-in inactive for 90 days is automatically deactivated by Arrow, removing it from the Arrow system and terminating access. To restore access, follow the procedures outlined above.

For more information, please contact Sandra Cooper at ATS 777-3905 or 202-906-3905.

Engineering: Production's New England Division Rail Team, with the assistance of the New England Division Engineering forces is installing 3,500 linear feet of patch rail on the curves of the Northeast Corridor north of New Haven, Conn., this week.

Human Resources: Nomination forms for the President's Service and Safety Awards (PSSA) program will be posted on the Intranet by Jan. 22, and the nomination period runs until April 11. The PSSA program, now in its 28th year, provides the highest recognition for employees and external partners who've made outstanding contributions to Amtrak and the passenger rail industry.

Health Services: Effective Jan. 14, due to the closing of the Chicago Health Services office, employees and departments in the Western Region will now be serviced via the centralized office in Philadelphia. Please direct all applicable communication and correspondence to: Amtrak Health Services; 30th and Market Streets; Mail Box 67; Philadelphia, PA 19104. The phone number is ATS 728-2389 or 215-349-2389; fax: 215-249-2323 (Western) or 215-349-4401 (Eastern).

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LANDSLIDE IN OREGON AFFECTS COAST STARLIGHT SERVICE

A massive landslide spanning an estimated 15 miles has severed the Union Pacific railroad north of Chemult, Ore., affecting service of the Coast Starlight.

Taking into consideration the low load factors and a cost-benefit analysis of the alternatives, the Transportation department has modified schedules of Trains 11 and 14 today and tomorrow, and cancelled service of northbound trains originating on Jan. 24 through Jan. 31, while southbound trains will be cancelled on Jan. 25 through Jan. 31. The landslide is reportedly advancing and the area must be stabilized before service can resume, making an estimation of when service can be restored difficult. Amtrak will be monitoring the situation very closely. For complete details, refer to the corresponding Arrow message.

Engineering: The Switch and Rail gang is doing preparatory work for the reconstruction of 14,400 linear feet of Track 2 in the south tube of the North River Tunnel in New York, which will require 26 55-hour weekend outages (10 p.m. Friday through 4 a.m. Monday) throughout the year.

Operational Update: The annual West Palm Beach Safety Patrol special trains are currently operating between Mangonia Park, Fla., and Washington, D.C., carrying approximately 600 students and 25 chaperones. The last of the trips takes place this week, Jan. 23 through Jan. 26.

Human Resources: Nomination forms for the President's Service and Safety Awards (PSSA) program will be posted on the Intranet tomorrow and can be found at "Employees" → "Awards and Achievements" → "2008 PSSA Nomination Forms. The nomination period runs until April 11. The PSSA program, now in its 28th year, provides the highest recognition for employees and external partners who've made outstanding contributions to Amtrak and the passenger rail industry.

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ENGINEERING DEPARTMENT PLANS FIRST EVER REPAIR BLITZ FOR NEC Government Affairs supports project through communication with local officials

The mid-June four-day closure of the Thames River Bridge to install a new lift span will provide the Engineering department an opportunity to conduct a nearly around-the-clock repair and maintenance “blitz” between New Haven and Boston.

Rather than absorbing the costs associated with potential bus bridges north and south of the bridge during the temporary closure, taking advantage of the rail outage between New Haven and Boston will enable Engineering crews to complete about a year’s worth of maintenance work in just four days.

The blitz, which is unique in its magnitude and scope, will improve the overall reliability of the infrastructure and reduce future service disruptions due to track outages for maintenance work. The blitz will involve tie replacement, surfacing at interlockings, electric catenary maintenance, road-crossing panel replacement and other bridge, track and platform work.

Amtrak has notified officials in the communities north of New Haven, and will be briefing local leaders on the scope of work and the service suspension itself in the coming months.

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After conducting a cost-benefit analysis of the alternatives, Amtrak decided to modify schedules of Trains 11 and 14 today and tomorrow, and cancel service of trains originated Jan. 24 through Jan. 31.

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Engineering Department Plans June NEC Maintenance Blitz

Amtrak has begun notifying communities north of New Haven, Conn., of a planned four-day rail outage between New Haven and Boston associated with the replacement of the span of the Thames River Bridge this summer. In June, a vertical lift span will replace the current span on the Thames River Bridge in Groton, Conn., which in recent years had been prone to operating failures. The multi-year project will culminate in the installation of the new span during the four-day rail closure of the bridge in mid-June.

The bridge outage provides the Engineering department an opportunity to conduct a nearly around-the-clock repair and maintenance “blitz” between New Haven and Boston. Taking the rail out of service between New Haven and Boston will enable Engineering crews to complete about a year’s worth of maintenance work in just four days.

The capital improvement blitz, which is unique in its magnitude and scope, will improve the overall reliability of the infrastructure and reduce the need for future service disruptions due to track outages for maintenance work. The blitz will involve tie replacement, surfacing at interlockings, electric catenary maintenance, road-crossing panel replacement and other bridge, track and platform work.

Amtrak will continue to notify communities north of New Haven, and will be briefing local leaders on the scope of work and the service suspension itself in the coming months.

Operational Update: Due to the mudslides over a 10-mile stretch of Union Pacific tracks between Chemult, Ore., and Eugene, Ore., *Coast Starlight* service is temporarily suspended. A firm date for service restoration has not yet been established, however, the company operating plan was developing assuming service in approximately two weeks.

Human Resources: The United Way campaign is currently underway and will run through Jan. 31. To obtain a pledge card, contact Carolyn Stagger at ATS 777-3899 or 202-906-3899 or via e-mail at staggec@amtrak.com.

Environmental Health and Safety: The Safety Audit group will participate with the Mechanical department to audit the company’s mechanical contractor in Bakersfield, Calif. These audits assist contractors by identifying potential mechanical, contracting and safety concerns.

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Services Resume Following Midwest Floods

Service has now been fully restored on all three routes that were temporarily suspended in mid-June due to massive floods throughout the Midwest. The *Empire Builder* and *Southwest Chief* returned to regular service on July 1, while the *California Zephyr*, resumed on July 5.

“Floods of this size can wash out tracks and cause a lot of damage to switches and signal systems,” said Chief Operating Officer Bill Crosbie. “Our host railroads — BNSF, Canadian Pacific and Union Pacific—worked diligently to help us minimize the impact of the floods on our passengers and our business. We appreciate their efforts.”

Missouri Announces \$5 Million to Improve Amtrak Service

Last week, the Missouri Department of Transportation (MoDOT) announced \$5 million will be provided by the state legislature to improve infrastructure and increase reliability of service between Kansas City and St. Louis. The state is also seeking another \$5 million in matching funds from the federal government.

Amtrak operates two daily Kansas City-St. Louis round trips on the Union Pacific Railroad, which currently suffers from heavy freight train congestion. The investment from MoDOT will increase track capacity through the addition of sidings, thereby relieving bottlenecks along the route.

“We’re extremely excited about Missouri’s new level of commitment to passenger rail service,” said Anne Witt, vice president, Strategic Partnerships. “This is a trend we’re seeing across the country – states are continually recognizing the need for reliable public transportation options, which equates to a lot of growth potential for our company.”

Illinois Funding Update

Due in part to strong public opposition, Illinois Gov. Rod Blagojevic has backed off a proposal to eliminate funding for Amtrak service in 2009. The proposal was part of a plan to cut nearly \$2 billion in state spending to help balance the state budget. The company currently operates over a dozen daily round trips as part of a service contract with the Illinois DOT and a contract renewal at the current level of \$28 million per year is expected to be completed soon.

Operational Update: On July 9, 10 and 11, Amtrak *Cascades* Train 504 will not operate due to Union Pacific Railroad track work. Passengers will be provided motorcoach service between Eugene, Albany, Salem, Oregon City and Portland, Ore.

Engineering: The compaction grouting project that began on April 1 to stabilize 1,000 feet of concrete floor slabs of the B and P Tunnel in Baltimore is progression on schedule toward its July 21 completion target.

Human Resources: All non-agreement managers should have completed performance goals discussions with employees and entered the FY '08 goals into IMPACT, the new online performance management system. The final IMPACT training session is currently underway and will conclude on Friday, July 25.

Benefits: New benefit contribution rates go into effect this month for agreement-covered employees, and will be in effect for the next 12 months. For more information, contact the Amtrak Benefits Service Center at 800-481-4887.

Finance (Correction): The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from **50.5 cents** per mile to **58.5 cents** per mile between July 1 and Dec. 1, 2008. The new rate will be effective for mileage expenses incurred on or after July 1.

Reminder: Don't forget to submit your entry for the 2009 "Picture our Train" Wall Calendar Photo Contest. The deadline for submissions is **Friday, July 11.**

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Extended Agreement with Connecticut DOT Expands Service

On the heels of new and expanded agreements with Maryland for the operation of its MARC commuter rail line, Amtrak has agreed to a five-year extension of its operating and access agreement with the Connecticut Department of Transportation (CDOT) that runs through June 2012.

The company will continue to provide transportation, mechanical and materials management services for CDOT's Shore Line East commuter rail, along with access to territory between New Haven and New London. New weekend service has also begun as part of the deal. Total contract revenue for the company for existing and expanded service is expected to increase by 32 percent annually.

Amtrak currently has six contracts to operate or support commuter train services including MARC and Shore Line East. Others are California's Caltrain, Florida's Tri-Rail, Virginia's VRE and Washington's Sound Transit.

Operational Update: Beginning July 14 through Aug. 14, Train 470, 490, 493 and 495 will not operate between Hartford, Conn., and Springfield, Mass., due to Amtrak track work. Service will not be provided to Windsor, Conn., but motorcoach service will be provided between Springfield, Windsor Locks, Conn., and Hartford.

Labor Relations: All agreement-covered workers who were on the payroll on Dec. 1, 2007 will receive appropriate back pay regardless of their employment status at the time wage payments are issued.

Engineering: Beginning July 14, the New England Division System Tie Gang S126 will install 11, 216 ties on the Springfield Line on the single-track section between Hayden and Windsor through the third week of August. Motorcoach service will be provided for the two midday shuttle passengers.

Human Resources: Non-agreement managers should have completed their FY '08 performance goals discussions with their employees and entered the goals into IMPACT; training is being conducted daily—10 a.m. to 11 a.m. and 1 p.m. to 2 p.m. through July 25. Questions related to the training should be sent to Impact@amtrak.com. For more performance management information, log onto the performance management Web site via the Intranet: "Employees" → "Performance Management."

401 (k) Update: To schedule an appointment with the Fidelity representative for help with enrolling, increasing contributions or making investment changes, employees can now call 800-642-7131 or visit www.fidelity.com/atwork/reservations. Reservations must be made two weeks in advance to receive a written confirmation via U.S mail. However, reservations can be made as late as 48 hours in advance.

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401 (k) Update: To schedule an appointment with the Fidelity representative for help with enrolling, increasing contributions or making investment changes, employees can now call 800-642-7131 or visit www.fidelity.com/atwork/reservations. Reservations must be made two weeks in advance to receive a written confirmation via U.S mail. However, reservations can be made as late as 48 hours in advance.

Company Addresses Baggage Car Shortage

The amount of baggage on trains has increased dramatically as ridership soars and passengers exceed their carry-on limits, causing more demand for baggage equipment. While the issue may be causing headaches for some front-line employees and passengers, the Mechanical and System Operations departments are taking steps to alleviate the strain as much as possible.

The company currently has 63 baggage cars in the active fleet — 51 are required for revenue service, and the other 12 are allocated as back-up cars for terminals in New York, Los Angeles, Chicago and Beech Grove. Currently, 10 baggage cars are due for required air brake maintenance at the Beech Grove facility, resulting in a shortage.

“The problem,” explains Mike Frazier, director, System Operations, “is that with 10 cars in Beech Grove, the current operating plan only allows for two more baggage cars to be shopped elsewhere in the system. This is not feasible or sustainable. We’ve tried using baggage coaches as a temporary fix, but they simply can’t handle the high volume of luggage, which is why we adjusted our plan last week.”

That plan includes temporarily suspending baggage car service on Trains 448 and 449, effective July 19. Those cars will be redirected for use on the *Sunset Limited*. Repairs at Beech Grove are also being accelerated; three shopped cars are expected back in service within the next three weeks, according to Deputy Chief Mechanical Officer Terry Schindler.

“We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help,” said Schindler. “If capital investments are there to support the current fleet plan, we’ll build new baggage cars in two years that are more efficient and easier to load and unload.” According to Schindler, the challenge lies with striking a balance between investing in equipment that may be retired soon and planning for the future while meeting the current needs of the fleet.

Operational Update: Due to Canadian Pacific track work, eastbound Train 8/28/808 will operate on an alternate route and will not stop at stations between St. Paul-Minneapolis and Chicago on Tuesday, July 22 and Tuesday, July 29.

Human Resources: IMPACT training for non-agreement managers, which occurs daily from 10 a.m. to 11 a.m. and 1 p.m. to 2 p.m., ends Friday, July 25.

Benefits: To find out if a Fidelity Investments representative will be in your area or make an appointment, log onto www.mysavingsatwork.com/amtrak and click on “Meet with a Fidelity Representative.” You can also call 800-642-7131 to reserve an appointment at a convenient location.

Environmental Health and Safety: The oil-contaminated area in and around the Sunnyside Yard in New York is currently under remediation, with clean-up being conducted under the oversight of the New York State Department of Environmental Conservation. The project is slated for completion for future rail operations in October.

Approved by Mike Frazier and Terry Schindler

Company Addresses Baggage Car Shortage

The amount of baggage on trains has increased dramatically as ridership soars and passengers exceed carry-on limits, causing more demand for baggage equipment. The Mechanical and System Operations departments are taking steps to alleviate the strain as much as possible for front-line employees and passengers.

There are currently 63 baggage cars in the active fleet — 51 are required for revenue service, and the other 12 are allocated for preventive maintenance or overhaul at terminals in New York, Los Angeles, Chicago and Beech Grove. Currently, 10 baggage cars are due for required air brake maintenance at Beech Grove, resulting in a shortage.

“The problem,” explains Mike Frazier, director, System Operations, “is that with 10 cars in Beech Grove, the current operating plan only allows for two more baggage cars to be shopped elsewhere in the system. This is not feasible or sustainable. We’ve tried using baggage coaches as a temporary fix, but they simply can’t handle the high volume of luggage, which is why we adjusted our plan last week.”

That plan includes temporarily suspending baggage car service on Trains 448 and 449, effective July 19. Those cars will be redirected for use on the *Sunset Limited*. Repairs at Beech Grove are also being accelerated; three shopped cars are expected back in service within the next three weeks, according to Deputy Chief Mechanical Officer Terry Schindler.

“We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help,” said Schindler. “If capital funds are available to support the current fleet plan, we’ll build new crew baggage cars in the near future that are more efficient and easier to load and unload.” According to Schindler, the challenge lies with striking a balance between investing in equipment that may be retired soon and planning for the future while meeting the current needs of the fleet.

Approved by Mike Frazier and Terry Schindler

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There are currently 63 baggage cars in the active fleet — 51 are required for revenue service, and the other 12 are allocated for running repair, preventive maintenance and overhaul at terminals in New York, Los Angeles, Chicago and Beech Grove. Currently, 10 baggage cars are due for required air brake maintenance at Beech Grove, which has resulted in shortages.

“The problem,” explains Mike Frazier, director, System Operations, “is that with 10 cars in Beech Grove, the current operating plan only allows for two more baggage cars to be shopped for any reason elsewhere in the system. This is not feasible or sustainable. We’ve tried using baggage coaches as a temporary fix, but they simply can’t handle the high volume of luggage, which is why we adjusted our plan last week.”

That plan includes temporarily suspending baggage car service on Trains 448 and 449, effective July 19. Those cars will be redirected for use on the *Sunset Limited*. Repairs at Beech Grove are also being accelerated; three shopped cars are expected back in service within the next three weeks, according to Deputy Chief Mechanical Officer Terry Schindler.

“We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help,” said Schindler. “If capital funds are available to support the current fleet plan, we’ll build new crew baggage cars in the near future that are more efficient and easier to load and unload.” According to Schindler, the challenge lies with striking a balance between investing in equipment that may be retired soon and planning for the future while meeting the current needs of the fleet.

Approved by Mike Frazier, Terry Schindler, Vince Nesci

Company Addresses Baggage Car Shortage

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There are currently 63 baggage cars in the active fleet — 51 are required for revenue service, and the other 12 are allocated for running repair, preventive maintenance and overhaul at terminals in New York, Los Angeles, Chicago and Beech Grove. Currently, 10 baggage cars are due for required air brake maintenance at Beech Grove.

“The problem,” explains Mike Frazier, director, System Operations, “is that with 10 cars in Beech Grove, the current operating plan only allows for two more baggage cars to be shopped for any reason elsewhere in the system. This is not feasible or sustainable. We’ve tried using baggage coaches as a temporary fix, but they simply can’t handle the high volume of luggage, which is why we adjusted our plan last week.”

That plan includes temporarily suspending baggage car service on Trains 448 and 449, effective July 19. Those cars will be redirected for use on the *Sunset Limited*. Repairs at Beech Grove are also being accelerated; three shopped cars are expected back in service within the next three weeks, according to Deputy Chief Mechanical Officer Terry Schindler.

“We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help,” said Schindler. This 58-year-old fleet has been downsized over the years due to restructuring. Should capital funding become available, replacing these cars will become a priority. According to Schindler, the challenge lies with striking a balance between investing in equipment that may be retired soon and planning for the future while meeting the current needs of the fleet.

DRAFT – July 17, 2008

Company Addresses Baggage Car Shortage

The amount of baggage on trains has increased dramatically as ridership soars and passengers exceed their carry-on limits. The issue is causing headaches for employees as well as passengers, but the Mechanical and System Operations departments are taking steps to alleviate the strain as much as possible.

The company currently has 63 baggage cars in the active fleet — 51 are required for revenue service, and the other 12 are allocated as back-up cars for terminals in New York, Los Angeles, Chicago and Beech Grove. Like other equipment, baggage cars are required to have air brake maintenance completed every four years and many are due for service. There are currently 10 baggage cars at Beech Grove for service, causing the shortage.

“The problem,” explains Mike Frazier, director, System Operations, “is that the current operating plan only allows for two baggage cars to be shopped at any one time. This is not feasible or sustainable. We’ve tried using baggage coaches as a temporary fix, but they simply can’t handle the high volume of luggage, which is why we adjusted our plan last week.”

That plan includes temporarily suspending baggage car service on Trains 448 and 449. Those cars will be redirected to service on the *Sunset Limited*. Repairs at Beech Grove are also being accelerated with three shopped cars back in service within the next three weeks, according to Terry Schindler, deputy chief mechanical officer.

Said Schindler, “We know this is a serious issue and as long as we can minimize out-of-service cars in the field, this plan should help. If capital investments are there to support the current fleet plan, we’ll build new baggage cars in two years that are newer and more efficient. But that means we can’t invest too much money in fixing cars that could be retired soon.”

ATW Top Story for July 28
DRAFT – July 24, 2008

Dear Co-workers,

As I'm sure you're aware, we are experiencing record ridership across the system, making our regularly busy summer season all the more demanding. But with this increase in passengers comes an increased responsibility to maintain our focus on the safety of our co-workers and our passengers.

Safety is always our top priority. Distractions and shortcuts can put you, your co-workers and passengers at risk, and this is especially critical for employees in operating departments — from mechanics, to Engineering crews, to conductors.

Whether it's a matter of slips, trips and falls or other potential hazards, we can prevent injuries by following proper procedures and being mindful of the safety training, safety briefings, and information provided by a division's safety committee, among other resources.

To that end, we will be talking to each and every Transportation department employee about their safety responsibilities from now through August 30. These individual contacts, which are typically done on a quarterly basis, are part of the Employee Safety section of our System Safety Program. (what about other departments?)

The discussions are meant to serve as a dialogue, so that we may also learn from you what you do to work safely. Our aim is to foster an environment of open communication regarding personal safety, and in the coming months you'll be hearing more about other safety-related measures we're planning.

Until then, stay alert, focused and safe. Remember — no matter how busy we may get, we are never too busy to operate a safe railroad.

Sincerely,

William Crosbie
Chief Operating Officer

ATW Top Story for July 28
DRAFT #3

Approved by Byl Herrmann, Richard Phelps, Joe Bress, Roy Deitchman, Steve Strachan, Chris Williams

Letter from the COO: Maintain Safety Focus

Dear Co-workers,

As I'm sure you're aware, we are experiencing record ridership across the system, making our regularly busy summer season all the more demanding. But with this increase in passengers comes an increased responsibility to maintain our focus on the safety of our co-workers and our passengers.

Safety is always our top priority. Distractions and shortcuts can put you, your co-workers and passengers at risk, and this is especially critical for employees in operating departments — from conductors to engineers and on-board personnel.

Whether it's a matter of slips, trips and falls or other potential hazards, we can prevent injuries by following proper procedures and being mindful of the safety training, safety briefings, and information provided by your safety committee, among other resources.

To that end, we will be talking to each and every Transportation department employee about his or her safety responsibilities from now through August. All Engineering and Mechanical employees will have similar discussions by the end of September. These individual contacts, which are typically done on a quarterly basis, are part of the Employee Safety section of our System Safety Program.

The discussions are meant to serve as a dialogue, so that we may also learn from you what you do to work safely. Our aim is to foster an environment of open communication regarding personal safety, and in the coming months you'll be hearing more about other safety-related measures we're planning.

Until then, stay alert, focused and safe. Remember — no matter how busy we may get, we are never too busy to operate a safe railroad.

Sincerely,

William Crosbie
Chief Operating Officer

ATW Top Story for July 28
DRAFT – July 24, 2008

Dear Co-workers,

As we are all well aware, Amtrak is currently enjoying record ridership across the system and our numbers are expected to get even better now that we are in the middle of the peak summer travel season. But with this increase in passengers comes an increased responsibility. More people on our trains means that we are accountable for the safety of more mothers, fathers, daughters, sons, grandparents and grandchildren.

In addition to being responsible for our passengers, we must also remain vigilant in keeping ourselves, and our colleagues, safe while on the job. This is always our top priority, and I want to reinforce the importance of injury prevention and operating rules to every Amtrak employee. This is especially critical for Operations employees — from mechanics, to Engineering crews, to conductors.

Slips, trips and falls have accounted for the majority of recent injuries. We can prevent these injuries by following safety guidelines and watching out for ourselves and others. The System Safety Plan calls for regular face-to-face meetings to discuss issues and injury prevention. To underscore our commitment to operating rules and injury prevention, I've asked all Transportation managers to conduct meetings with each and every employee by the end of August.

The purpose of these meetings, which will be reported in TDRS, is to reinforce the importance of safety, and that failure to follow rules is not acceptable. We also want to continue to create an environment of open communication regarding personal safety. We're in the process of planning other safety-related campaigns, which you will hear more about in the coming months. Until then, stay alert, stay focused and most importantly, stay safe.

Sincerely,

Bill Crosbie
Chief Operating Officer

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Safety is always our top priority. Distractions and shortcuts can put you, your co-workers and passengers at risk, and this is especially critical for employees in operating departments — from conductors to engineers and on-board personnel.

Whether it's a matter of slips, trips and falls or other potential hazards, we can prevent injuries by following proper procedures and being mindful of the safety training, safety briefings, and information provided by your safety committee, among other resources.

To that end, we will be talking to each and every Transportation department employee about his or her safety responsibilities from now through August. All Engineering and Mechanical employees will have similar discussions by the end of September. These individual contacts, which are typically done on a quarterly basis, are part of the Employee Safety section of our System Safety Program.

The discussions are meant to serve as a dialogue, so that we may also learn from you what you do to work safely. Our aim is to foster an environment of open communication regarding personal safety, and in the coming months you'll be hearing more about other safety-related measures we're planning.

Until then, stay alert, focused and safe. Remember — no matter how busy we may get, we are never too busy to operate a safe railroad.

Sincerely,

William Crosbie
Chief Operating Officer

Marketing and Product Management: A new fare sale — promoting a 15 percent reduction on select city pairs (10 percent on the *Auto Train*) — is underway to stimulate travel on long distance routes. Reservations are available through Aug. 8 for travel between Sept. 2 and Dec. 11.

Operational Update: On Saturdays and Sundays through Sept. 1, *Ethan Allen* Trains 292 and 296 will be adjusted to accommodate passengers traveling to and from Saratoga Springs, N.Y., for the 2008 Saratoga Races.

Human Resources: All non-agreement managers who have not yet completed Impact training must do so via a computer-based training module, which is now on the performance management Web site: “Employees” → “Performance Management. Select “Impact-CBT” from the “Impact” drop-down menu.

Information Technology: IT has launched a new departmental Intranet page with the same look and feel as the corporate Intranet page. Log on to “How We Work” → “Information Technology” to access the site.

“Picture our Train” Calendar Contest in Full Swing

Now is the time to enter the “Picture our Train” 2009 Wall Calendar Photo Contest. The contest, which began on May 12, is an annual opportunity for employees and train buffs to submit a favorite photo of an Amtrak train to be featured on next year’s calendar.

The contest review panels are looking for the best original color photographs featuring a train with the current Amtrak logo and livery visible, including Amtrak California trains, Amtrak *Cascades*®, *Pacific Surfliner*® and *Acela Express* trains. Last year’s winning entry, a *Coast Starlight* train passing the majestic Mt. Shasta in Northern California, was submitted by Richard J. Allen, a retired police officer from Cortland, N.Y.

All entries must be an 8 x 10 original color photo suitable for enlargement up to 25 inches.

The grand prize winner will receive a \$1,000 travel voucher and a photo credit on the calendar. Second- through fifth-place contestants will receive travel vouchers as well, ranging from \$100 to \$500. The contest ends July 11.

Contestants are reminded to stay away from tracks and railroad rights-of-way, and remain in public access areas. The official rules are posted on Amtrak.com/photocontest.

Operational Update: Due to Union Pacific track work, the *California Zephyr* will detour through Wyoming via UP’s overland route affecting service at stations between Denver and Salt Lake City from Sunday, June 8 through Sunday, June 15.

Marketing and Product Management: A “Historical On-Time Performance” link on the Amtrak.com home page now enables passengers to better plan their trip by highlighting a particular train’s on-time performance and causes for possible delays.

Engineering: The cutover on the Shell at Grade project occurs on Sunday, June 8. The project improves the junction of the Hellgate Line with the New Haven Line to allow a speed increase from 15 mph to 45 mph for Amtrak trains.

Benefits: Employees who have questions regarding their benefits should contact the Amtrak Benefits Service Center at 800-481-4887.

Alleman Tapped for Top Spot in Mid-Atlantic Division

The company has selected Steven J. Alleman, deputy chief engineer, Construction, to assume the Washington, D.C.-based role of general superintendent of the Mid-Atlantic Division, effective June 1. Mike Sherlock, acting general superintendent since January, will assist in the transition process until June 15, before resuming his prior role as superintendent of operations based in Philadelphia.

“Steve offers a wealth of experience and knowledge and he’s demonstrated great skill and leadership as manager for a number of complex projects and operations,” said Vice President of Transportation Richard Phelps. “We should also applaud Mike for stepping up and serving in exemplary fashion during the search for a permanent replacement.”

Alleman joined Amtrak in 1977 as a track worker while attending Virginia Tech. During his tenure, Alleman has served in a variety of roles including New England Division general manager, High Speed Rail program director and senior program director of Fire and Life Safety.

Thames River Project to Affect Boston-New Haven-New York Service

Beginning Saturday, June 14 and continuing through Tuesday, June 17, Amtrak will replace the movable span of the 90-year-old Thames River Bridge, located between Groton and New London, Conn. To accommodate this project, service cancellations and adjustments will be made affecting travel between Boston, New Haven, Conn., and New York. This is the final stage of a multi-year project designed to improve the reliability of the bridge, reduce the chance of operational failures and minimize train delays. During this four-day track outage, Amtrak will also perform a maintenance “blitz” between Boston and New Haven that will provide passengers with a smoother ride and significantly improve the reliability of the railroad.

To communicate how service will be affected between New York and Boston during the four-day changeout, the company launched an extensive outreach campaign in February to inform appropriate state and local leaders, passengers and residents of the upcoming construction and service disruption. The company held numerous local meetings, sent written correspondence, produced an informational video, and launched media relations and customer communications campaigns as part of the outreach effort.

More information on this project is available on Amtrak.com through Wednesday, June 18.

Operational Update: On Sunday through Wednesday of each week beginning June 8 through June 25, *Piedmont* Trains 73 and 74 will operate between Raleigh and Salisbury, N.C., only. Motorcoach service will be provided to and from Kannapolis, N.C., and Charlotte, N.C.

Marketing and Product Management: The Amtrak Guest Rewards® Web site recently underwent a significant redesign to improve user navigation, provide a higher degree of one-to-one personalization, enhance “smart” messaging and better position Amtrak’s program partners. Additional enhancements are slated for later during the fiscal year.

Benefits: The one-year service requirement for enrollment in the 401(k) Retirement Savings Plan has been eliminated for agreement employees, who can now enroll immediately upon hire or anytime thereafter. Subsequently, enrollment packages will be sent to agreement employees hired within the last year.

Important Notice: Effective May 31, all dependent medical, dental and rail pass benefits are terminated for those employees who did not respond to Aetna’s numerous requests for dependent information; a response is required to reinstate benefits. Call Aetna at 877-277-3368 to check benefits status or obtain a copy of the request.

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MESSAGE FROM PRESIDENT AND CEO KUMMANT

Dear Co-workers,

I wanted to take an opportunity to share with you some news about how we're doing, as we kick into the busy summer season. With just a couple months left in the fiscal year, ticket revenue through May was almost 14 percent ahead of last year over the same time, and ridership was nearly 11 percent higher. In addition, last month was one for the record books — we earned \$153.4 million in ticket revenue and served 2.58 million riders; both are the largest totals for any single month in company history.

While a range of factors contribute to these achievements, I credit your hard work and dedication for our success. I thank you for your commitment to Amtrak and for persevering in light of challenges some of the challenges we face.

And we do, and will, encounter some hurdles. A sustained downturn in the economy and uncertainty about its long-term vitality could dampen our momentum. Moreover, the same reason that helps drive up ridership — high gas prices — also causes our costs to soar. We expect to spend close to \$100 million more on diesel fuel than we did last year.

In addition, the problems we're experiencing with locomotive reliability are taking a toll on service and on-time performance, not to mention the front-line employees who are managing failures when they occur. I want you to know that our Mechanical teams are still in the process of replacing faulty traction motors on our P-42 diesel locomotives and they're working on remedies to address the difficulties we're having with our aging fleet of AEM-7 electric locomotives.

We've proven time and again that we tackle challenges with skill, but don't get me wrong — I am not satisfied with just surviving another day. My goal for Amtrak is to realize our ambitions to grow as we become an increasingly important part of the national transportation network. Congress appears to be close to completing a reauthorization bill that will keep us headed in that direction. Both the House and the Senate versions of the bill passed with relatively little opposition, an indication of the support for passenger rail.

We're busy now and the summer's only going to get busier. The highest percentage of injuries occurs during the summer, so please look out for one another and work safely.

Sincerely,

Alex Kummant
President and Chief Executive Officer

THAMES RIVER BRIDGE UPDATE

The scheduled replacement of the moveable span of the Thames River Bridge, originally scheduled for June 14 through June 17, has been rescheduled for Monday, June 16 through Thursday, June 19 due to unexpected construction complications. Because of the shift in plans, additional Boston-New Haven-New York Inland Route trains and some connecting bus service have been scheduled to bypass the bridge outage during the four-day period.

Government Affairs:

Operational Update: Beginning June 16 through June 24, the *Lincoln Service* and *Texas Eagle* will undergo temporary service adjustments and cancellations along the Chicago-St. Louis corridor due to Union Pacific Railroad track work in Springfield, Ill.

Information Technology: When sending e-mail across the entire enterprise, ensure that distribution lists cover only those areas directly impacted by the announcement. The current policy can be found on the Intranet at Library → Policies → Amtrak Policy and Instruction Manual → 3.0 Operations → Computer Security and Usage.

Dependent Audit for Agreement Employees: All dependent medical, dental and rail pass benefits are terminated for those agreement employees who did not respond to Aetna's numerous requests for dependent information; a response is required to reinstate benefits. Call Aetna at 877-277-3368 to check benefits status or obtain a copy of the request.

Note: Under a new contract with FEMA, Amtrak will provide emergency rail transportation in the event of a hurricane from New Orleans to as far as Memphis, Tenn. "Go Team" members are currently being assembled and trained to assist in evacuation efforts.

A LETTER FROM THE PRESIDENT AND CEO
May sets all-time record for ridership and revenue

Dear Colleagues,

As many of you may already know, last month was a monumental one for Amtrak as we had \$153.4 million in revenue and served 2.58 million riders — both are the largest totals for any single month in company history. These achievements are the latest success in a fiscal year that is proving to be very special.

With four months left in FY 08, ticket revenue is almost 14 percent ahead of last year over the same time, and ridership is nearly 11 percent higher. There are many factors contributing to this wave of success, but most important is the effort and dedication by each member of the Amtrak family. On behalf of the board of directors and the executive committee, I would like to thank you for your hard work and encourage you to keep it up.

While we are setting company records, there are still many challenges facing us as we finish out the fiscal year and look ahead to FY 09. Our operating expenses, particularly fuel costs, continue to rise. We expect to spend over \$215 million on diesel fuel this year, close to \$100 million more than last year.

Additionally, continuing problems with locomotive reliability are impacting our service and on-time performance. We are still in the process of replacing faulty traction motors on our fleet of P-42 diesel locomotives and we're working on remedies for problems with our aging fleet of AEM-7 electric locomotives. Mechanical teams are working diligently to identify the root cause of common failure modes and create solutions to prevent those problems.

Nevertheless, the peak travel season for the year is still ahead of us and I'm excited about capitalizing on our current momentum. Let's continue working together to operate the safest, most productive railroad possible.

Sincerely,

Alex Kummant
President and Chief Executive Officer

THAMES RIVER BRIDGE UPDATE

The scheduled replacement of the moveable span of the Thames River Bridge, originally scheduled for June 14 through June 17, has been rescheduled for Monday, June 16 through Thursday, June 19 due to unexpected construction complications. Because of the shift in plans, additional Boston-New Haven-New York Inland Route trains and some connecting bus service have been scheduled to bypass the bridge outage during the four-day period.

Government Affairs: By a margin of 311-104, the House passed the Passenger Rail Investment and Improvement Act (H.R. 6003), which authorizes \$14.4 billion in federal funding for Amtrak over the next five years. The House and Senate will now conference to reconcile the bill with last year's Senate bill that authorized \$11.4 billion.

Operational Update: Beginning June 16 through June 24, the *Lincoln Service* and *Texas Eagle* will undergo temporary service adjustments and cancellations along the Chicago-St. Louis corridor due to Union Pacific Railroad track work in Springfield, Ill.

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Note: Under a new contract with FEMA, Amtrak will provide emergency rail transportation in the event of a hurricane from New Orleans to as far as Memphis, Tenn. "Go Team" members are currently being assembled and trained to assist in evacuation efforts.

Engineering: The New England Division Tie Gang will begin the installation of 4,000 wood ties on Track 3 from Read to Forrest, on the Northeast Corridor just south of Boston. The project begins at 3 a.m. Tuesday and concludes before 4 p.m. on Thursday.

Operational Update: Under a new contract with FEMA, Amtrak will provide emergency rail transportation in the event of a hurricane from New Orleans to as far as Memphis, Tenn. “Go Team” members are currently being assembled and trained to assist in evacuation efforts.

Human Resources: The President’s Service and Safety Awards (PSSA) program is diligently researching the more than 370 nominations submitted this year to recognize the accomplishments of employees and external business partners. The final ranking and scoring is scheduled to take place in Wilmington, Del., July 31 and Aug. 1; winners will be announced in August.

Thames River Bridge Update

The installation of a new bridge span on the Thames River Bridge has been rescheduled for **June 24 through June 27** due to an unexpected complication encountered by Amtrak and its contractor in dismantling the bridge’s 4 million-pound counterweight.

To accommodate passengers, Amtrak has scheduled substitute rail service between Boston and New York via the inland route through Springfield, Mass., as well as other special trains that will serve segments of the Boston-New Haven, Conn.-New York route. Limited connecting bus service to bypass the bridge outage will also be available during this period.

Regional Re-Launch Begins Today

After eight months of collaborative effort, the *Regionals* service re-launches today as the *Northeast Regional*. In addition to a new brand name and logo, the project includes an ambitious plan to deliver increased customer service. The goal of the project is to create a new product identity that increases ridership and revenue for the regional service without having a negative impact on the *Acela Express* service that also travels along the Northeast Corridor.

“Enhancing the image of the regional trains—Amtrak’s largest product line, with more than 7 million annual riders—and establishing the new *Northeast Regional* brand name, with a logo and product identity distinct from the *Acela Express*, is a key step in the FY ’08-FY ’13 Northeast Corridor business strategy,” according to Emmett Fremaux, vice president, Marketing and Product Management.

The Mechanical, Finance, Transportation, Food and Beverage, NEC Service Operations, Market Research and Pricing departments all have a hand in the plan for incremental improvements aboard the *Northeast Regional*, including outfitting 36 all-table Café cars, allocating funding to support upgrades, funding en route cleaners positions, establishing

and measuring customer-centric behaviors among on-board staff, creating new menus, building a new advertising campaign, and implementing tactical pricing.

MESSAGE FROM PRESIDENT AND CEO KUMMANT

Dear Co-workers,

I wanted to take an opportunity to share with you some news about how we're doing, as we kick into the busy summer season. With just a couple months left in the fiscal year, ticket revenue through May was almost 14 percent ahead of last year over the same time, and ridership was nearly 11 percent higher. In addition, last month was one for the record books — we earned \$153.4 million in ticket revenue and served 2.58 million riders; both are the largest totals for any single month in company history.

While a range of factors contribute to these achievements, I credit your hard work and dedication for our success. I thank you for your commitment to Amtrak and for persevering in light of challenges some of the challenges we face.

And we do, and will, encounter some hurdles. A sustained downturn in the economy and uncertainty about its long-term vitality could dampen our momentum. Moreover, the same reason that helps drive up ridership — high gas prices — also causes our costs to soar. We expect to spend close to \$100 million more on diesel fuel than we did last year.

In addition, the problems we're experiencing with locomotive reliability are taking a toll on service and on-time performance, not to mention the front-line employees who are managing failures when they occur. I want you to know that our Mechanical teams are still in the process of replacing faulty traction motors on our P-42 diesel locomotives and they're working on remedies to address the difficulties we're having with our aging fleet of AEM-7 electric locomotives.

We've proven time and again that we tackle challenges with skill, but don't get me wrong — I am not satisfied with just surviving another day. My goal for Amtrak is to realize our ambitions to grow as we become an increasingly important part of the national transportation network. Congress appears to be close to completing a reauthorization bill that will keep us headed in that direction. Both the House and the Senate versions of the bill passed with relatively little opposition, an indication of the support for passenger rail.

We're busy now and the summer's only going to get busier. The highest percentage of injuries occurs during the summer, so please look out for one another and work safely.

Sincerely,



Alex Kummant
President and Chief Executive Officer

Operational Update: Due to a budget shortfall, the North County Transit District in San Diego will discontinue its participation in the Amtrak Rail 2 Rail program. As a result, monthly NCTD Coaster monthly pass holders are no longer allowed to travel on Amtrak trains.

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from \$0.50 per mile to \$0.58 per mile between July 1 and Dec. 1, 2008. The new rate will be effective for mileage expenses incurred on or after July 1.

Corporate Communications: Only authorized Media Relations personnel are permitted to speak to the media. Please direct media during regular business hours to 202-906-3860; after hours inquiries should be directed to the Media Relations answering service at 800-562-1904.

Reminder: Don't forget to submit your entry for the 2009 "Picture our Train" Wall Calendar Photo Contest. The deadline for submissions is Friday, July 11.

Major Campaign on Tap to Promote Train Travel

This spring marks the beginning of a major marketing initiative designed to generate awareness of train travel through a series of events, promotions and advertising campaigns, which will culminate in the first National Train Day. Scheduled for May 10, National Train Day commemorates the 139th anniversary of the completion of the Transcontinental Railroad in Provo, Utah, and will feature exhibits, family-friendly activities, VIP appearances and musical and entertainment acts in the major markets of Chicago, Los Angeles, Washington, D.C., and New York City.

The six-week campaign leading up to National Train Day encompasses a string of promotions that are part of this year's advertising program. The promotional events target a range of demographics and segments of the overall market, aiming to expand Amtrak's exposure in the marketplace.

"All of the promotional events are bound together under the National Train Day banner," said Vice President Marketing and Product Management Emmett Fremaux. "With rail travel in the public eye in various forms for six weeks and then ending with events in four major cities, we expect to strengthen our relationship with current riders as well as reach those that aren't familiar with Amtrak's service and gain market share."

Beginning in March, consumers will start to see National Train Day messaging on board trains, in stations and as part of a national advertising campaign.

Some elements of the campaign are still under development, including plans for employee involvement. Look for updates on the National Train Day campaign in future editions of *Amtrak This Week* and *Amtrak Ink*.

COPY FOR APPROVAL

TO: Anne Witt
FROM: Josh Raymond
DATE: June 23, 2008
RE: Top Story for Amtrak This Week

New Agreements with Maryland Transit Administration Take Effect Next Week

Amtrak recently signed two new contracts with the Maryland Transit Administration (MTA) to continue operations and provide infrastructure access for MARC commuter trains. The Operating Agreement and the Access Agreement, both effective July 1, are five-year deals and the Access Agreement also includes a five-year extension option.

“The new contracts have significant improvements for Amtrak on the financial side as MTA is ramping up its commitment to improving commuter rail service,” explains Jason Steffensen, principal, Commuter Partnerships - Mid-Atlantic.

The new agreements have new and increased incentives for on-time performance and fleet availability. Combined, a revenue increase of approximately 10 percent is expected over last year.

The Access Agreement also includes an increase in funding for recapitalization of existing infrastructure, bringing the new total to \$35 million over the five-year deal. An additional \$220 million is built-in for Amtrak to begin implementing part of MTA’s 30-year service expansion plan with projects to improve capacity and reliability.

Amtrak currently has six for-profit partnerships for commuter train services. In addition to MARC, they include California’s Caltrain, Connecticut’s Shore Line East, Florida’s Tri-Rail, Virginia’s VRE and Washington’s Sound Transit.

TOP STORIES

Company Solicits Bids for Food and Beverage Operations

Amtrak is soliciting bids to explore ways to strengthen commissary operations and leverage new technologies to enhance Food and Beverage activities.

The contract with the current vendor, Gate Gourmet International, is set to expire at the end of the year, and a Request for Proposals (RFP) was issued this month.

“Everything we do is with an eye toward improving efficiencies, operating performance and cost controls. We aim to put into practice state-of-the-art warehouse systems that are more efficient, yield excellent customer service and help reduce food and beverage losses,” said Tom Hall, senior director, Food and Beverage. Company initiatives have reduced the Food and Beverage loss by 25 percent — more than \$20 million — over the last three years.

The competitive bid process is closely integrated with the Food and Beverage Point-of-Sale (POS) project to develop a new on-board POS system, replace the existing food and beverage management system, and update commissary warehouse operations with a new automated system.

“This move reflects no dissatisfaction with Gate Gourmet, which has been effective in working with the company to reduce commissary costs,” added Hall. “Gate Gourmet is invited to participate in the procurement process.”

Planning Department Re-Deployed

Last week, President and CEO Alex Kummant announced the disbanding of the Planning and Analysis department, and the integration of the group’s employees into four other departments: Finance; Marketing and Product Management; Transportation; and Strategic Partnerships and Business Development.

“In the past weeks, the board, executive staff and I have been engaged in refocusing Amtrak’s strategic plan,” said Kummant. “Rather than maintaining a stand-alone department responsible for our strategy, we are re-deploying the department’s resources into the wider organization. This is a work in progress and one about which I will be sharing more, as well as seeking employee input and feedback along the way.”

Kummant has asked Acting Vice President of Planning and Analysis John Bennett to assume the role of assistant vice president of Policy, Standards and Business Integration within the Strategic Partnerships department.

BRIEFS

Operational Update: Due to CSX track work, *Lakeshore Limited* trains 448 and 449 will not operate between Boston and Albany, N.Y. on March 18 and 19. Motorcoach service will be provided as alternate transportation.

Human Resources: Remember that nominations for 2008 President's Service and Safety Awards are due by Friday, April 11. Forms are posted on the Intranet at "Employees" > "Awards and Achievements" > "2008 PSSA Nomination Forms."

Engineering: Production's Switch Exchange System, with the assistance of New York Division Engineering, is replacing the #12 and #21 switches at Union interlocking in Rahway, N.J. Work will take place (WHEN?)

Marketing and Product Management: Amtrak is the official transportation sponsor for a fashion show at L.A. Union Station on March 14 as part of the city's fashion week. Celebrities involved include cast members of "America's Next Top Model," "Project Runway" and "The Janice Dickinson Modeling Agency" as well as various actors.

TOP STORY

Faulty Motors Being Replaced on P42 Locomotives

The Mechanical department is in the midst of a campaign to purge its P-42 locomotive fleet of suspect motors that could result in engine failures. Over the last 16 months, the company has experienced a rash of traction motor failures on its fleet of P-42 locomotives, which have resulted in numerous train delays, cancellations and in some instances, stranded passengers.

While the cause of the failures has been identified, the Engineering and Mechanical departments have been working diligently with GE to correct the problem. The cause of the failures has been identified as a faulty pinion-end bearing in motors built by GE in 2006 and 2007, which prevents the motor's armature from turning and thereby causing a locked axle.

A new bearing design has been created, and to date 200 new motors have been delivered and installed, with no bearing-related failures. According to Chief Mechanical Officer Vince Nesci, the goal is to finish the campaign by changing out 25 motors per week.

“We aim to replace these motors in complete locomotive sets whenever possible and route them on to single locomotive trainsets to reduce the impact of the failure mode,” **(not sure what this means – does this relate to the four motors?)** said Nesci. “We currently have 19 P-42 locomotives with a full set of new motors and 19 more that only need one more new motors to be equipped with the new design.”

The new bearings and motors are being built by GE, with installation performed by Mechanical crews at various shops across the country. Most motor replacements are taking place in Chicago. **(I'm confused – are most being installed in Chicago and then in other Mech locations across the country?)**

BRIEFS

Operational Update: Trains 55 and 56, the *Vermont*, will be replaced by motorcoach service between Springfield and Brattleboro, Mass. on Mar. 19 due to CSX track work.

TOP STORY

Faulty Motors Being Replaced on P-42 Locomotives

The Mechanical department is in the midst of a campaign to purge its P-42 locomotive fleet of potentially faulty traction motors. Over the last 16 months, the company has experienced a rash of traction motor failures in its P-42 fleet, which has resulted in numerous train delays, cancellations and in some instances, stranded passengers.

The cause of the failures has been identified as a faulty pinion-end bearing in motors built by GE in 2006 and 2007. The Engineering and Mechanical departments have been working diligently with GE to correct the problem. When the bearing fails, it prevents the motor's armature from turning, which ultimately results in a locked axle.

A new bearing has been designed, and to date, 200 new motors have been delivered and installed with no bearing-related failures. According to Chief Mechanical Officer Vince Nesci, the goal is to finish the campaign by changing out 25 motors per week. Each P-42 has four motors.

“We aim to replace all four motors on a locomotive at the same time whenever possible, and then route those on to single locomotive trainsets to reduce the impact on reliability,” said Nesci. “We currently have 19 P-42s with a full set of new motors and 19 more that only need one more new motor to be fully equipped with the new design.”

The new bearings and motors are being built by GE and shipped to Beech Grove Maintenance Facility. There, Mechanical crews mate the motors to wheel sets, which are then shipped to various shops around the country for installation. The majority of installations will take place in Chicago.

BRIEFS

Operational Update: Trains 55 and 56, the *Vermont*, will be replaced by motorcoach service between Springfield and Brattleboro, Mass. on Mar. 19 due to CSX track work.

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"We aim to replace all four motors on a locomotive at the same time whenever possible, and then route those on to single locomotive trainsets to reduce the impact on reliability," said Nesci. "This is a big undertaking for the Mechanical department. We currently have 19 P-42s with a full set of new motors and 19 more that only need one more new motor to be fully equipped with the new design."

The new bearings and motors are being built by GE. Mechanical crews join the motors to wheel sets and the finished combinations are then shipped to various shops around the country for installation.

BRIEFS

Operational Updates: Suspension of *Coast Starlight* service north of Sacramento, Calif. has been extended beyond April 1 as Union Pacific's track restoration efforts have been slowed by excessively muddy conditions. Rail service will be suspended through to, and including, Trains 14 and 11 originating on April 20 and 21, respectively.

Trains 55 and 56, the *Vermont*, will be replaced by motorcoach service between Springfield and Brattleboro, Mass. on Mar. 19 due to CSX track work.

Operations Service: The U.S. government has begun issuing re-designed \$5 bills with improved security features. Employees involved in cash transactions with passengers should refer to OSA 08-07 for info on how to recognize counterfeits.

Station Uniform Reminder: New station uniform policies went into effect on Mar. 15 requiring all *uniformed* station supervisors, ushers, baggage handlers and redcaps to wear the prescribed blue mesh security vest as their outermost garment. This will help passengers, fellow employees and emergency personnel easily identify Amtrak employees. Refer to SOU 08-01 for full details.

TOP STORY

Faulty Motors Being Replaced on P42 Locomotives

Over the last 16 months, the company has experienced a rash of traction motor failures on its fleet of P42 Locomotives, each of which has four motors. The failure mode has been identified as a faulty pinion-end bearing in motors built by GE in 2006 and 2007. The bearing failure prevents the motor's armature from turning, causing a locked axle. This problem has resulted in numerous train delays, cancellations and in some instances, stranded passengers.

The Engineering and Mechanical departments have been working diligently with GE to correct the problem. A new bearing design has been identified that performs successfully, allowing Amtrak to launch a campaign to purge the fleet of suspect motors.

To date, 200 new motors have been delivered and installed, with no bearing-related failures. According to Chief Mechanical Officer Vince Nesci, the goal is to finish the campaign by changing out 25 motors per week.

“We aim to replace these motors in complete locomotive sets whenever possible and route them on to single locomotive train sets to reduce the impact of the failure mode,” said Nesci. “We currently have 19 P42 locomotives with a full set of new motors and 19 more that only need one more new motor to be fully equipped with the new design.”

The new bearings and motors are being built by GE, with actual installation performed by Mechanical crews at various shops across the country. Most motor replacements are taking place in Chicago.

BRIEFS

Operational Update: Trains 55 and 56, the *Vermont*, will be replaced by motorcoach service between Springfield and Brattleboro, Mass. on Mar. 19 due to CSX track work.

SWEEPSTAKES LAUNCHED AS PART OF NATIONAL TRAIN DAY

As part of the upcoming National Train Day on May 10, Amtrak and MasterCard are celebrating America's natural treasures with the "Amtrak America the Beautiful Sweepstakes with MasterCard."

The promotion launched last week and runs through May 31. During that period, every time a customer uses a MasterCard® to purchase a train ticket, merchandise, or food and beverages, he or she will automatically be entered for a chance to win in the "Amtrak America the Beautiful Sweepstakes with MasterCard." The grand-prize winner will receive his or her choice of any Amtrak Vacations National Parks package for four, valued at up to \$10,000 and a \$5,000 prepaid MasterCard Gift Card. Twenty-five other prizes will also be awarded.

In celebration of National Train Day, Amtrak will also donate \$0.50 to the National Park Service for every MasterCard purchase made with the company, up to a total donation of \$500,000. Since 1994, the National Park Service and Amtrak have partnered on the "Trails and Rails" program, which encourages visiting national parks by train.

"We're proud to be able to bring attention to our national parks this spring and contribute to the critical efforts of the National Park Service," said David Lim, chief, Marketing and Sales Promotions. "Preserving our environment has been the goal of the National Park Service since its inception and traveling by train is another way we can work towards a greener world."

More information on National Train Day and the sweepstakes may be found at NationalTrainDay.com.

National Train Day programs and contests for employees are being finalized now. More information will be provided as it becomes available.

Operational Update: Due to UP track work beginning Friday, March 28 and concluding Sunday, March 30, Capitol Corridor Weekend Trains 746 and 749 are cancelled with no alternate transportation. A bus bridge will be used for Capitol Corridor Weekend trains between Martinez, Calif., and Richmond, Calif., and Martinez and Oakland, Jack London Square.

Engineering: Track Laying Machine operators, Wilmington Maintenance-of-Way Equipment Shop repairmen and Structures welders are completing repairs and modifications to the TLM in preparation for an April 14 cut-in of the TLM at Elmora. The TLM then will begin work in northern New Jersey to correct the concrete tie failures.

Benefits: April 15 is the deadline to submit receipts for reimbursement if you have participated in the healthcare or dependent care flexible spending accounts in 2007. For questions or a reimbursement form, call the Amtrak Benefits Service Center at 800-481-4887 or visit amtrakbenefits.com.

Marketing and Product Development: If you know of a former Pullman porter interested in attending the upcoming Pullman porter celebration in Chicago on May 10, contact Saunya Connelly at connels@amtrak.com.

Reminder: The deadline for PSSA nominations is Friday, April 11. Nomination forms are located on the Intranet at "Employees" → "Awards and Achievements" → "2008 PSSA Nomination Forms."

NATIONAL TRAIN DAY PROMOS CONTINUE

As part of an ongoing slate of activities to commemorate National Train Day, Amtrak is launching a new promotion as well as two contests to get employees excited about the May 10 celebrations.

First is the National Train Day “Buy One, Get One Free” promotion, which provides a free companion ticket with the purchase of a full fare adult ticket. The offer is valid for sale on April 4 only and travel on May 10 only. “What better way to celebrate National Train Day than to take advantage of the buy one, get one free offer for travel on May 10,” said Darlene Abubakar, director, Brand Advertising and Sales Promotions.

On the employee engagement front, the “Children of Amtrak” Art Contest begins today. The contest is open to children of all Amtrak employees and contractors between the ages of six and 12. The contest judges are looking for art that best captures the essence of train travel and/or National Train Day. Four grand-prize winners will be selected and will receive a free family trip to one of the National Train Day entertainment venues—Washington, D.C., New York, Chicago or Los Angeles.

Entries must be postmarked by April 24 and received by April 29. For complete contest rules, log on to www.nationaltrainday.com/employees/artcontest.

Also beginning today, all employees are encouraged to enter the Employee Mini-Essay Contest. In 50 words or less, employees can respond to a weekly question posted in *Amtrak This Week*. The winning response is posted in the following week’s ATW, along with the new question of the week. A compilation of winning responses will be printed in the May issue of *Amtrak Ink*. Weekly winners will receive Amtrak merchandise.

All essays must be submitted — with “NTD Mini-Essay Contest” in the subject line — to ecom@amtrak.com.

This week’s question is: *Why is passenger rail travel so important to the American economy?*

Check back next week for the winning response and a new National Train Day Question of the Week.

Marketing and Product Management/Operational Update: Amtrak Charter Services will operate charter trains for the 2008 Major League Baseball season. Among the teams contracted for 2008 are the Baltimore Orioles, Los Angeles Angels, Los Angeles Dodgers, New York Yankees, Philadelphia Phillies, Pittsburgh Pirates and Washington Nationals.

Environmental Health and Safety: The Amtrak Pandemic Flu Task Group is meeting this week to review and update the Pandemic Flu Contingency Plan, which is employed in the event the company is faced with a flu outbreak. The current plan is posted on the Intranet: “Safety” → “Health (Public)” → “Pandemic Flu Contingency Plan.”

Benefits: April 15 is the deadline to submit receipts for reimbursement if you have participated in the healthcare or dependent care flexible spending accounts in 2007. For questions or a reimbursement form, call the Amtrak Benefits Service Center at 800-481-4887 or visit amtrakbenefits.com.

Reminder: The deadline for PSSA nominations is Friday, April 11. Nomination forms are located on the Intranet at “Employees” → “Awards and Achievements” → “2008 PSSA Nomination Forms.”

“Conversation” on Station Improvement Continues in Albuquerque

The Great American Stations project continues this week with another “Civic Conversation” in Albuquerque, N.M., among Amtrak officials, state transportation officials and community leaders to discuss station improvements.

“As was the case at the two previous ‘conversations’ in Pittsburgh and Denver, we want to direct local mayors, civic leaders and state officials toward resources and best practices for rail station in need of upgrades or repairs,” said Joe McHugh, vice president, Government Affairs and Corporate Communications.

The morning session includes a review and update on the Americans with Disabilities Act and remarks from Mark Yachmetz, associate administrator, Federal Railroad Administration, and Rich Wessler, NRPC operations officer, BNSF Railway. After lunch, Meridian, Miss., Mayor John Robert Smith; Ryan Carpenter, director of special projects for Dodge City, Kan., and Andi Udris, president and CEO of Union Station in Kansas City, Mo., will present case studies highlighting their revitalization plans.

The next “Civic Conversation is slated for the fall in North Carolina.

Five Days until National Train Day!

Six weeks of promotions, special events and an ad campaign culminate this Saturday with the first-ever National Train Day celebration to highlight the importance of passenger rail travel. More than 50 stations and communities — including the “Big 4” in Washington, D.C., New York, Chicago and Los Angeles — are hosting National Train Day open houses, which will include such attractions as photo galleries, equipment exhibits and children’s activities.

“With ridership growing to record levels, we continue to see a strong demand for rail travel as a link between growing communities,” said Alex Kummant, president and CEO. “Passenger and freight service is on the rise, and there's never been a better time to celebrate the railroad industry and passenger rail service in the U.S.”

For more information on National Train Day, log on to www.nationaltrainday.com.

Operational Update: The *Coast Starlight* resumes normal operations tomorrow between Los Angeles and Seattle with northboard Train 14. The first southbound Train 11 departs Seattle on Wednesday.

Labor Relations:

Procurement and Materials Management: The new Asset Disposal Request e-Form must be submitted and approved before removing any Amtrak asset — except computers

— from company property. The form can be found by clicking on “Company eForm from the eTrax login page.

Amtrak Police Department: Congratulation to Det. John “Jake” Mumford, the 2007 Amtrak Police Department Officer of the Year for “numerous and significant contributions to the department. He was also awarded NARP’s Dr. Gary Burch Memorial Safety Award in April.

37 Years of Service: Amtrak began operations on May 1, 1971 with Train 235, the New York-Washington *Clocker*, which departed New York Penn Station at 12:05 a.m.

National Train Day Question of the Week Winner

What National Train Day events are you most looking forward to?

The “Children of Amtrak” Art Contest is the event that I am looking forward to. Children put so much into their projects, and I really enjoy looking at all of the entries. All of them are winners!

Terry Pryor
Administrative Assistant, Information Technology
Washington, D.C.

National Train Day Question of the Week

What events and activities would you like to see as part of next year’s National Train Day?

COPY FOR APPROVAL

Approved by Roy Deitchman, Alex Kummant

Safety Record Improvement Earns Industry Recognition

President and CEO Alex Kummant will accept a 2007 E.H. Harriman Memorial Award on behalf of Amtrak this week in Washington. The E.H. Harriman Memorial Awards Institute is presenting the award for most improved safety record among Class I railroads at a luncheon hosted by the Association of American Railroads.

“Winning a Harriman Award is an excellent achievement for Amtrak and the recognition is extremely meaningful,” said Kummant. “While we have instituted a number of initiatives to promote safety on the railroad, this award belongs to each and every employee who earned it by making safety a priority. I am very proud of our employees’ efforts.”

In 2007, the company had a rate of 2.4 FRA-reportable injuries per 200,000 man-hours — an improvement of 27 percent from the prior year and a 46 percent improvement compared to 2005.

“We want to prevent on-the-job injuries and illnesses,” said Roy Deitchman, vice president, Environmental Health and Safety. “The programs and procedures put in place by operating departments have helped, but we can still do better. Safety is a priority at Amtrak and is stressed everyday in job briefings, work practices and job safety analysis.”

According to Deitchman, the reduction of injuries can be attributed to operating departments implementing the comprehensive System Safety Program along with adoption of the Six Tenets of Safety which sets standards for performance and accountability for management and agreement employees. Increased safety education at Block Training and Training Camps was also instituted and cross-functional safety teams have been formed to solve individual workplace safety issues.

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Operational Update: CSX is in the third week of a 16-week project in the Rochester subdivision to install 304,940 linear feet of rail between Warners, N.Y., and Corfu, N.Y.

Transportation: The newly issued Spring/Summer System Timetable becomes effective today, May 12.

Government Affairs: President and CEO Alex Kummant will testify on the Amtrak reauthorization bill on Wednesday, May 14 at 10 a.m. before the House Transportation and Infrastructure Subcommittee.

Corporate Communications: The 2009 “Picture Our Train” Wall Calendar Photo Contest begins today, May 12. Complete rules are posted on www.Amtrak.com/photocontest and the Intranet home page. The deadline is July 11. Participants are reminded to stay away from tracks and the railroad right-of-way. Tracks, trestles, yards and equipment are private property; trespassers are subject to arrest and fines.

National Train Day Question of the Week Winner:

What events and activities would you like to see as part of next year's National Train Day?

What I would like to see is another contest for the children, like an essays contest, I think it would be really nice to hear what children have to say about trains, they are our future. And artwork again, but open the age group to at least 16 years of age.

*Pauline Kittilson, Lead Acct. Clerk
Philadelphia*

Labor Update

Deadline for Entering Work Through April 30

Employee Employees represented by BLET and SMWIA must enter time for work through April 30, 2008, by May 16, 2008, to ensure that those hours are factored into the first installment of the retroactive wage payment. Any time submitted after May 16, 2008, for dates worked prior to April 30, 2008, will be paid at the old rates and require time-consuming manual adjustments. Accordingly, the result of those manual adjustments would become part of the calculation for the planned second installment of the retroactive wage payment.

Retroactive Wage Payment

If you are one of the more than 9,500 union-represented employees who received the first installment (40% of the total amount) of the retroactive wage payments on May 9, please be sure to review the detailed information provided in the summary statement and the Frequently Asked Questions you received with the check or deposit notice. If you have additional questions about the calculation, please call the temporary call center set up to field payment questions at 1-888-514-0983, Monday-Friday 8 a.m. to 8 p.m. EDT. If your question requires further examination, you will be provided a case number that you must include on the Retroactive Wage Payment Inquiry NRPC Form 3287 (available on amtrakbenefits.com and on the Intranet under "Library," then "Forms") which should be mailed, along with the necessary supporting documentation, to Payroll Operations at the address on the form.

Tentative Agreement Reached

Amtrak has reached a tentative agreement with the UTU Stewards. Details of the agreements will be sent to union members for ratification.

Draft
5/16/08

Safety Focus Continues Through Operation RedBlock

After recently winning an E.H. Harriman Award for its improved safety record, Amtrak continues its mission of safety with its focus on helping employees and managers prevent on-the-job alcohol and drug abuse through the Operation RedBlock program. Earlier this month, the Operation RedBlock Executive Steering Committee met to explore ways to further strengthen the program.

“Our recent meeting between executives, managers and senior labor representatives reflected everyone’s sincere commitment that we all do our part to maintain a safe and healthy workplace across the system,” said President and CEO Alex Kummant.

Noting that operating a safe railroad requires tireless commitment from employees and managers at all levels, Kummant added that Operation RedBlock fosters an environment in which co-workers look out for one another. He continued by citing how that commitment includes preventing substance abuse-related incidents.

Operation RedBlock is a union developed, company adopted, drug and alcohol peer prevention and intervention program. Its mission is to emphasize awareness, education and prevention of substance abuse through union-led committees. More information about Amtrak’s RedBlock program can be found on the company Intranet under the “Employees” menu.

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Operational Update: CSX is in the fourth week of a 16-week project in the Rochester subdivision to install 304,940 linear feet of rail between Warners, N.Y., and Corfu, N.Y.

Finance: The 2007 Annual Report is now posted on the Intranet under “Library” → “Reports” → “Annual Reports” → “2007 Annual Report.” It is also posted on Amtrak.com at “Inside Amtrak” → “Annual Reports and Consolidated Financial Statements” → “Annual Report 2007.”

Marketing and Product Management: The USA Rail Pass is now available to any persons regardless of nationality or residence with proper identification. A passport is no longer required to purchase or use the USA Rail Pass, although a passport remains a valid form of identification.

e-Commerce: The new Asset Disposal Request eForm must be submitted and approved prior to any Amtrak asset leaving the confines of company property. The eForm is not required for the disposal of PCs, monitors and other PC equipment, which require a CSR to dispose of this material. The eForm can be found by clicking “Company eForm” from the eTrax log in page → “Request for Asset Disposition.”

COPY FOR APPROVAL

TO: Joe McHugh
FROM: Josh Raymond
DATE: May 22, 2008
RE: Story for 5/27 Amtrak This Week
NOTES: Already approved by Phelps, Sherlock and Alleman

Alleman Tapped for Top Spot in Mid-Atlantic Division

The company has selected Steven J. Alleman, deputy chief engineer - construction, to assume the Washington, D.C.-based role of general superintendent of the Mid-Atlantic Division, effective June 1. Mike Sherlock, acting general superintendent since January, will assist in the transition process until June 15, before resuming his prior role as superintendent of operations based in Philadelphia.

“Steve offers a wealth of experience and knowledge and he’s demonstrated great skill and leadership as manager for a number of complex projects and operations,” said Vice President of Transportation Richard Phelps. “We should also applaud Mike for stepping up and serving in exemplary fashion during the search for a permanent replacement.”

Alleman joined Amtrak in 1977 as a track worker while attending Virginia Tech. During his tenure, Alleman has served in a variety of roles including New England Division general manager, High Speed Rail program director and senior program director of Fire & Life Safety.

Internal Marketing Plan Focuses on “Big Six” Services

A new internal education campaign is now underway to help Amtrak call center agents and travel agents better sell the features and benefits of the “Big Six” trains that comprise the Route Improvement Plan (*Amtrak Ink*, January 2008): *City of New Orleans*, *Auto Train*, *Coast Starlight*, *Hiawatha Service*, *San Joaquins* and *Northeast Regional*.

“With the Train of the Month initiative, we want to focus on our people who directly touch passengers,” said Hank Koppelman, senior director, Product Management, “and ensure that they have the most accurate information about a particular train service, which should enhance the reservation and sales process.”

City of New Orleans was highlighted in April and the *Auto Train* was the featured service in May. The *Coast Starlight* is the Train of the Month for June.

As part of the plan, route product managers brief — and subsequently quiz — call center agents and travel agents on the features of a given service, such as upgraded Dining car services, special equipment or promotions. The anticipated outcome is an increase in revenue and ridership. For example, *City of New Orleans* showed a 17 percent revenue increase over last year at MARSCC in Philadelphia, and a 2 percent increase at WRSCC in Riverside, Calif., for April. Additionally, a promotion enabling Amtrak Guest Rewards members to earn a 25 percent point bonus for travel on the *Auto Train* resulted in a whopping 2,270 registrations in May, according to Vicky Radke, senior officer, Loyalty Marketing.

Train of the Month is a collaborative effort among Product Management, Marketing, Loyalty Marketing, eCommerce, the Western and Mid-Atlantic Reservation Sales Call Centers and the Travel Agent Sales Center.

Operational Update: Due to extensive Union Pacific track work in downtown Springfield, Ill., through May 31, two *Lincoln Service* trains will be canceled and busing/rescheduling will occur on a portion of the route for four others. The *Texas Eagle* will also be delayed, with bus travel to and from Springfield.

Engineering: The Switch Exchange System, with the assistance of Mid Atlantic Division forces is installing a new interlocking at New Park on the Harrisburg Line in Thorndale, Pa. The first of four #20 turnouts will be installed this weekend during a 55-hour outage.

Human Resources: A pilot Diversity Youth Career Program is underway with the D.C. Chamber of Commerce to recruit area minority college students for an eight- to 10-week work initiative in the Washington, D.C., metropolitan area, beginning in June.

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New Board Members Confirmed by Senate

Late last week the U.S. Senate confirmed nominees Thomas C. Carper and Nancy Naples O'Neill for the Amtrak board of directors. Both will serve five-year terms.

Carper served as mayor of Macomb, Ill. for 12 years, where he fought to preserve passenger rail service to the region and served as chair of the Amtrak Mayors' Advisory Council. He was then appointed by Illinois Gov. Rod Blagojevich as a regional director for Opportunity Returns, an initiative to spur economic growth and development in the state. Carper earned a bachelor's and Board of Trustees degree at Western Illinois University.

O'Neill was commissioner of the New York State Department of Motor Vehicles under Gov. George Pataki. Prior to her appointment, she served three terms as Erie County (N.Y.) comptroller, where she managed a \$1.1 billion budget. O'Neill also has 20 years of experience on Wall Street, including senior management positions at Chemical Bank, Merrill Lynch and HSBC. O'Neill is a graduate of Marymount College and holds an MBA from Pace University.

October Ridership and Revenue Point to Slower Growth

After six consecutive years of rising ridership and revenue and a particularly strong FY '08, results from the first month of FY '09 indicate a deceleration in growth. While systemwide ridership for the month is up 4 percent over last October and revenue is up 5 percent, both amounts are slightly under budget.

The totals for October were tempered by Northeast Corridor performance, where *Acela Express* and *Northeast Regional* trains combine for roughly 60 percent of the company's overall ticket revenue. Lower gas prices, higher unemployment and the current economic crisis affected NEC travel, especially on *Acela Express*. October ridership for *Acela* and *Northeast Regional* service was down 6 and 4.5 percent from last year, respectively. The result was a combined budget shortfall of \$7.8 million.

The good news, according to George Raed, chief, Market Research and Analysis, is that overall numbers are buoyed by stronger-than-expected performance on long-distance routes and other corridor services. In total, long-distance ridership climbed 15 percent and generate 16 percent more revenue than last year. State-supported and other short-distance corridor service ridership and revenue grew by 10 and 12 percent, respectively. These numbers reflect improved on-time performance and service quality.

“Job losses and decreased revenue are causing a large decline in business travel, as evidenced by our performance on the NEC. But these same factors are hurting the airlines even more, which are allowing us to gain market share,” explained Vice President of Marketing and Product Management Emmett Fremaux.

As airlines continue to reduce capacity and increase fares, more travelers are expected to turn to rail service.

“People still have travel needs, and while the overall market may have shrunk for the time being, we have an opportunity to capture long-term passengers who are trying passenger rail — and experiencing its benefits — for the first time,” said Fremaux.

Economic Downturn Evident in October Ridership as Growth Slows

After a particularly strong FY '08, the sixth consecutive year of rising ridership and revenue, results from the first month of FY '09 indicate a deceleration in growth thanks to a wide variety of economic factors. While systemwide ridership for the month is up 4 percent over last October and revenue is up 5 percent, both amounts are slightly under budget.

The totals for October were tempered by Northeast Corridor performance, where *Acela Express* and *Northeast Regional* trains combine for roughly 60 percent of the company's overall ticket revenue. Lower gas prices, higher unemployment and the current economic crisis affected NEC travel, especially on *Acela Express*. October ridership for *Acela* and *Northeast Regional* service was down 6 and 4.5 percent from last year, respectively. The result was a combined budget shortfall of \$7.8 million.

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The good news, according to George Raed, chief, Market Research and Analysis, is that overall numbers are buoyed by stronger-than-expected performance on long-distance routes and other corridor services despite these negative factors. In total, long-distance ridership climbed 15 percent and generated 22 percent more revenue than last year. State-supported and other short-distance corridor service ridership and revenue grew by 10 and 12 percent, respectively. These numbers reflect improved on-time performance and service quality.

As airlines continue to reduce capacity and increase fares, more travelers are expected to turn to rail service.

“People still have travel needs, and while the overall market may have shrunk for the time being, we have an opportunity to capture long-term passengers who are trying passenger rail — and experiencing its benefits — for the first time,” said Fremaux.

Company Prepares for Holiday Ridership Spike

With Thanksgiving quickly approaching, and bringing with it an enormous surge in ridership, operating departments are putting the final touches on plans to orchestrate an incredibly complex logistical challenge. An estimated 700,000 passengers, over 60 percent of which are NEC voyagers, will take to the rails for Thanksgiving travel next week.

“We’re essentially bringing structure to chaos,” said Bruce Van Sant, director, System Operations. “It’s a challenge to handle such high numbers of people on trains and in stations, but we’ve found a way to do it well.”

Two routes that do not usually require reservations—*Keystone Service* from Philadelphia to Harrisburg and *Pacific Surfliner*—will require a reservation from Nov. 25 – 28 to prevent overcrowding.

This year, 38 *Acela Express* departures will operate or have extended service that do not occur in a normal week. *Northeast Regional* consists will contain extra cars, and an additional 27 trains will originate or serve extra cities. In the West, passengers will benefit from the origination of 10 extra Amtrak *Cascades* trains.

“On the peak holiday travel days we pack a lot more into the schedule. This takes a lot of coordination and cooperation from host railroads and commuter lines to make room for our trains. We couldn’t do it without their help,” said Van Sant.

Peak days are the Wednesday, Thursday morning and Sunday of the holiday week. Saturday travel is also becoming more popular as passengers choose to return home sooner. For complete details on Northeast Corridor service, refer to the special Thanksgiving Holiday Timetable.

Employees are reminded that they still have flash-pass privileges according to the normal policy, which does not guarantee a seat, and employees are required to give their seats to revenue passengers when standee conditions occur. As always, please work safely, remain vigilant and report any suspicious activity to Amtrak Police by calling 800-331-0008 or by dialing 911.

Company Prepares for Holiday Ridership Demand

With Thanksgiving quickly approaching — and bringing with it an enormous surge in ridership — operating departments are putting the final touches on plans to orchestrate an incredibly complex logistical challenge. An estimated 700,000 passengers, over 60 percent of which are Northeast Corridor voyagers, will take to the rails next week. In addition, station employees and on-board crews are ramped up to handle the high volume.

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This year, the schedule includes significantly expanded *Acela Express* and *Northeast Regional* service, including added coaches on *Northeast Regional* trains. In the Pacific Northwest, passengers will benefit from 10 extra Amtrak *Cascades* trains.

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Service across most of the system, and on every Northeast Corridor train, will require reservations from Nov. 25 – 28 to prevent overcrowding (but most of our trains already require reservations – there are a few unreserved services that will call for reservations that week). To maximize availability, Mechanical forces reduce out-of-service equipment drastically to provide as many seats as possible. (how?)

This year, 38 more *Acela Express* trains will operate than in a normal week while *Northeast Regional* consists will have extra cars, and an additional 15 trains will run. For complete details on Northeast Corridor service, refer to the special Thanksgiving Holiday Timetable.

Outside the NEC, 10 additional Amtrak *Cascades* trains will operate and Michigan service will be adjusted to maximize equipment utilization.

“The total number of trains isn’t significantly higher, but we pack more trains in to the peak days. This takes a lot of coordination and cooperation from host railroads and commuter lines to make room for our trains. We couldn’t do it without their help,” said Van Sant.

Peak days are the Wednesday before the holiday, the morning of Thanksgiving and the following Sunday. Saturday travel is also becoming more popular as passengers choose to return home sooner.

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Operational Changes: On Monday through Friday of each week beginning Nov. 17-Nov. 21 and Dec. 2-9, *Springfield Shuttle* Trains 470, 490, 493 and 495 will be canceled between New Haven and Hartford, Conn., as track work is performed. Motorcoach service will be provided.

Pay-for-Performance Update: Beginning Wednesday, Nov. 19, non-agreement managers will be able to load **approved** performance ratings into the SAP Compensation Management System. Performance ratings in any status other than “approved” will not be accepted by the SAP system. Questions should be directed to impact@amtrak.com.

Benefits Reminder: The 2009 open enrollment period concluded on Friday, November 14, 2008. If you have any questions about your 2009 benefits, contact the Amtrak Benefits Service Center at 800-481-4887.

Don't Forget to Log 2008 Leave!

All non-agreement employees, ARASA (OBS) supervisors and crew representatives are required to record leave into mySAP/CATS. Leave should be entered immediately when taken. If you have not done so please enter all leave taken thus far for 2008 as soon as possible.

If you're having difficulty entering leave in the system, log on to <http://wiki.intranet.nrpc/display/STS/Home> for instructions. For more information on how to manage your absences, understand your vacation accrual rates, and generate real-time leave reports, log onto <http://intranet.nrpc/employees/mlt.htm>. To review the vacation policy, refer to HR policy 7.35.3 or <http://wiki.intranet.nrpc/download/attachments/3595/7.35.3+Vacation+Policy.pdf?version=1>

Auto Train Returned to Service

After a four-day service cancellation due to cracks in auto carrier underframes, *Auto Train* resumed operation on Saturday with its daily roundtrip between Lorton, Va., and Sanford, Fla.

On Tuesday of last week, Mechanical crews spotted a crack above the wheel assembly of a shopped auto carrier. This discovery prompted a thorough inspection of other equipment, which revealed other such cracks. Although no incidents had occurred, company officials immediately canceled *Auto Train* service as a precautionary measure until repairs could be made.

“This is a great illustration of how our company should operate and the value we place on the safety of our passengers and employees,” said William Crosbie, acting president and CEO. “I commend everyone involved in the detection and repair of these problems, as well as our customer service teams who minimized the inconvenience to our passengers.”

After the decision to cancel the train Tuesday, *Auto Train* passengers were offered a full refund or the option of remaining on the trains they had boarded for meal service and use of the accommodations they had reserved, without charge. Amtrak also provided hotel vouchers to those passengers who chose to rest over night before driving their cars to their destinations. Additionally, Customer Service teams called passengers booked for travel later in the week to inform them of the service cancellations and offer refunds.

The Mechanical department deployed welders and materials from Beech Grove and Bear Car Shops to support mechanics at *Auto Train* terminals in Virginia and Florida. These teams worked around-the-clock in 12-hour shifts to weld steel plates to the affected area of the car frame so service could resume as soon as possible.

The cancellations resulted in about \$XXX in lost revenue. Said Crosbie, “Safety is our number one priority and we will always choose to err on the side of caution, regardless of the financial impact.”

The *Auto Train* fleet includes 80 of the two-year-old auto carriers, which have logged approximately 500,000 miles each.

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“We suspended service as a precaution; there is no wavering in our commitment to the safety of our passengers and employees,” said William Crosbie, acting president and CEO. “From the *Auto Train* crew on Tuesday, to other passenger services and call center employees, to the welders who helped fix the equipment, I thank everyone who had a role in handling the situation and restoring service.”

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Top Story

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The Mechanical department deployed welders and materials from Beech Grove and Bear Car Shops to support mechanics at *Auto Train* terminals in Virginia and Florida. These teams welded steel plates to the affected area of the car frame around the clock so service could resume as soon as possible.

The cancellations resulted in about \$XXX in lost revenue. “Safety is our number one priority, and we will always choose to err on the side of caution. No amount of money is worth risking any kind of injury or accident,” said Crosbie.

The *Auto Train* fleet includes 80 of the two-year-old auto carriers, which have logged approximately 500,000 miles each.

Operational Update: Employees are reminded that all NEC, Keystone Service and *Pacific Surfliner* trains will require reservations from Nov. 25 to Dec. 1. Flash-pass privileges still applying according to the standard policy, which requires pass riders to give their seat to revenue passenger when standee conditions occur.

Security: During the heavy Thanksgiving travel, Amtrak will increase its security and police patrols throughout the system, including K-9 detection teams. Employees should

stay alert for suspicious activity and unattended baggage. Remember, if you see something, say something by calling APD at 800-331-0008 or dialing 911.

Engineering: Engineering: From 10 p.m. to 6 p.m., beginning Monday, Dec. 1 and concluding Friday, Dec. 19, the Engineering department and Janod Inc. will begin work on the west slope Rock cut located under the George Washington Bridge in Manhattan as part of the Empire Line Rock Slope Stabilization Project. After a brief winter shutdown, the project is slated for completion in mid- to late summer.

Corporate Communications: On Tuesday, Nov. 25 at 10 p.m., as part of its eight-part *Extreme Trains* series, the History Channel is airing a profile on the *Acela Express*. On Dec. 16, the program is highlighting the *Empire Builder*.

New Diversity Training Plan to Roll Out

As part of its ongoing commitment to promoting a workplace free of discrimination and harassment, the 2009 diversity training season launches this week with a new focus on how effective diversity initiatives impact the bottom line.

“As Amtrak continues to evolve in response to changes in today’s more diverse market, it’s important to ensure our workforce has a good understanding of diversity — beyond compliance — and how it impacts every facet of our business,” said Lorraine Green, vice president, Human Resources and Diversity Initiatives.

To that end, the department is implementing a new round of diversity training, including an updated class format and curriculum to ensure alignment with the company’s strategic direction. Technical modifications were also made to the online refresher course to address several functional issues.

The mandatory diversity training requirement remains in effect for all non-agreement employees. Departmental diversity training representatives will assist in identifying those employees required to undergo training, notifying employees of class schedules and registering employees in the training classes. A list of diversity training representatives is posted on the diversity site on the Intranet.

- **Classroom:** All new non-agreement employees since the last round of training, as well as those who have no record of having taken diversity training, will be required to complete training in FY '09. A schedule of classes and a list of FAQs are posted on the Intranet at <http://wiki.intranet.nrpc/display/Diversity/Diversity+Training>.
- **Online:** All non-agreement employees who have completed training and are due for a refresher (as required every three years) will be required to complete the online course. The online diversity refresher can also be found at <http://wiki.intranet.nrpc/display/Diversity/Online+Diversity+Refresher+Course>.

Training for agreement-covered employees remains a part of their existing training channels, such as block training.

Daylight Savings Time Reminder: On Sunday, Nov. 2, at 2 a.m., all clocks (except in Arizona) will be set back one hour in accordance with the Uniform Time Standard Act. Amtrak trains en route at that time will protect departure times at the first station after 2 a.m. and operate on current schedules to their final destinations.

Operational Update: Beginning Nov. 3 through Nov. 24, all *Empire Service* trains operating between Albany-Rensselaer and Niagara Falls, N.Y., (except Train 285) will operate on an adjusted schedule due to track work being performed by CSX Transportation.

Pay-for-Performance: The mandatory compensation management training required for all managers with non-agreement reports concludes on Friday, Nov. 7. If you have not completed the training, contact Valerie Carter, training logistics coordinator, at carterva@amtrak.com.

Marketing and Product Management: Scheduled for discontinuance on Nov. 1, the provision allowing Northeast Corridor monthly multi-ride ticket holders to upgrade to off-peak *Acela Express* trains within 30 minutes of departure for \$20 will remain in effect until March 1, 2009.

Engineering: Production's Switch and Rail Gang, with the assistance of Mid-Atlantic Division Engineering forces, is in the process of reconstructing the North Leg of the Perryville Wye. By the Thanksgiving holiday, the gang will lay 1,200 track-feet of wood track panels and install continuous welded rail.

Health Services: Per a U.S. Department of Transportation directive, effective Nov. 1, direct observation of urine specimen collections is **required** for all federal return-to-duty and follow-up drug testing.

Top Story

Operational Changes: Due to Union Pacific track work, *Coast Starlight* Trains 11 and 14 will operate on an alternate route, with stops at stations between Los Angeles and Sacramento on Nov. 8, 10, 12 and 14. Alternate train or motorcoach service is available at most stations affected by this detour.

Engineering: The Switch Exchange System (SES), with the assistance of New York Division Engineering forces, will install the No. 27 switch in REA Interlocking in Newark, N.J., during a 55-hour weekend outage starting on Friday, Nov. 14.

Benefits: Later this week, employees will receive a letter explaining the transition from SHPS to WageWorks as the company's flexible spending accounts administrator. Also note that the annual open enrollment period for benefits ends this Friday, Nov. 14.

Human Resources/Station Support: The new electronic travel voucher request process is slated to go live on Sat., Nov. 15. In anticipation of the launch, employees are encouraged to log onto <http://mssetxcmb/CBT/travelvoucherrequest.html> to view a tutorial on using TVR.

Marketing and Product Management: The Radio City Christmas Spectacular® is now offering employees \$54 orchestra and first mezzanine seats — an \$18 discount — at select non-peak performances through Friday, Dec. 12. Log on to www.radiocitychristmas.com and enter the “AMTRAK” code to receive the discount.

Major Promotion on Tap to Create Buzz for Train Travel

This spring marks the beginning of a major marketing initiative designed to generate awareness and excitement for train travel through a series of events, promotions and advertising campaigns, which will culminate in the first National Train Day. Scheduled for May 10, 2008, National Train Day commemorates the 139th anniversary of the completion of the Transcontinental Railroad in Provo, Utah, and will include musical and entertainment acts, exhibits, VIP appearances and trip giveaways in the major markets of Chicago, Los Angeles, Washington, D.C., and New York City.

Beginning in mid-March, consumers will start to see National Train Day messaging on board trains, in stations and as part of a national advertising campaign.

“National Train Day allows us to engage new customers, strengthen our relationship with current riders, and generate positive buzz for Amtrak, all with an eye toward generating incremental trips,” said David Lim, chief marketing officer.

In the face of airline delays and highway congestion, as well as escalating fuel prices, riding the train is increasingly becoming a more viable travel alternative.

“National Train Day will help to generate excitement for train travel and remind people just how relevant the train is in their everyday lives today,” said Alex Kummant, president and chief executive officer. “Trains helped make America the great country that it is, but today train travel represents a mode of transportation for the future. It’s greener, more modern, and an overall nicer way to travel.”

Pullman Porter Reunions Slated

A Pullman porter tribute celebration is scheduled for Feb. 25 in Washington, D.C., and includes a special reception at Washington Union Station and an evening event on Capitol Hill. The Capitol Hill event coincides with a House resolution by Rep. Charles Rangel (D-N.Y.) to honor A. Phillip Randolph, who organized the Brotherhood of Sleeping Car Porters. Receptions will also be held in Chicago on May 10 and in San Francisco in September (date to be determined).

If you know of a former Pullman porter who is able to travel and would like to attend the celebrations, provide the individual’s name and contact information to Saunya Connelly via e-mail at connels@amtrak.com

Marketing and Product Management: If you know of a former Pullman porter who is able to travel and would like to attend the upcoming Pullman porter celebration in Washington, D.C., on Feb. 25, contact Saunya Connelly via e-mail at connels@amtrak.com

***Acela Express* Passengers Enjoy Outstanding OTP**

Acela Express trains operated at 92.8 percent on-time performance for the month of September, making it the best OTP month in more than two years and the best month operating under a 16-train plan. The best OTP month ever for the *Acela* was March 2006, when the train ran on time 93.2 percent using 14 of 20 trainsets.

A number of factors are involved in this strong performance, including improved crew performance, targeted schedule adjustments, and reductions in infrastructure challenges. The nearly 93 percent OTP for September 2008 contributed to Amtrak's increased air-rail market share along the Northeast Corridor. On the south end of the NEC, the company's air-rail market share increase to 63 percent; 49 percent on the north end.

Final Reminder: The deadline for completing and returning your responses to the Employee Satisfaction Survey is **Friday, Oct. 10**. All responses are strictly confidential. Call ATS 777-3770 or e-mail ecom@amtrak.com, and include your home mailing address, as soon as possible if you have not received a survey.

Operational Update: Due to track work being performed by Amtrak, Springfield Shuttle Trains 470, 490, 493 and 495 will be canceled between Berlin and Hartford, Conn., every Monday through Friday, beginning Oct. 6 through Nov. 14. Train 490 will be canceled between New Haven and Hartford.

Engineering:

Human Resources-Performance Management: Through Nov. 7, non-agreement managers are required to use the IMPACT performance management tool to evaluate their direct reports' annual job performance. Every non-agreement employee with at least 90 days of continuous service must receive an evaluation against established goals. Forward any questions to impact@amtrak.com.

Human Resources-Benefits: Given the recent news about the economy, employees should direct any questions about their Fidelity 401(k) Retirement Savings Plan to the Fidelity Retirement Services Center at 877-477-AMTK. Representatives are available Monday through Friday, 8 a.m. to midnight EDT.

Human Resources-Health Services: As the influenza season quickly approaches, the Centers for Disease Control and Prevention recommends an annual flu vaccine as the first and most important step in protecting against this serious illness.

Top Story

EIM Phase 2 Supports Broad Enterprise Systems Initiative

Amtrak is in the second stage of a five-year Employee Information Management (EIM) program designed to improve employees' access to information from the SAP system via a user-friendly Web browser — referred to as the Employee Information Portal, or EIP. Once this phase is completed, non-agreement-covered managers and employees and salaried agreement-covered employees will be able to easily check leave balances, view HR data and electronically submit and/or approve leave requests.

“EIM Phase 2 promotes ease of use and a movement toward self service,” said Michael Duncan, senior director, Compensation/Benefits and HR Technology.

Identity and access management, another program element, was recently used to match Windows and SAP usernames and passwords for easier access to SAP.

Additionally, the compensation management function will roll out to all managers with non-agreement-covered direct reports on Nov. 12. Mandatory training will begin tomorrow and continue through Friday, Nov. 7, and cover how to enter and approve merit increase recommendations in SAP. The October issue of *SAP Spotlight*, issued via e-mail on Oct. 7, details classroom training locations and dates for online training. Non-agreement managers should have received an e-mail with instructions on how to enroll in the training. For those who have not, contact SAPsupport@amtrak.com as soon as possible.

In early 2009, all salaried, non-agreement users can begin entering leave requests and approvals through EIP.

EIM Phase 2 supports a comprehensive enterprise systems solution known as Strategic Asset Management (SAM), which will integrate the business practices of Finance, Procurement, Mechanical, Engineering and Transportation. Using SAP and another tool called Maximo, SAM is expected to enhance company productivity by improving the work flow, establishing better processes, and providing consistent information across the company.

Operational Changes: On Saturday and Sunday Oct. 18, 19, 25 and 26, track work being performed by Metro-North Railroad will affect service and schedules along the *Maple Leaf*, *Adirondack* and *Lake Shore Limited* routes.

Engineering: On Saturday, Oct. 18, Bridge Rehab Gang R-901 will employ 16 100-ton hydraulic jacks to lift the four bottom pins and insert stabilizing yokes in the center of span No. 4 on the Susquehanna River Bridge as part of the Pin Stabilization Project. Thirteen additional spans will undergo this procedure over the next two years.

Marketing and Product Management: A pilot program is currently underway on the *Downeaster* in which conductors are using handheld computers to scan ticket barcodes to electronically record ridership data in real time. This first-of-its-kind pilot is the initial step toward print-at-home tickets for *Downeaster* passengers, beginning next spring.

PSSA Update: The first of nine regional President's Service and Safety Awards luncheons takes place in Chicago this Wednesday, Oct. 15, followed by another recognition luncheon at Beech Grove, Ind., the next day. Across the country, 84 employees and six external partners will be honored with PSSA awards.

Corporate Communications: If you are contacted or approached by members of the press, please remember that only authorized Media Relations personnel, or their designees, are permitted to speak to the media. During regular business hours, direct media to call 202-906-3860; direct after-hours inquiries to the Media Relations answering service at 800-562-1904.

Top Story

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Amtrak is in the second stage of a five-year Employee Information Management (EIM) program designed to improve employees' access to information from the SAP system via a user-friendly Web browser — referred to as the Employee Information Portal, or EIP. EIM Phase 2 features a self-service component for non-agreement managers and employees that includes a simple leave request and approval tool, enables them to check leave balances and view current Human Resources-related data. EIM also includes compensation management and identity and access management elements, the latter of which recently matched Windows and SAP usernames and passwords for easy access to SAP.

The compensation management function will roll out to all managers with non-agreement direct reports on Nov. 12. Mandatory training will begin tomorrow and continue through Friday, Nov. 7, and cover how to enter and approve merit increase recommendations in SAP. The October issue of *SAP Spotlight* details classroom training locations and dates for Webinar training. Non-agreement managers should have received an e-mail with instructions on how to enroll in the training. For those who have not, contact SAPsupport@amtrak.com as soon as possible.

On Nov. 13, all non-agreement managers are required to begin entering merit allocations in SAP. In early 2009, all salaried, non-agreement users can begin entering leave requests and approval through EIP.

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Marketing and Product Management: A pilot program is currently underway on the *Downeaster* in which conductors are — for the first time — using handheld computers to scan ticket barcodes to electronically record ridership data in real time. This is the first step toward print-at-home boarding passes for *Downeaster* passengers, beginning next spring.

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Warehouse Management Contract Signed

Amtrak today announced that it has selected ARAMARK Corp. to serve as the company's food and beverage warehouse management provider effective Jan. 1, 2009, following a six-month evaluation of bids from vendors to provide the best service and value to passengers.

With the expiration of its contract with Gate Gourmet Inc. at the end of this calendar year, Amtrak explored the marketplace in search of best-in-class systems and industry best practices.

“ARAMARK is best equipped to provide the type of service that meets our future needs, as we strive to become more cost-efficient while continuously improving the quality of our service,” said Emmett Fremaux, vice president, Marketing and Product Management. “I think everyone involved with the operation — from our lead service attendants to the senior management team — will be pleased with the selection of this vendor.”

With the contract finalized, a transition steering committee will plan and implement steps to ensure a smooth transfer of operations from the current service provider. The transition process is expected to have little or no impact on routine warehouse activities or passengers. The transition steering committee will also manage and provide regular communication on the process for employees such as lead service attendants, service attendants and other Amtrak employees associated with the food and beverage operation.

“We look forward to a smooth transition over the course of the remainder of the calendar year,” said Kevin Scott, chief, Service Delivery. “Our objective is to work with all stakeholders to make sure that happens.”

ARAMARK Corp. is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world.

Amtrak issued a request for proposals in April, inviting potential vendors to submit proposals. As part of the process, a Technical Evaluation Committee was appointed with representatives from the Food and Beverage, Service Delivery and On-Board Systems groups of the Marketing and Product Management department, as well as representatives from the Transportation, Legal, Finance and Procurement departments.

In related news, the company is in the final stages of selecting a vendor to develop a new on-board point-of-sale system to capture food and beverage sales and update commissary warehouse operations. Once the vendor is selected, Amtrak and the vendor will begin development, which will culminate in a pilot program next fall and an early 2010 rollout.

Operational Changes: Beginning Saturday, Oct. 18 through Saturday, Oct. 25, several *Keystone Service* trains will operate on a slightly later schedule due to track work being performed by Amtrak Engineering.

Engineering: The final phase of the 138-kilovolt transmission cable replacement project, in the Baltimore & Potomac tunnels, which began in August, is continuing on schedule. The new dry, high-voltage power cable system minimizes Amtrak's environmental impact in the Baltimore tunnels.

Government Affairs: On Thursday, Oct. 16, President Bush signed into law H.R. 2095, a combined rail safety and Amtrak reauthorization bill, which enables \$12.9 billion in funding for the FY 2009-2013 period. The funding includes \$1.9 billion for state grant programs for capital investment for intercity passenger rail programs.

PSSA Update: President's Service and Safety Awards luncheons take place in Providence, R.I. on Tuesday, Oct. 21 and Friday, Oct. 24 in Washington, D.C. The two events will recognize a combined total of 29 PSSA winners and 67 30- and 35-year employees.

Vote, But No Politicking on the Job

With the Nov. 4 election approaching, Amtrak employees are encouraged to exercise their right to vote. However, while on the job employees are not advertisements for candidates, propositions or other political issues.

The wearing of political buttons, stickers or other signs of political support or opposition is not allowed. This prohibition also applies to equipment, company vehicles and other company-owned property. It does not apply to your personal vehicle. Thank you for complying, and be sure to exercise your right to vote.

New Initiative Simplifies Travel Voucher Issuance

Slated to go live in November, the new travel voucher request (TVR) process that uses the existing Internet-based eTrax tool will provide automated accountability and reporting capabilities. In anticipation of the launch, employees are encouraged to log onto <http://mssetxcmb/CBT/travelvoucherrequest.html> to view a tutorial on using TVR.

Currently, managers, directors and supervisors send a faxed request to the travel office within the Human Resources department for review and processing.

“What was once a laborious, manual process now takes less than five minutes,” said Mike Jones, senior systems analyst, who led the development of this initiative. “And, because we leverage the use of the existing eTrax tool, there are no added costs associated with automating the TVR process.”

After logging on to the eTrax home page, users will be directed to a list of commonly used forms, which will include the travel voucher request form.

Station training aids can be found on the Intranet at “How We Work” → “Station Support” → “Station Training” → “Job Aids” → “Booking and Ticketing” → “Non-Revenue Travel Vouchers.”

Administrative training aids can be found on the Intranet at “Library” → “Policies” → “Reservation and Ticketing Policies” → “Employee Pass Procedures” → “Vouchers” → “How to Obtain a Voucher.”

For more information, contact Jones at ATS 777-3127 or JonesMi@amtrak.com.

New Timetable Now in Effect

The new Fall 2008-Winter 2009 System Timetable goes into effect today, and includes minor schedule changes across the system. Notable modifications include the restoration of through service between Boston and Chicago that will include sleeper service beginning in November. Faster weekend service is now available between Los Angeles and San Luis Obispo, while an additional trip between Washington, D.C., and New York is offered on Thursday afternoons.

New timetables have been distributed and are available across the country and station managers are reminded to remove and destroy all copies of outdated timetables from distribution racks. The Northeast Corridor Thanksgiving edition will be distributed shortly, which will supersede the Fall-Winter version from Nov. 25 to Dec. 1.

Operational Changes: Beginning Monday, Oct. 27 through Thursday, Dec. 4, westbound Train 371 *Pere Marquette* will depart Grand Rapids, Mich., one hour earlier than scheduled, and will arrive and depart subsequent station stops one hour earlier due to CSX track work.

Engineering: Production's Switch and Rail Gang is currently installing 3,330 track feet of panelized concrete track on Track No. 4 at Metro Park Station. Once the 60-foot track panels are in place, continuous welded rail will be installed. The work is scheduled for completion in mid-November.

Government Affairs: On Oct. 29, Chief Operating Officer Bill Crosbie will testify during a House Transportation and Infrastructure Subcommittee hearing on "Investing in Infrastructure: The Road to Recovery."

PSSA Update: President's Service and Safety Awards luncheons take place in Philadelphia on Tuesday, Oct. 28 and Wednesday, Oct. 29 in New York. The two events will recognize a combined total of 23 PSSA winners and 151 30- and 35-year employees.

Benefits: Fidelity has made Amtrak aware of a fake (phishing) e-mail that may be received by Fidelity clients, including Amtrak employees, directing them to provide or update account information. Employees are advised to view with suspicion any e-mail message asking for account information; legitimate business concerns do not ask for such information via e-mail.

COPY FOR APPROVAL

TO: Alex Kummant
FROM: Margaret Sherry, Josh Raymond
DATE: May 19, 2008
RE: Top Story for Amtrak This Week

CEO Calls for Participation in Operation RedBlock at All Levels

Amtrak is committed to prevent and avoid on-the-job alcohol and drug abuse in the workplace through the Operation RedBlock program (ORB). Earlier this month, the Operation RedBlock Executive Steering Committee, composed of senior labor union leaders and management met to recertify its common interest in ORB and reinvigorate the involvement of managers and employees in the program.

“I support and urge the support of all our managers and employees for the RedBlock program. It is important that we maintain our safe working environment free of drugs or alcohol. We all share in this responsibility and I commend the volunteer employees who act in concert to strive toward this common goal,” said President and CEO Alex Kummant.

Noting that tireless commitment from employees and managers at all levels is necessary, Kummant added that Operation RedBlock fosters an environment in which co-workers look out for one another. “The active participation of management in the regional, divisional and local ORB committees is critical,” he added.

Operation RedBlock is a union developed, company adopted, drug and alcohol peer prevention and intervention program. Its mission is to emphasize awareness, education and prevention of substance abuse through union-led committees. More information about Amtrak’s RedBlock program can be found on the company Intranet under the “Employees” menu or at www.redblock.com.

Mcs 1/15 9:25 am okay I'm assuming you'll have a separate caption for the photo itself? If so, please drop this in Marlon. If not, you'll need to amend this so that you've got the caption in here – remember that captions are written in present tense.

Penn Farm Show-Caption

Amtrak Customer Advisory Committee members Lucille and Franklin Shearer were among host of Amtrak volunteers who promoted Amtrak service at the 2008 Pennsylvania Farm Show recently in Harrisburg, Pa.

The largest indoor agricultural show in the world, the Pennsylvania Farm Show attracts more than 500,000 visitors over an eight-day period. The show included a farm complex housing a wide variety of animals, fruits and vegetables, as well as numerous arenas with active competitions including rodeos and tractor pulls.

At the Amtrak booth, a combination of more than 30 *Keystone Service* employees, Marketing and Product Management employees, ACAC members and local National Railway Historical Society members distributed timetables, vacation guides, Arrive magazines, plastic luggage ID tags and conductor hats for the kids.

Message from COO Crosbie on Hurricane Gustav

Dear Co-workers,

Hurricane Gustav made landfall on the Gulf Coast over the weekend and continues to impact inland communities, but well-orchestrated preparation and evacuation efforts helped safeguard the welfare of the area's residents, and I am very proud to say that Amtrak played a role in making that happen.

The safety of our employees in the area is of utmost importance. It appears that most of the more than 300 employees there left for safer ground. My thoughts are with them — most won't know the condition of their homes and communities until they can get back home — and the company wants to be as helpful as we can to them as they work through this process.

While we regroup and wait for authorization to return to the area, we want to ensure every Amtrak employee affected by this storm is safe and accounted for. Those employees should call to inform us of their whereabouts. Mechanical employees should call 800-424-0217 ext. 2082, APD employees should call 800-331-0008, and all other employees should call 877-872-2334. Employees should also maintain contact with their supervisors to check on the status of work assignments.

I want to express my appreciation for all of the hard work and professionalism from the employees who played a part in preparing for Hurricane Gustav, and coordinating and executing three special evacuation trains that took over 2,000 New Orleans area residents safely from that city to Memphis on Saturday and Sunday.

This was a tremendous team effort. General Superintendent Joe Wall and his Southern Division team, including Asst. Superintendent Richard "Butch" Williams, who was the point person for the evacuation operation, did a phenomenal job. Employees from Mechanical, Engineering and Operations, the Central Division as well as the Go Teams and Amtrak Police, were also critical to our success. From coordination with FRA and FEMA, to the operation of the trains and the work of our front line employees — and in the face of medical emergencies and fallen trees — you performed exceptionally well.

Amtrak took action as a national transportation asset to assist in the evacuation of the city, and you did us proud. While it is uncertain when we can resume regular service to New Orleans, we are currently working with FEMA to determine when we will transport people back to New Orleans later this week.

Thank you for your dedication, and please keep our employees affected by the storm in your thoughts; it is my hope that they recover from this event safely and quickly. Remember that the hurricane season isn't over yet; Gustav is still active, and we're closely watching Hurricane Hanna and Tropical Storms Ike and Josephine.

Sincerely,
William L. Crosbie
Chief Operating Officer

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Sincerely,

William L. Crosbie
Chief Operating Officer

Operational Update: On Tuesday, Sept. 2 through Thursday, Sept. 4, and Sunday, Sept. 7 through Wednesday, Sept. 10, *Piedmont* Trains 73 and 74 will operate between Raleigh and Salisbury, N.C., due to Norfolk Southern track work. Motorcoach service will be provided between Salisbury, Kannapolis and Charlotte.

Human Resources: Implementation of the new DOT rule requiring all employees to submit to direct observation urine collection for return-to-duty from previous positive tests or follow-up testing **only** has been delayed until Nov. 1. Other federal test requiring direct observation will follow the procedures as outlined in the current DOT regulation.

Environmental Health and Safety: A five-week EHS and Engineering noise monitoring initiative is underway at various Mid-Atlantic and New England locations. This week's monitoring will occur in New York, Elmora, N.J., and Morrisville, Pa.

Reminder: Don't forget to complete the voluntary and confidential Employee Satisfaction Survey being mailed to your home this week. The results of the survey will enable the company to better address issues impacting employees and improve customer service. The deadline for survey submissions is Oct. 10.

Operational Update on Recent Tropical Storms

While attention is turning back to the Gulf Coast as Amtrak monitors the progress of Hurricane Ike, other areas of the country affected by Tropical Storm Hanna and Hurricane Gustav have begun to return to normal.

After assisting FEMA in the evacuation of New Orleans area residents prior to Hurricane Gustav, Amtrak transported approximately 2,000 evacuees from Memphis back home on two trains last Thursday and Friday. Full revenue service will resume as *City of New Orleans* Trains 59 and 58 return to service today and tomorrow.

Last week, numerous trains were either canceled or limited to partial service due to Tropical Storm Hanna's effect along the East Coast. Despite fallen trees and flooding, all regular service has been resumed.

"The planning and safe execution of train operations for these storms has been absolutely first-class," said Chief Operating Officer William L. Crosbie. "So many employees have gone out of their way to protect our passengers, our co-workers and our business. We should all be proud of the excellent work, but we also need to remain focused as yet another hurricane is impending."

Centennial Celebration Set for October 4-5 in Washington, D.C.

Employees invited to attend, volunteers needed

Employees and their families are invited to the Washington Union Station Centennial Celebration that takes place on Oct. 4, from 10 a.m. to 4 p.m., and Oct. 5, from noon to 4 p.m. The event includes entertainment, railroad memorabilia exhibits and an expansive train display featuring current Amtrak equipment as well as historic locomotives and private cars representing the railroads that have served the station during its 100-year history. The celebration also marks the 20-year anniversary of the station's historic redevelopment. Stay tuned for upcoming information on perks for employees, including a private viewing of the train display and special offers on souvenir items.

Help us tell the story — if you have any special memories or photos from Union Station, share them with us. Send them to Employee Communications at ecom@amtrak.com.

Any employee who will be in the area that weekend and would like to volunteer for the event should contact Saunya Connelly at ATS 777-4164 or Connels@amtrak.com. Volunteers will be provided meals and a free t-shirt.

Operational Update: The temporary service change for the Springfield Shuttle has been extended through Friday, Sept. 26. Trains 470, 490, 493 and 495 will not operate between Hartford, Conn., and Springfield, Mass., due to Amtrak track work; motorcoach service will be provided between Springfield, Windsor Locks, Conn., and Hartford.

Engineering: The New England Division Concrete Tie Gang is continuing its efforts to eliminate slow orders resulting from defective concrete ties on the Shore Line between Branford, R.I., to East Haven, Conn.

Environmental Health and Safety: A five-week EHS and Engineering noise monitoring initiative is underway at various Mid-Atlantic and New England locations. This week's

monitoring will occur in Princeton Junction, N.J.; Elmora, N.J.; Newark, N.J. and at Penn Station in New York.

Corporate Communications: Check out Good Morning America next week! Beginning Monday, Sept.15 through Thursday, Sept. 18, ABC News' Good Morning America will be broadcasting live from a chartered Amtrak train that will tour the Northeast and terminate in Washington, D.C.

Don't Miss Good Morning America Next Week!

Amtrak, ABC Make History Next Week

Ed. Note: *Amtrak This Week* is being distributed early to remind employees of GMA's broadcast from an Amtrak train.

Make sure you catch ABC News' Good Morning America next week, as it broadcasts live from an Amtrak charter train, the centerpiece of a five-day Whistle-Stop Tour that will travel across the Northeast and Ohio. Amtrak and ABC will be making history, as this is the first time anything of its kind has been done on live television.

Kicking off the five-day tour, anchors Diane Sawyer, Robin Roberts, Chris Cuomo, Sam Champion and the ABC crew will air the first show Monday while traveling through Massachusetts aboard specially equipped Amtrak equipment and two private rail cars. Powered by two P-42 locomotives, the train will travel through Massachusetts Monday; New York on Tuesday; Ohio, Pennsylvania, Maryland on Wednesday; and West Virginia on Thursday. The Tour concludes on Thursday in Washington, D.C.

The 11-car, 874-foot-long traveling studio, operated with Amtrak Train and Engine crews with host railroad pilots and staffed by On-Board Service employees, includes two Superliner Sleeping cars, a Cross Country Café car, two Diner Lounge cars and a Transition Dorm, plus two private cars. The equipment conversion, paid for by GMA, was performed at Beech Grove and at the Albany Maintenance Facility.

"The GMA charter provides us an opportunity to show millions of Americans the benefits of train travel and our capacity to serve travelers from large and small communities across the country," stated Corporate Communications Chief Cliff Black. Spearheaded by the Charter Services group, the tour involved the collaboration of several departments including Transportation, Mechanical, Engineering and Amtrak Police Department, along with the cooperation of Norfolk Southern, CSX Transportation and Housatonic Railroad.

For more detailed information about the Whistle-Stop Tour, including a behind-the-scenes look at the months of preparation put into the project, visit www.abcnews.go.com/gma.

Service Disruptions: Because Hurricane Ike is expected to make landfall in the Corpus Christi, Texas area as a category 3 or category 4 hurricane on the morning of Saturday, Sept. 13, Amtrak is canceling all *Sunset Limited* and *Texas Eagle* trains on Friday, Sept. 12. No alternate transportation is provided.

Operational Changes: On Monday, Sept. 15, due to an equipment upgrade project, Washington-Boston *Acela Express* Train 2160 will replace Train 2108 and Washington-New York *Acela Express* Train 2110 will replace Train 2162. *Northeast Regional* Train 174 will operate on its current schedule between Washington and New York, but will depart New York at 1:30 p.m., 30 minutes later than the published schedule, and will operate approximately 30 minutes later at all stations to Boston.

Finance: Monday, Sept. 15 is the cutoff for posting invoices to the Accounts Payable System. Invoices received after Sept. 15 and not entered into the A/P system will be accrued by Accounts Payable into the General Ledger for inclusion at the end of the fiscal year.

Message from President Kummant

Dear Co-workers,

Some of you may have already received the Employee Satisfaction Survey that was mailed to each of your homes — many of you may have already received it. I strongly encourage you to take a few minutes to complete and return the survey, answering the questions as sincerely as possible. This is an opportunity for you to tell us your thoughts on what works and what can be made better. By doing so, you will help us shape the future of the company and help improve service for passengers and employees — our most important resource.

All responses will be mailed directly to a third party and will be kept strictly confidential. The anonymous, tabulated responses will be sent back to us, and I can't wait for the results. Thanks for your participation.

Sincerely,

Alex Kummant
President and Chief Executive Officer

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For more detailed information about the Whistle-Stop Tour, including a behind-the-scenes look at the months of preparation put into the project, visit www.abcnews.go.com/gma.

Survey Being Mailed This Week to All Active Employees

Dear Co-workers,

Over the course of the next week, you will receive an Employee Satisfaction Survey in the mail. I cannot stress enough how important it is for you to take a few minutes to complete and return the survey by Oct. 10, answering the questions as sincerely as possible. This is an opportunity for you to tell us your thoughts on what works and what can be made better.

All responses will be mailed directly to a third party and will be kept strictly confidential, and the anonymous, tabulated responses will be sent back to us. Our workforce is our most valuable resource; by participating in the survey you will make your voice heard as we shape the future of the company.

Sincerely,

Alex Kummant
President and Chief Executive Officer

Top Story

The Employee Satisfaction surveys recently mailed to all active employees' homes is an opportunity for employees to provide input on what works and what can be made better. It's completely anonymous; please take the time to complete it and return it by Oct. 10.

What's the purpose of the survey?

While it's not the only way for Amtrak to learn from its employees, the survey is an opportunity for you to sincerely share how you feel about the company, your job, the service we provide and many other facets of your perspective on Amtrak. The survey is an important tool for Amtrak to gauge current performance as an employer and a service provider, and for making improvements in both areas.

Why should I take the time to complete it?

You have a stake in Amtrak, and in the long run, you benefit by making your opinions known. Whether you're on the front lines or in the back offices, you offer a unique perspective on improvements we can make, and we want to know what they are.

Will I hear about the results of the survey, and if so when?

The findings will be tabulated and delivered to Amtrak around the end of the calendar year, and will help the company identify areas for improvement or development. You should expect to hear about the survey results (look for information in *Amtrak Ink* and *Amtrak This Week*) after the new year.

Is the survey confidential?

Yes. The survey is completely confidential and managed by an outside firm. All employees, including those in small departments, are assured that the firm will protect all information or findings that can identify anyone personally.

In fact, we purposely ask that no one volunteer his or her name on the survey. Amtrak wants your honest opinions and recognizes that we need to protect your anonymity in order to obtain them.

I didn't get the survey in the mail. Who do I call to get it mailed to me?

If you did not receive the survey at home, please e-mail ecom@amtrak.com or call (202) 906-3770 to request that one be sent to you. Please remember to include your name and mailing address.

Thank You! An enthusiastic and heartfelt THANKS goes out to all of the employees in the Transportation, Mechanical, Engineering, as well as the Amtrak Police Department, for their invaluable efforts to make the Good Morning America Whistle-Stop Tour a great success. Their contributions helped show millions of Americans the benefits of train travel and our capacity to serve travelers from large and small communities across the country.

Operational Changes: For the duration of the equipment upgrade, the Washington-New York *Acela Express* Train 2108 is now Train 2160 and extended to Boston. Train 2162 is now Train 2110 and terminates in New York. *Northeast Regional* Train 174 will depart New York 30 minute later, arriving 30 minutes later at all stations to Boston.

Engineering: Production C&S and Mid-Atlantic division Engineering forces will complete the cutover this week of the new signal system on Track 1 of the Harrisburg Line between Rheems and Cork to allow bi-directional traffic under signal indication at timetable speed. This will greatly improve flexibility on the route for train operations and maintenance activities.

Human Resources: All SAP users' passwords have been reset. When logging on to the Amtrak network, users are now required to create a new password — which becomes both their Windows and SAP password — and subsequently submit a set of challenge questions and answers in the event of a lost or forgotten password. For instructions, log onto <https://iam.amtrak.ad.nrpc/idm/docs/IAM-Job-Aid.pdf>.

Volunteers Needed: Amtrak is hosting the Washington Union Station Centennial Celebration on Saturday and Sunday, Oct. 4 and Oct. 5, displaying memorabilia, souvenirs and current and historic train equipment representing the station's century-old history. To volunteer and receive a free souvenir t-shirt and meal voucher, contact Saunya Connelly at ATS 777-4164 or Connels@amtrak.com.

Attention: Employee Survey: Don't forget to complete and return the Employee Satisfaction survey by Friday, Oct. 10. Your confidential responses will help the company better address issues that affect employees and to improve service to customers.

ATW Top Story

Congress Passes Continuing Resolution for FY '09; House Action Taken on Amtrak Reauthorization

During a rare weekend in session, Congress on Saturday approved a Continuing Resolution that will provide Amtrak funding for FY '09 through March 6, 2009, at the FY '08 level (\$1.3 billion). In the absence of a formal appropriations bill, the CR serves to continue funding into the start of the new fiscal year on Oct. 1, to maintain current operations.

Last week, the House also passed H. Res. 1492, a combination of a rail safety bill and Amtrak's reauthorization bill, which enables \$12.9 billion in funding for the FY 2009-2013 period. The funding includes \$1.9 billion for state grant programs for rail programs; reforms such as improved accounting and standards for service and on-time performance; and a requirement for a collaborative NEC state-of-good-repair plan.

The Senate is expected to take up the bill this week before leaving to campaign for the upcoming elections.

Authorizing legislation, not to be confused with appropriations legislation, establishes the policy framework for intercity passenger rail and sets the recommended annual funding levels to meet the objectives of the authorization. Federal funding must still be obtained on an annual basis via the congressional appropriations process.

The rail safety portion of the bill mandates and makes funding available for Positive Train Control on certain rail main lines used by passenger and freight trains.

Combining the reauthorization legislation with the rail safety bill provided the impetus to finish the reauthorization bill before the end of Congress' session. Given the many items on the legislative agenda and the current financial crisis, having Congress take up Amtrak's reauthorizations as one of its last actions speaks well of the support for passenger rail on Capitol Hill.

Congress is expected to enter a recess period and it is unclear whether they will return to Washington for a post-election lame duck session.

Congress Passes Continuing Resolution for FY '09; Preliminary Senate Action Taken on Amtrak Reauthorization

With the Senate's approval during a rare weekend session, Congress on Saturday approved a continuing resolution that will provide Amtrak funding for FY '09 through March 6, 2009, at the FY '08 level (\$1.3 billion). In the absence of a formal appropriations bill, the CR serves to continue funding into the start of the new fiscal year on Oct. 1, to maintain current operations.

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The Senate earlier today overcame some procedural hurdles to clear the way to take up the legislation on Wednesday.

Authorizing legislation, not to be confused with appropriations legislation, establishes the policy framework for intercity passenger rail and sets the recommended annual funding levels to meet the objectives of the authorization. Federal funding must still be obtained on an annual basis via the congressional appropriations process.

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Congress is expected to enter a recess period after Wednesday and it is unclear whether they will return to Washington for a post-election lame duck session.

Operational Update: Through Oct. 26, *Empire Service* trains 280, 281, 284, 286 and 288 will operate on an adjusted schedule due to track work being performed by Amtrak between Albany-Rensselaer, N.Y., and Buffalo, N.Y.

Engineering: The Switch and Rail Gang will be installing the No. 87 switch on the Hudson Pocket Track Project in Newark, N.J. The new turnout will connect Hudson Yard Tracks 10 and 11 and help restore the yard's operational flexibility.

Centennial Update: The Washington Union Station centennial celebration will take place on Oct. 4, from 10 a.m. to 4 p.m., and Oct. 5, from noon until 4 p.m. Contact Saunya Connelly at ATS 777-4164 or ConnelS@amtrak.com to volunteer.

Reminder: Don't forget to complete and return your responses to the Employee Satisfaction Survey by Oct. 10. Call ATS 777-3770 or e-mail Corporate Communications at ecom@amtrak.com if you have not received the survey. All responses are strictly confidential.

Statement on the introduction of HR XX

Demand for passenger rail is on the rise and we are pleased to see Chairpersons Oberstar and Brown introduce a reauthorization bill that will help support

pleased

House Transportation and Infrastructure Committee

HR

Operational Update on Recent Tropical Storms

While attention is turning back to the Gulf Coast as Amtrak monitors the progress of Hurricane Ike, other areas of the country affected by Tropical Storm Hanna and Hurricane Gustav have begun to return to normal.

After assisting FEMA in the evacuation of New Orleans area residents prior to Hurricane Gustav, Amtrak transported approximately 2,000 evacuees from Memphis back home on two trains last Thursday and Friday. Full revenue service will resume as *City of New Orleans* Trains 59 and 58 return to service today and tomorrow.

Last week, numerous trains were either canceled or limited to partial service due to Tropical Storm Hanna's effect along the East Coast. Despite fallen trees and flooding, all regular service has been resumed.

"The planning and safe execution of train operations for these storms has been absolutely first-class," said Chief Operating Officer William L. Crosbie. "So many employees have gone out of their way to protect our passengers, our co-workers and our business. We should all be proud the excellent work, but we also need to remain focused as yet another hurricane is impending."

Survey e-mail/flyer
Sept 30

Amtrak wants to hear from you! If you have not completed and returned the Employee Satisfaction survey that was mailed to your home earlier this month, you're missing an opportunity to share your perspective on everything from how we deliver customer service to your own job satisfaction. It's completely anonymous.

The survey must be completed and returned by Oct. 10. If you did not receive a survey, please call 202 906-3770 (ATS 77-3770) or send an e-mail to ecom@amtrak.com as soon as possible to get one mailed to you.

Survey e-mail/flyer
Oct. 6

Time is running out! The deadline to complete and return the Employee Satisfaction survey that was mailed to your house last month is this Friday, Oct. 10.

Don't miss the opportunity to share your opinion about a range of issues that relate to your job at Amtrak. It's completely anonymous — fill out the survey and sent it back by this Friday.

Important Note!

Make sure your time is entered for payroll promptly!

Under the recent contract settlements, employees will be paid retroactive wage adjustments, the first installment of which is to be paid May 9, 2008. Amtrak's Human Resources, Payroll and Information Technologies implemented the new rates on April 1, 2008 and are preparing for payment of the retroactive adjustment. This adjustment will cover the period from July 1, 2002 through March 31, 2008.

In order to ensure that the retroactive pay calculations are correct, it is vital that all time be promptly and accurately entered into the payroll system. **Time reporting for all dates through March 31, 2008, must be entered no later than April 25, 2008, in order to be included in the wage adjustment check.**

Any time submitted after April 25, 2008, for dates worked prior to March 31, 2008, will be paid at the old rates and require time consuming manual adjustments. The results of those manual adjustments will be included in the second retroactive check in May 2009.

OR

Any time submitted after April 25, 2008, for dates worked prior to March 31, 2008, will be paid at the old rates and require time consuming manual adjustments. The results of those manual adjustments will be paid in the latter part of September, 2008.

2009

special employee advisory

April 2, 2009 • Page 1 of 1

Federal Income Taxes Temporarily Reduced

Beginning April 3, employees may notice that their paychecks are slightly higher than normal due to a reduction in the amount of federal income taxes withheld.

The reduction is part of the “Making Work Pay” income tax credit included in the American Recovery and Reinvestment Act, which was signed into law on Feb. 17.

The reduction provides a \$400 individual income tax credit (\$800 for joint filers) for 2009 and 2010. Rather than taxpayers claiming the credit when they file their federal tax returns, the law directs employers to reduce the amount of income taxes withheld from paychecks at a pro-rated amount throughout the tax year.

Checks issued on April 3 will have both the current pay period federal income tax reduction as well as the retroactive amount due for the time period since Feb. 17.

The credit begins phasing out at a modified adjusted gross income (AGI) above \$75,000 (\$150,000 for joint filers) and no credit is given to employees with a modified AGI of \$95,000 (\$190,000 for joint filers) or more.

Employees do not need to fill out a new Form W-4 unless they feel that the new tax tables will cause them to have taxes under-withheld by the end of the year. In particular, married couples with both spouses earning wages and individuals working multiple jobs at one time may want to file a new Form W-4 and claim either fewer withholding allowances on line 5 or request additional amounts to be withheld on line 6.

For additional help, employees may get the IRS Publication 919, “How Do I Adjust My Tax Withholding?” or visit the IRS website at www.irs.gov and use the “Withholding Calculator.”

To change their Form W-4, employees should contact their local Payroll offices.

Please distribute at all safety meetings and post on all employee bulletin boards.



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April 13, 2009 • Page 1 of 1

Transportation Policy Authority To Join Executive Team

Amtrak today announced the appointment of former Senate Commerce Committee staffer Stephen J. Gardner to the position of vice president, Policy and Development, effective today.

Gardner replaces Vice President of Strategic Partnerships and Business Development Anne Witt, who left the company on April 11. Gardner will report to President and CEO Joe Boardman.

As Vice President, Policy and Development, Gardner will be the lead executive responsible for formulating the policies necessary to carry out Amtrak's mission and strategic plan. Gardner will also oversee the railroad's general development and planning activities as Amtrak pursues growth and improvement through new business opportunities and partnerships. More detailed information about the department's structure will become available as certain functions of the prior organization are integrated with other departments.

President and CEO Joe Boardman, said, "We are very fortunate to have Stephen join our executive team. His extensive transportation policy experience and practical knowledge of railroading make him the best person to help Amtrak formulate and execute the plans that will enable our railroad to grow and develop into a safer, greener, and healthier transportation company."

A recognized authority on transportation policy and legislation, Gardner was the lead surface transportation Democratic professional staff for the U.S. Senate Committee on Commerce, Science, and Transportation's Subcommittee on Surface Transportation and Merchant Marine Infrastructure, Safety, and Security. In this capacity, Gardner directed all legislative and oversight activities related to the safety, security, infrastructure, and operations of railroads, motor carriers, pipelines and hazardous materials

transportation, including overseeing all related Federal agencies.

During his five-year tenure in the Senate, he served on behalf of former Commerce Committee Chairmen Ernest F. Hollings and Daniel K. Inouye, and current Chairman John D. Rockefeller. Prior to his work with Commerce Committee, Gardner worked as legislative assistant for transportation to both Sen. Tom Carper and Rep. Bob Clement.

Prior to his policy work on Capitol Hill, Gardner held various railroad operating positions for Guilford Rail Systems and the Buckingham Branch Railroad.

Please distribute at all safety meetings and post on all employee bulletin boards.



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April 27, 2009 • Page 1 of 1

Amtrak Closely Monitoring Swine Flu Outbreak

The outbreaks of swine flu are being closely monitored by Amtrak's Health Services, and Environmental Health and Safety departments and its cross-departmental Pandemic Flu Task Group.

While at this time, about 20 cases of swine flu have been reported in the United States, the domestic and international situation warrants preparedness and serious attention.

Front line employees are directed to review the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 "Serious Communicable Disease Procedures" on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, "Public Health Guidelines," Section C). The manuals are posted on the Intranet, under "Library," "Wiki," and "Service Standards."

In addition, starting today, all crew briefings are required to include a detailed review of the Serious Communicable Disease procedures and information about swine flu symptoms. Hard copies of the procedures and the attached guidance from the Centers for Disease Control will be made available.

Employees should also take precautions, such as thorough and frequent hand washing, and covering your mouth with your sleeve or a tissue when you cough. Human-to-human spread of swine flu occurs in the same way as regular seasonal flu, through the coughing or sneezing of infected people.

"As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin," said Amtrak's Corporate Medical Director Dr. Tim Pinsky.

If an employee assists a co-worker or passenger who appears to have a respiratory illness and who may have traveled from an

area with confirmed cases of swine flu (at this time, Texas, Kansas, New York, California, Ohio, and Mexico), he or she should try to keep the ill person separated from others as much as possible (three to six feet). All employees should notify CNOC at (800) 424-0217 or ATS 734-2307 if they encounter someone who is exhibiting symptoms of the swine flu. CNOC will serve as a central clearinghouse for this information for trains and Amtrak locations.

Amtrak retains the right to refuse travel or remove from a train any passenger who poses a health hazard to other passengers or employees. Employees should follow proper procedures for doing so in a professional and discreet manner. This policy is printed on the back of each ticket and posted on Amtrak.com.

"We're taking this issue seriously and are working closely with the appropriate federal and state authorities. I am confident that our employees are capable of watchfully managing this kind of situation in a calm and deliberate manner," said Chief Operating Officer William Crosbie.

At this time, no cases of swine flu have been reported on Amtrak trains or facilities.

Amtrak will continue to monitor the situation and will keep you informed as needed.

Please distribute at all safety meetings and post on all employee bulletin boards.



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April 28, 2009 • Page 1 of 1

Retroactive Wage Adjustment To Be Issued May 1

This week, approximately 17,000 employees will receive the remaining 60 percent payment of the retroactive wage adjustment resulting from the 2008 contract settlements between Amtrak and the following unions:

ARASA (Maintenance of Equipment)
ARASA (Maintenance of Way)
ATDA
BLET
BMWE
BRS
IAM
IBB
IBEW
JCC
NCFO
SMWIA
UTU – Train Service
UTU – Yardmasters
UTU – Stewards

In a *Special Employee Advisory* dated March 19, President and CEO Joe Boardman announced that the retroactive wage payment would be made on May 1, 2009, on the 38th anniversary of Amtrak. “The original plan was to issue back pay on a union-by-union basis like the first round of payments, meaning some of you would not receive your check until July. But we want to get the money to you sooner rather than later,” said Boardman.

Please take note of the following reminders:

When the first 40 percent payments were made in 2008, employees who performed service under more than one union contract may have received separate checks/direct deposit statements and summary statements for adjustments made under different contract settlements. The payment made on May 1 will consist of a single check/direct deposit statement, consolidating the 60 percent payment due under all summary statements and contract settlements.

For your reference, the summary statements issued in 2008 reflect the 40 percent payment, the 60 percent payment being made this week and the sum of the two. If you do not have the summary statements sent to you last year, you may obtain a replacement by contacting your local field Payroll Office.

Only hours paid for or worked are included — payments for things such as differentials, meal allowances and travel reimbursements are not included in the wage adjustments.

In accordance with the terms of the contract settlements, Amtrak did not deduct contributions toward your 401(k) plan from the retroactive wage adjustment checks. In addition, this payment is subject to the federal 25 percent supplemental payment tax withholding rate, as well as any percentage-based creditor or tax levy deductions, such as state and local taxes. Depending on the state in which you reside, a mandatory supplemental state tax rate may apply as well. Railroad Retirement taxes are deducted at the same percentage as normal up to the annual maximum.

Garnishments related to child support are exempt unless the employee is behind on or in arrears on required payments. If this is the case, then a deduction was made for child support.

Please distribute at all safety meetings and post on all employee bulletin boards.



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December 4, 2009 • Page 1 of 1

Wage Expense and Tax Changes Will Impact Payroll for Agreement Workers

Effective Jan. 1, Amtrak will be making changes to wage codes and begin withholding taxes from certain payments to employees in accordance with current IRS regulations.

The changes will impact how employees input wages and expenses into the payroll system. Tax withholdings required by the IRS will primarily affect some employees in the Engineering and Mechanical departments.

Per diem allowances for meals for employees in travel status (away over night) will continue to be considered a non-taxable reimbursement. However, payment of per diems and meals for employees who are not in travel status (not in lodging), including meals provided to employees in connection with working overtime must be considered taxable income according to IRS regulations. Additionally, weekly travel allowances must also be considered taxable income.

Uniform allowances will remain non-taxable as long as the employee certifies uniform maintenance expenses quarterly.

It is important to note that there are no changes to any labor contracts.

Over the coming weeks, Finance will transition to the new wage code system and provide training for timekeepers in order to implement this change for the first payroll of 2010.

Attached to this advisory is an information sheet detailing the new wage code system and the associated tax implications. Employees may want to consult with a tax advisor for assistance on ways they may be able to deduct these payments on their personal tax filings.

For questions and concerns, contact Amtrak Payroll at 877-268-7251.

Please post on bulletin boards and distribute at safety briefings.



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December 14, 2009 • Page 1 of 1

Congress Passes Amtrak Appropriations for FY 2010

Amtrak's FY 2010 Appropriations bill has been approved by Congress and is expected to be signed by the president as early as today. The Departments of Transportation and Housing and Urban Development, and Related Agencies Appropriations Act of 2010 contains \$1.565 billion in federal support for Amtrak, comprising \$563 million for operating, \$594 million for capital, \$264 million for debt service, and \$144 million to be used for ADA compliance.

While it is the highest appropriation in Amtrak history, it falls short of the \$1.8 billion that was authorized by Congress in the Passenger Rail Investment and Improvement Act and what was subsequently requested by Amtrak in February 2009.

The bill also contains a provision that requires Amtrak to implement the procedures necessary to provide storage and carriage of firearms in checked baggage cars and at Amtrak stations that accept checked baggage, within one year of the bill's enactment. Amtrak's current policy prohibits all firearms, ammunition and other weapons aboard its trains. This includes any being carried on the person, in carry-on baggage or in checked baggage, and applies regardless of whether a passenger has a permit to carry a firearm or weapon.

The current policy remains in effect until it is announced that Amtrak will begin accepting firearms in checked baggage, as required by December 2010. Given the media coverage on this issue and the potential for confusion, guidance to front line employees is being issued this week. Further information will be provided as developments occur.

**Please post on bulletin boards and
distribute at safety briefings.**



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February 11, 2009 • Page 1 of 1

New CFO Appointed

D.J. Stadler has been appointed to serve as the chief financial officer. Stadler joined Amtrak as chief of staff to President and CEO Joe Boardman last month. Stadler has 20 years of experience in federal financial management and most recently served as deputy CFO at the Federal Railroad Administration.

The appointment follows the departure of William H. Campbell from Amtrak yesterday. Campbell had served as CFO since he joined the company on May 21, 2007.



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February 12, 2009 • Page 1 of 1

Final Version of Stimulus Bill Scheduled for Vote

The economic stimulus legislation is currently slated for votes by the House and Senate by week's end and is expected to be signed by President Obama early next week.

The legislation is expected to contain capital funds aimed at creating jobs that will help enhance and improve passenger rail service provided by Amtrak and in partnership with states. The money may only be used to fund or accelerate capital projects.

The company is extremely pleased that Congress has provided significant capital in the bill that would help Amtrak attain a state of good repair and provide more efficient and reliable customer service while providing jobs to workers.

Once the legislation is passed, Amtrak will reconcile its priority list with the bill's final provisions. Information about those details will be shared once it's available.



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January 7, 2009 • Page 1 of 1

Update: Important Information for Inauguration Day

Amtrak is preparing for an exceptional day on Jan. 20, when an unprecedented number of people will travel by train to and from Washington Union Station for Inauguration Day. The multi-faceted operation, coupled with the extraordinary security measures in place that day, will be one for Amtrak's history books, as well as the nation's.

"Being part of this historic event and playing such an important role in bringing people to Washington is a once-in-a-lifetime opportunity," said Chief Operating Officer William Crosbie. Part of the overall inaugural experience for many people will involve Amtrak, and it will be a lasting memory.

Be Part of History

While Jan. 20, 2009, is considered a full working day, volunteers are needed at New York Penn, Philadelphia, Wilmington, Baltimore and Washington that day. Volunteers will be given a special commemorative button, and be provided lunch at the end or start of their respective shifts. Employees who want to volunteer should first check with their supervisor; managers are encouraged to allow their direct reports to volunteer when possible.

A large number of employees will be needed in Washington. Those who sign up to volunteer at Union Station may attend — **but are not required to** — an optional walk-through on Jan. 19.

To volunteer in New York, contact Mike Gallagher at ATS 521-7278 or GallagMk@amtrak.com. For Philadelphia or Wilmington contact Rick Gadbois at ATS 728-2151 or GadboiR@amtrak.com. To volunteer at Baltimore or Washington, contact Ken Wiedel at ATS 777-3078 or WiedelK@amtrak.com.

Getting To and From Work

Employees in the D.C. area should plan their commutes to and from work in advance. Build extra time in anticipation of delays due to road and bridge closures, and crowding. Check www.inauguration.dc.gov and your local

news for information about your commuting options, as they are subject to change. The Union Station garage is expected to remain open, but accessible only via H St. In addition, parking is available at the Ivy City coach yard, where a special shuttle train will be available to take employees to and from the station.

MARC and VRE commuter trains will be all-reserved service on Jan. 20; however, MARC is permitting Amtrak employees reporting for work that day to ride free using their flash pass.

VRE has informed Amtrak that all employees who plan to use VRE on Inauguration Day to come to work will need to submit information to be issued a ticket. There will be no flash passing on VRE.

To obtain a VRE ticket for Jan. 20, employees must supply the following information to Human Resources Service Manager Elisha Lewis via e-mail (LewisE@Amtrak.com) by Jan. 9:

- Employee Name
- Departure and Destination Stations
- Train Number and Time of Departures

This information will be forwarded to VRE and tickets will be issued. Once the information has been submitted to VRE, instructions will be provided on where employees can pick up their tickets. Flash passes will not be accepted on VRE.

Because contractors do not have rail travel privileges and will not be allowed to submit a VRE ticket request or use their badge for MARC travel, contractors will be required to make their own arrangements on Jan. 20.

Both services will operate on adjusted schedules and not all stations will be served. Amtrak employees are expected to stand on full trains. Normal flash pass privileges will apply to Amtrak trains.

Displaying proper Amtrak identification while on the property is always required, and it must be visible and worn above the waist.



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**Please post on all bulletin boards
and distribute at all safety briefings.**

special employee advisory

January 14, 2009 • Page 1 of 1

Inauguration Day Information

The company is prepared for a historic day on Jan. 20 and will execute a well-orchestrated security, operational and customer service plan to manage the crowds headed to and from Washington Union Station.

Getting To and From Work in D.C.

Employees should plan their commutes to and from work in advance. Build extra time in anticipation of delays due to road and bridge closures, and crowding. Monitor www.inauguration.dc.gov and your local news for information about your commuting options, **as they are subject to change.**

“We know that getting to work for most of us in the D.C. area is going to require extra effort and planning,” said President and CEO Joe Boardman. “If you haven’t yet planned your commuting options, you should do so and please let your supervisor know immediately if you have concerns about getting into work on the 20th.”

The Union Station Metro stop will be open and will run service from 4 a.m. to 2 a.m. The Union Station garage is expected to remain open, but accessible only via H St. Employees should be prepared to show their Amtrak ID to park.

Employees at 10 G Street must show their Amtrak ID and their Sensormatic card to enter the building. Amtrak monthly parkers at 10 G will have access to the garage via their Sensormatic card. The garage will be closed to all other vehicles.

In addition, parking is available at the Ivy City coach yard, where a special shuttle train will be available to take employees to and from the station. Between Jan. 19 at 10 p.m. and Jan. 21 10 a.m., the shuttle will leave the Ivy City Commissary parking lot at 40 minutes past the hour, and from Track 30 to the parking lot 10 minutes past the hour (please see attached schedule for details).

MARC and VRE commuter trains will be all-reserved, will operate on adjusted schedules and will not serve all stations. Where possible, employees are encouraged to ride Amtrak trains, and normal flash pass privileges will

apply. MARC is permitting Amtrak employees reporting for work that day to ride free using their flash pass.

Flash passes will not be accepted on VRE. Employees who requested VRE tickets and received an e-mail confirmation from Elisha Lewis should pick up tickets today through Friday, Jan. 16, **at window 15 in Washington Union Station** between 12 noon and 4 p.m. Employees will need to show ID and sign for the tickets. Please ask for Ms. Faye Hinton.

In all cases, Amtrak employees are expected to stand on full trains. Because contractors do not have rail travel privileges (and were not allowed to submit a VRE ticket request or use their badge for MARC travel), they must make their own travel arrangements.

Volunteering at Stations

Thank you to all of the employees that have answered the call to volunteer at New York Penn, Philadelphia, Wilmington, Baltimore and Washington on Jan. 20.

Because of the special circumstances at Union Station on Inauguration Day, volunteers in Washington are encouraged to attend a walk-through at the Starlight Room on Jan. 19. You’ll be contacted directly about your shift assignment and what time the walk-through will take place. If you can’t make it, you will be briefed before your shift. After reporting to the Starlight Room on Jan. 20, volunteers will be paired with a law enforcement officer who will serve as their zone captain and be assigned a post for the duration of their shift.

Employees who have committed to working should return the volunteer form to Ken Wiedel no later than tomorrow. If you did not sign up to volunteer in Washington and would still like to do so, please call or e-mail Ken at [ATS 777-3078](tel:777-3078) or WiedelK@amtrak.com.

As of 2 p.m. on Jan. 20, most of Union Station, including the food court and retail shops, will be closed to the public and Amtrak employees (this does not include the offices).

As always, displaying proper Amtrak identification while on the property is required, and it must be visible and worn above the waist.



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special employee advisory

January 30, 2009 • Page 1 of 1

Board of Directors News

The following press release is being issued today:

Amtrak Board Names Thomas Carper of Illinois as Chairman

Former Chairman Donna McLean Becomes Vice Chairman

At its regularly scheduled meeting yesterday, Amtrak's Board of Directors unanimously agreed to name Thomas Carper of Illinois as Chairman of the Board. Carper, who has served in various Illinois state and local government positions, including Mayor of the City of Macomb, has been a director on the Amtrak board since March 2008. At the same meeting former Chairman Donna McLean was named Vice Chairman, replacing Hunter Biden, who remains as a board member.

Carper said, "Everything we have done as a board, we've done as a unified body, and this change in our hierarchy is no exception. That this was a unanimous and non-contentious decision is testimony to that fact. I look forward to tackling the exciting challenges and opportunities that lie ahead. Amtrak is ready to play a growing role in strengthening our transportation system and our economy."

The five-member board consists of four voting members, two Democrats, Carper and Biden, and two Republicans, McLean and Nancy Naples. Amtrak President and CEO Joseph Boardman is a non-voting member of the board.

Former Chairman McLean, who was named Vice Chairman, said, "With the change in administration, it's best for the company to have Tom as Chairman. I am pleased to be able to work with Tom and the rest of the board as we face the exciting and challenging years ahead."

As part of the Passenger Rail Investment and Improvement Act of 2008, the Board of Directors of the National Railroad Passenger Corporation (Amtrak) is expected in 2009 to expand to nine members from its current allotment of seven positions, five of which are currently occupied. The President nominates and the U.S. Senate confirms Amtrak Board members.



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July 2, 2009 • Page 1 of 1

Amtrak Ethical Conduct and Non-Retaliation Notice

As part of Amtrak's commitment to ethics and compliance, all directors, officers and employees of Amtrak have a duty to promptly report any actual or suspected misconduct.

Failure to fulfill this duty is a violation of Amtrak's Code of Ethics and may result in disciplinary measures up to and including dismissal in appropriate cases. Failure to report actual or suspected misconduct also may expose the company and its directors, officers and employees to potential criminal and civil penalties, and damages to the company's reputation.

If you have questions about the Code of Ethics or concerns about someone's workplace conduct, first contact your manager. If you do not feel comfortable doing this, you may contact other Amtrak resources available to you:

- The Amtrak Ethics Information Hotline, or
- Amtrak's General Counsel and Corporate Secretary, or
- Amtrak's Office of Inspector General

Amtrak also has a non-retaliation policy that prohibits retaliation against an employee for raising a concern or reporting actual or suspected misconduct in good faith. Anyone may contact the Amtrak Ethics Information Hotline (1-866-908-7231) if they have compliance questions or concerns, and callers

have the right to remain anonymous, if they wish.

Investigations will be conducted in as confidential a manner as possible, depending upon the circumstances presented. Additionally, all employees should be free from fear of retaliation or reprisal, and are authorized to report actual or suspected misconduct to members of Congress, and freely answer questions from Congress without notifying management, if they so desire, regarding the misconduct.



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July 14, 2009 • Page 1 of 1

A Message from President and CEO Joe Boardman

Dear Southern California Amtrak
Employees:

I thought it might be helpful for you to get a note from me about what we have been doing to grow our business in Southern California.

For those of you that haven't heard yet, we have been working hard to demonstrate Amtrak's interest in operating the Metrolink service to the SCRRA Board of Directors. We believe they have listened to our message and that we've helped them think through many of the issues and challenges that exist if they assume operation of their trains in-house.

First and foremost, we have put forth our belief that Amtrak has the people, the skills, and the experience to be the best operator of the Metrolink services. This strength and experience comes from the men and women of this company, and it not only includes each of you in Southern California, but all of those that work for Amtrak across the United States. We can bring expertise from any one of thousands of people to help address challenges if needed, and we do so on a frequent basis.

When I visited you this past spring, I tried to get out and see as much of our operations that I could, and when I came in contact with you, I both thanked you for your work and said that I would work to pay attention to West Coast issues. I said you were important to me and to our future. I spent a week parked right in the middle of the L.A. Union Station, staying overnight on the Beech Grove

business car so that I would see what we were doing close up and meet more of you in the process. Amtrak is ready to grow, and to provide even greater mobility and connectivity to our nation. We'd like to see the men and women who operate trains for Metrolink today join our Amtrak family and we are working hard to do that in a professional way.

Wherever you work for us in Southern California please know that our future is bright and that we are here to be the safest passenger railroad in the world. I know, and I believe that we all know, that to be a safer, greener, and healthier Amtrak, we need to work together as a company and with our partners. No matter how the SCRRA decides to go forward on Metrolink operations, we will work with the men and women that are employed there to make things better.

Thank you, for everything you do and I will see you this fall for the PSSA program.

Sincerely,



Joe Boardman



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special employee advisory

July 30, 2009 • Page 1 of 1

Incoming Chief Mechanical Officer Selected

Deputy Chief Mechanical Officer Mario Bergeron has been chosen for the position of chief mechanical officer, replacing Vince Nesci, who will officially retire on Oct. 2 after 33 years at Amtrak.

Starting his new position on Aug. 1, Bergeron will work hand-in-hand with Nesci through the transition.

“Mario’s collaborative leadership style and thorough knowledge of the business will help position Amtrak as the provider of choice for passenger rail fleet and mechanical services in this era of growing demand for passenger rail,” said Chief Operating Officer William Crosbie.

Bergeron has more than 20 years of experience in the railroad industry. Before joining Amtrak as deputy chief mechanical officer in 2005, he served in a number of headquarter and field-based Mechanical Services positions at CP Rail, including director of Locomotive Maintenance and Planning and director of Car Maintenance and Planning.

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July 31, 2009 • Page 1 of 1

Safe-2-Safer Kicks Off in August

*Implementation To Take Place in
Phases Over the Coming Months*

Beginning with an employee survey in August, Amtrak will begin implementing over the course of the next few months a company-wide initiative to reduce safety and security risks.

Safe-2-Safer aims to reduce injuries by creating a more collaborative environment in which employees are enabled to change at-risk behaviors to safe behaviors.

“Safe-2-Safer isn’t meant to replace good safety and security practices in place now. It will make them more effective by changing the way managers and employees work together to make sure we all go home safely every day,” said Vice President of Transportation Richard Phelps, who has been tapped to lead its implementation.

Starting Monday and over the course of the next three weeks, all employees will be asked to complete a voluntary survey that will help drive the areas of focus for Safe-2-Safer. The surveys will be completed anonymously, and no answers can be traced back to any individual.

Safe-2-Safer will be implemented in phases, kicking off first in the Mid-Atlantic region, and rolled out in other parts of the country over the next six months.

While Amtrak has made great strides in reducing injuries — a 60 percent reduction since 2004 — the

goal is to reduce injuries even further, as the name suggests.

“Our senior management team and I are fully committed to making Amtrak safer and healthier. We’re seeking support and participation from our unions, our managers and you to get there,” said President and CEO Joe Boardman.

Safe-2-Safer centers on creating a work environment where employees replace at-risk actions with safe ones while removing any barriers that may hinder an employee’s ability to work safely. This is accomplished through training, ongoing coaching and greater accountability for supervisors; and broader employee engagement through peer-to-peer feedback.

Employees in the operating departments will be most directly involved with Safe-2-Safer, but everyone benefits from a safer and more collaborative working environment. Research shows that companies that sustain excellent safety records also perform better overall.

“This is a process and things aren’t going to change overnight,” said Phelps. “But if we all stay open minded and get behind this program, I have no doubt that we can make lasting improvements. At the end of the day, this is about keeping everyone safe, not statistics.”

For additional information, please read the Q and A that accompanies this advisory (also available on the Intranet under “Safety.”)

Please print and distribute this advisory and the attached Q and A to all employees who do not have Amtrak e-mail accounts.



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June 11, 2009 • Page 1 of 1

H1N1 Flu Outbreak Elevated to Phase 6 Pandemic

The World Health Organization today raised the H1N1 flu pandemic alert level to Phase 6 in response to the ongoing spread of the virus. According to the Centers for Disease Control, the Phase 6 designation — which indicates that a global pandemic is underway — was issued only because the virus is spreading geographically, not because the illness caused by the H1N1 virus has become more severe.

Over the past several weeks, the virus has spread to more than 70 countries. In the U.S., most infected persons have recovered without medical treatment; however, CDC anticipates more cases, more hospitalizations and more deaths in the coming weeks.

“Even though the outbreak is garnering less visibility in the media, it is still a very serious issue and we must all continue to exercise vigilance and caution,” said Chief Operating Officer William Crosbie. “Our Pandemic Flu Emergency Plan is still in effect and the Task Group continues to meet on a regular basis.”

Crosbie emphasized that Amtrak operations continue as normal, but employees should continue to follow the protocol set up for handling customers, passengers and co-workers who show symptoms of the virus. As a reminder, all potential cases should be reported to CNOC at (800) 424-0217 or ATS 734-2307. CNOC is serving as the central clearinghouse for all suspected cases of H1N1 flu on board trains or in Amtrak facilities.

H1N1 symptoms include a sudden onset of fever greater than 100°F AND coughing, sore throat and/or stuffy or runny nose.

Front line employees should still implement the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 “Serious Communicable Disease Procedures” on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, “Public Health Guidelines,” Section C). The manuals are posted on the Intranet, under “Library” → “Wiki” → “Service Standards.”

Each employee is urged to thoroughly wash his or her hands on a regular basis and to always cover his or her mouth with a sleeve or tissue when coughing or sneezing.

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June 18, 2009 • Page 1 of 1

Amtrak Inspector General to Retire

Fred E. Weiderhold, Jr. served Amtrak for 35 years

Amtrak Inspector General Fred E. Weiderhold, Jr. today informed the Chairman of the Amtrak Board of Directors that he is retiring after 35 years of loyal service to the railroad.

“As Amtrak’s first and only Inspector General, Fred has made important contributions in helping the Board of Directors understand key issues facing the railroad and made useful recommendations to improve how we do business,” Amtrak Chairman Thomas Carper stated. “We thank him for his dedicated service to Amtrak and wish him well in his retirement.”

Carper added that under the federal Inspector General Act, the Amtrak Inspector General is appointed by the Chairman of the Board of Directors. Carper said he takes this responsibility seriously and will soon undertake a search for a replacement that can continue to maintain the integrity, independence and objectivity required of the position.

In addition, Carper said that he has confidence in the Inspector General staff and expects them to carry on their important work during this interim period, including providing effective oversight of how Amtrak is handling the stimulus funds it received from the American Recovery and Reinvestment Act.

Mr. Weiderhold has been the only person to serve as the Amtrak Inspector General since former Amtrak Chairman W. Graham Claytor, Jr. asked him to

establish the Amtrak Office of Inspector General (OIG) in 1989. Previously, he was Amtrak's first Special Assistant to the chairman for Employee Relations, conducting special investigations and acting as the company's first employee ombudsman. He has been one of the longer serving Inspectors General within the OIG community.

Chairman Carper has appointed as interim Inspector General the Honorable Lorraine A. Green, vice president of Human Resources and Diversity Initiatives who will temporarily leave her position to establish an appropriate distance from day-to-day management decisions. She previously was a Senate confirmed deputy director of the federal Office of Personnel Management and served on the President’s Council on Integrity and Efficiency with all the Inspectors General who are appointed by the President.

Paula Porter, assistant vice president of Human Resources, will serve as the acting head of the Human Resources and Diversity Initiatives department.

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June 26, 2009 • Page 1 of 1

A Message from Joe Boardman Major safety initiative to begin soon

Dear Co-workers,

When I came here last November, one of the first things I said I wanted was a more collaborative working relationship within this company. We cannot create a safer, greener or healthier company without working together to do it. Our world today is often about being self-sufficient and self-focused, but that is not the reality of how we live and work — it takes all of us to run this railroad.

We all know that being safer is a worthwhile goal, and railroading has a long history of developing work rules that, when followed, provide for a safer and more secure workplace. Amtrak has a good safety record, but it could be better. The rules of compliance will remain as required by the Federal Railroad Administration and others, but to really make the kind of improvements we need to make, we must make changes to how we do our jobs.

From the time I walked in the door, I believed that I would find wonderful people at Amtrak that I not only would come to trust and depend upon, but that are also ready to become involved in the importance of what we do for our nation and in improving our workplace.

I've now traveled around our system (don't worry, if I have not been where you are yet, I'm not done traveling) and based on my conversations with employees, I believe that we are capable of improving safety in a different way. After several months of planning and preparation, Chief Operating Officer Bill Crosbie and I have asked Vice President of Transportation Richard Phelps to lead a transition to a completely new approach to safety and security.

We'll be embarking on a multiyear risk-reduction approach to safety and security that will involve every level of management — starting with me and the executive team — to supervisors and front line employees, and then back up through management to me. The centerpiece of this involves training, coaching and accountability for managers and supervisors; and broader engagement on your part. The tragic Metrorail accident here in Washington, D.C., earlier this week underscores the importance of safety and reaffirms my commitment to this effort.

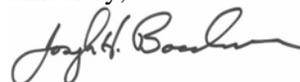
We're not going to eliminate safety and security practices that work. We're not going to ease our focus on compliance. But it's about engaging all of us in a new way.

While there will be a particular focus on the operating departments, all departments are going to benefit. It's no coincidence that companies that sustain safety excellence are also high performing organizations.

It won't be perfect, and that's true because we are human and those two things (perfect and human) just don't belong together. But it will be backed by a commitment from me, Bill Crosbie, Richard Phelps and senior management to improve our safety and our interaction through collaboration on this railroad. It's about a fundamental and enduring shift in the way we work together, and that won't happen overnight.

You'll be hearing more about this in the coming months. It will take all of us to make Amtrak safer, greener and healthier. I look for your support; you have mine.

Sincerely,



Joe Boardman
President and CEO



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March 11, 2009 • Page 1 of 1

A Message from President and CEO Joe Boardman

Dear Co-workers,

Late yesterday, Congress approved \$1.49 billion in federal support for Amtrak for the current fiscal year. Up until this point, we'd been operating under a Continuing Resolution (essentially last year's funding level) in the absence of an appropriation for the current fiscal year.

The \$1.49 billion includes \$940 million in capital funds, of which \$285 million is for debt service; and \$550 million in operating funds, of which \$75 million is dedicated to the remainder of the retroactive pay. There's another \$90 million for Federal Railroad Administration capital grants to states.

Since I joined Amtrak in November, I have conveyed to labor leaders and employees that it is among my highest priorities to seek the funds we need from Congress for the second installment of backpay. The remaining backpay totals \$145 million. While we asked Congress for \$114 million, we're being provided \$75 million.

I want you to know that we're going to meet our commitment to deliver the backpay this year. I have the full support of the board of directors on this. We will identify the source of the operating funds that we'll use to begin payment in May. Keep in mind that we cannot use capital funds (typically used for investments in the company), including any of the funds from the stimulus legislation, for backpay.

I believe that there are many ways Amtrak invests in its resources — one of the most important of which is our employees.

We have a dedicated workforce and I value the work you do — delivering on the backpay is one way we can show our commitment to you. Thank you for your support.

Sincerely,



Joseph Boardman
President and Chief Executive Officer

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March 11, 2009 • Page 1 of 1

Witt To Leave Amtrak

Vice President of Strategic Partnerships and Business Development Anne Witt will be leaving Amtrak on April 11.

“Anne has played a critical role in cultivating and expanding our relationships with state, freight and real estate partners,” said President and CEO Joe Boardman. “While I am saddened by her decision, we wish her well in her future endeavors.”

Over the next four weeks, Witt will assist with the transition and provide input on the future structure of the department.

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March 19, 2009 • Page 1 of 1

A Message from the CEO

Dear Co-workers,

The board of directors just concluded its March meeting here in Washington where one of the matters discussed was back pay. I'm pleased to announce that the board unanimously supported our decision to pay the remaining 60 percent of retroactive wage payments — a total of \$145 million — on Friday, May 1, the company's 38th anniversary.

All eligible employees who received the first retro payment will receive the remaining 60 percent in a separate check, even if they have retired, or retire, before May 1.

The original plan was to issue back pay on a union-by-union basis like the first round of payments, meaning some of you would not receive your check until July. But we want to get the money to you sooner rather than later.

With that in mind, the executive team and I worked very hard to find a way to make all the payments on May 1 and the board fully supported our effort.

It is critical that we all work together as we begin to invest an unprecedented \$2 billion in stimulus and FY '09 funding for capital programs, and I look forward to seeing us live up to our collective potential.

Sincerely,



Joe Boardman

President and Chief Executive Officer



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March 25, 2009 • Page 1 of 1

Final Stimulus Project List Released

After Vice President Joe Biden announced key capital programs that will be funded by \$1.3 billion in stimulus grants for Amtrak at Washington Union Station on March 13, the full list of projects has been unveiled.

Well over 500 projects will begin across the country over the coming weeks as part of the American Recovery and Reinvestment Act, including approximately 100 for security and life safety improvements and over 400 projects for operating infrastructure, rolling stock and business systems.

“We’re beginning an exceptional chapter in our company’s history,” said Joe Boardman, president and CEO. “The surge in funding for capital improvements is unprecedented and the benefits will be enduring. It is encouraging to see the direction our country is taking to improve our national mobility, reduce our dependence on imported energy and make a stronger, healthier passenger rail system.”

The projects meet all the objectives of the ARRA and the goals of connecting America in safer, greener, healthier ways. Specifically, they aim to improve operating efficiency, increase access for passengers with disabilities, improve safety and security, and reduce energy needs. Approximately 6,000 jobs will be created in the process; some positions will be internal but most will be created by vendors and contractors to support Amtrak project work.

Highlights include replacement of the Niantic River Bridge in Conn., construction of maintenance facilities in

Los Angeles and Seattle, restoration of Amfleet equipment and locomotives, as well as improvements to more than 200 stations across the country.

Security and life safety investments totaling \$450 million will enhance fire detection and mitigation systems and fund security improvements at facilities such as stations, maintenance buildings, bridges and tunnels. These funds also include expansion of Positive Train Control systems on the Northeast Corridor and the Michigan Line.

Complete ARRA project-by-project information broken down by state and by project category, along with a narrative summary, can be found on the Intranet under “How We Work” → “Finance” → “Economic Stimulus Guidelines” or on Amtrak.com under “Inside Amtrak” → “Other Reports.”

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March 26, 2009 • Page 1 of 1

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March 30, 2009 • Page 1 of 1

A Message from Joe Boardman: Employee Appreciation Day

Dear Co-workers,

The recent weeks and months have been full of events that will help advance our company in ways that haven't been possible in a long time. Vice President Joe Biden was at Washington Union Station a couple of weeks ago, announcing the availability of \$1.3 billion in stimulus funds for Amtrak to help spur the economy while making long-lasting investments in Amtrak. This is an opportunity to go beyond the quick fixes we're all too familiar with, and to make enduring, real improvements. We've posted the list and a number of related documents on Amtrak.com and the Intranet to keep you informed.

The recent Passenger Rail Investment and Improvement Act also allows us to plan beyond just the coming year and provides clear direction from Capitol Hill on the future of Amtrak. All this, along with a supportive administration and Congress, presents a great deal of potential for driving us toward a safer, greener, healthier Amtrak.

But I recognize that the difference between potential and realizing that potential is leadership, vision and a committed workforce. It's driven by you individually and us together as a unit.

That's why I am dedicating our 38th anniversary on May 1 to you. May 1 will be a company-wide Employee Appreciation Day, with events at stations and facilities across the country. We will also be remembering our 73 colleagues who have lost their lives in the line of duty.

I'm getting to know many of you as I travel and I've read the feedback from the employee surveys we've conducted. Our people work hard, are dedicated and

want to see Amtrak do well, but as an organization we have some challenges to overcome. Improving and consolidating our incompatible business systems is just one example of how we're addressing some of your concerns about efficiency and teamwork between departments.

Better communicating what resources are available to you as an employee is another way we can express our commitment to you. We want the Employee Appreciation Day events to be meaningful and beneficial to you so we'll provide information, tools and resources to become safer, greener, healthier employees, both personally and professionally. Events will include health and wellness screenings, employee discounts on products and services, information on safety and environmental initiatives and more. Executives and other company representatives will also be on hand to answer questions and listen to your concerns.

Employee Appreciation Day is just one gesture to show that I am committed to building an even better, more unified company. Look for more information about Employee Appreciation Day in the coming weeks, and thank you for your dedication and support.

Sincerely,



Joe Boardman
President and Chief Executive Officer

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May 1, 2009 • Page 1 of 1

Pandemic Flu Plan Activated

Due to the elevation of the pandemic alert by the federal government and the increase in outbreaks of H1N1 (swine flu) in the United States, Amtrak has activated its Pandemic Flu Contingency Plan.

Amtrak is taking steps to safeguard the welfare of its employees and passengers and following recommendations from the Centers for Disease Control.

Accordingly, it is vitally important that each employee understand and follow the protocol set up for handling customers, passengers and co-workers that show symptoms of the H1N1 virus.

Front line employees are directed to implement the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 "Serious Communicable Disease Procedures" on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, "Public Health Guidelines," Section C). The manuals are posted on the Intranet, under "Library" → "Wiki" → "Service Standards."

All crew briefings are required to include a detailed review of the Serious Communicable Disease procedures and information about H1N1 symptoms. Hard copies of the procedures and the attached guidance from the Centers for Disease Control are being made available.

In addition, guidance that augments the Serious Communicable Disease Procedures is being provided to front line employees on handling a person showing symptoms of H1N1.

Employees should notify CNOC at (800) 424-0217 or ATS 734-2307 if they encounter a customer, passenger or employee exhibiting symptoms of H1N1. CNOC is currently serving as the central clearinghouse for this information for trains and all Amtrak locations.

Amtrak retains the right to refuse travel or remove from a train any passenger who

poses a health hazard to other passengers or employees; this policy is printed on the back of each ticket and posted on Amtrak.com. Those passengers will be given full refunds.

If an employee is sick with symptoms of H1N1, he or she should not come to work and should seek medical attention. **See the attached Pandemic Influenza Leave Policy.**

All employees should be familiar with the symptoms of possible H1N1:

- Fever (greater than 100°F)
- Plus one or more of the following:
 - Sore throat
 - Cough
 - Stuffy nose/Runny nose

If you encounter an individual with H1N1 symptoms, you should try to keep the ill person separated from others as much as possible (three to six feet).

Each employee should also take precautions, such as thorough and frequent hand washing, and covering your mouth with your sleeve or a tissue when you cough. Human-to-human spread of the virus occurs in the same way as regular seasonal flu, through the coughing or sneezing of infected people.

Based on the information available, current cleaning and disinfecting practices for facilities and equipment is effective against the H1N1 virus. Amtrak is reviewing passenger car cleaning procedures to see if adjustments in methodology or disinfectants need to be made.

Amtrak will continue to monitor the situation and will keep you informed as needed. Please visit www.cdc.gov/h1n1flu/ for more information. Amtrak's plan is posted on the Intranet under "Safety" → "Health" → "Pandemic Flu Contingency Plan."

As always, please make sure your contact information is current by contacting your local HR office.

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May 8, 2009 • Page 1 of 1

Update on H1N1 Flu Outbreak

On May 1, Amtrak activated its Pandemic Flu Contingency Plan in response to outbreak of H1N1 flu in the United States. The company's Pandemic Flu Task Group has been continuously monitoring the situation and following recommendations of the Centers for Disease Control (CDC) as appropriate to safeguard the well-being of its employees and passengers.

Amtrak operations are continuing as normal, but employees should continue to be mindful of the threat of the H1N1 virus. Background information for the public has been posted on Amtrak.com and can be viewed by clicking the "2009 Flu Outbreak" icon on the bottom right of the home page.

Employees are reminded to follow the protocol set up for handling customers, passengers and co-workers that show symptoms of the H1N1 virus. It is critical that employees notify CNOC at (800) 424-0217 or ATS 734-2307 if they encounter a customer, passenger or employee exhibiting symptoms of H1N1. CNOC is serving as the central clearinghouse for all suspected cases of H1N1 flu on board trains or in Amtrak facilities.

H1N1 symptoms include a recent onset of fever greater than 100°F AND coughing, sore throat and/or stuffy or runny nose.

Front line employees are directed to implement the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 "Serious Communicable Disease Procedures" on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, "Public Health Guidelines," Section C). The manuals are posted on the Intranet, under

"Library"→ "Wiki"→ "Service Standards."

If an employee is sick with symptoms of H1N1, he or she should not come to work and should seek medical attention in accordance with the Pandemic Influenza Leave Policy (see attached).

Each employee is urged to thoroughly wash his or her hands on a regular basis and to always cover his or her mouth with a sleeve or tissue when coughing or sneezing.

At this time, the CDC advises that use of facemasks or respirators is not necessary for the general public. Accordingly, employees may not wear masks while on duty unless they are called for or allowed as part of the job function. Amtrak safety procedures require that all respirators or facemasks used by employees must be provided by the company to maintain compliance with the OSHA Respirator Standard.

Based on the information available, current cleaning and disinfecting practices for facilities and equipment is effective against the H1N1 virus. Amtrak's approved disinfecting chemicals for equipment kill all harmful viral and bacterial microorganisms (including H1N1). A mechanical bulletin is being distributed with additional reminders on cleaning procedures.

Please visit www.cdc.gov/h1n1flu/ for more information. Amtrak's plan is posted on the Intranet under "Safety"→ "Health"→ "Pandemic Flu Contingency Plan."

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May 22, 2009 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

With Memorial Day upon us, I'm writing to extend a sincere "thank you" to all the men and women within the Amtrak family who have defended our great nation through military service.

At our board of directors meeting this week, Chairman Tom Carper and I had a chance to reflect upon our own military service in Vietnam and share stories of the bravery and honor we were fortunate enough to witness in so many of our fellow soldiers. On behalf of Mr. Carper and myself, I want to express how appreciative and grateful we are for the sacrifice of everyone who has served our nation.

I know many of you have family members and friends fighting overseas right now. Our thoughts are with them and we pray for their safe return.

I encourage all of you to relax and enjoy this holiday weekend. Spend time with your families and have fun. But at some point, please take a moment and reflect on the service and sacrifice of those who have put themselves in harm's way to give us our freedom.

Corporately, we will pay tribute to all our servicemen and women by sounding train horns at 3 p.m. local time on Memorial Day, which will be followed by a moment of silence.

Thanks and have a great holiday.

Sincerely,



Joe Boardman

President and Chief Executive Officer



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May 27, 2009 • Page 1 of 1

Chief O'Connor Appointed Interim Head of OSSSO

Plans for Integrated Police and Security Department Underway

Effective today, Amtrak Police Department Chief John O'Connor will oversee the Office of Security Strategy and Special Operations (OSSSO) in an interim capacity. Bill Rooney, who served as vice president of Security Strategy and Special Operations, is leaving his position with Amtrak today.

“Bill Rooney has helped give shape to a security strategy that has led to significant advancements, including the launch of Counterterrorism Units and forging ties with domestic and international counterterrorism officials,” said Chief Operating Officer William Crosbie. “We thank him for his service and wish him well in his future endeavors.”

Crosbie added that Amtrak will continue to build on those advancements to safeguard the safety and security of its employees, passengers and assets.

O'Connor will oversee OSSSO operations on a temporary basis, while an integrated Police and Security department that encompasses APD and OSSSO functions takes shape.

The planned integration of the two functions is expected to yield a fully integrated and cohesive structure, and a more unified approach to policing and security.

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November 5, 2009 • Page 1 of 1

Chairman Carper Announces Appointment of Amtrak Inspector General

Following a comprehensive national search conducted over the past three months, Amtrak Chairman Tom Carper today announced that he has appointed Theodore (Ted) Alves as the incoming Amtrak Inspector General. Alves' start date with the Amtrak Office of Inspector General will be determined shortly.

Carper engaged a leading executive search firm to assist with the search process, and appointed a Selection Committee chaired by Amtrak Board member Nancy A. Naples and comprised of Amtrak Board Vice Chairman Donna McLean, former DOT IG Ken Mead and former Federal Deposit Insurance Corporation IG Gaston Gianni.

"Ted Alves is highly respected in the inspector general community and will provide the leadership, integrity, independence and objectivity required for the position," Carper said.

Alves comes to the Amtrak Office of Inspector General with 35 years of federal service, and is a 2009 recipient of a "Presidential Rank Award" for his exceptional service to the American people and in recognition of his "sustained extraordinary achievement."

He served in the U.S. Department of Transportation Office of Inspector General for eight years in several executive positions until he retired in Jan. 2009. As the Deputy Inspector General from 2006 to Jan. 2009, Alves was responsible for providing executive-level leadership and direction of all Office of Inspector General audits and investigations, as well as for overseeing

operational support activities for that office. From 2001 to 2006, Alves held three progressively responsible executive positions at the U.S. DOT, culminating in the position of Principal Assistant IG for Audits and Evaluations. He also has extensive audit experience at the Federal Emergency Management Agency, the U.S. Agency for International Development and the Government Accountability Office, where he spent 22 years.

Prior to his work at DOT, Alves worked in auditing positions at the Federal Emergency Management Agency, the U.S. Agency for International Development and the U.S. Government Accountability Office, where he spent 22 years.

Acting Inspector General Lorraine Green, who temporarily held the position while a search was being conducted, will be returning as a vice president on the Executive Committee and will report to President and CEO Joe Boardman.

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November 10, 2009 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Tomorrow is Veteran's Day. We observe it on November 11, the anniversary of the armistice that ended the First World War. This day has become a traditional occasion for us to remember the living and the dead who served in the nation's armed forces in time of war. It is a day of gratitude and peace, and it will quickly give way to the holidays that remind us how fortunate we are to live in an age of safety and plenty — holidays such as Thanksgiving, Hanukah and Christmas.

As Americans, we enjoy all the comforts and freedoms our age has to offer. We enjoy them in part because another generation of Americans is serving as many of us once did for the safety of our country. Many are abroad and serving in the field; some are at work in our stations and along our rights-of-way, ensuring the safe passage of our trains. Some of them even combine the exacting work of the railroad with the obligations of the citizen-soldier. Some, although they may not even know it yet, will someday join our ranks here at Amtrak, and when they come, we will be glad to have them.

It is impossible to distill the essence of military life into a sentence, but easy to compress it into a word: that word is "service." We speak of service on the railroad, too, just as we think in terms of "divisions," and this is no accident. The railroad business has always drawn veterans, many of whom find in our company the dedicated fellowship that comes from the pursuit of a demanding business with high standards of performance and individual responsibility. Run through the ranks of Amtrak, and you will find plenty of former soldiers, sailors, airmen and Marines in our shops, bases,

trains and stations. We are proud of them, and we're committed to taking care of them, too.

At its foundation, Amtrak was filled with veterans of the Second World War and of the two conflicts that followed it. Since 1971, America has faced two major wars and a host of minor actions, and the end of each has brought new people into the industry. Chairman Carper and I served in Vietnam, and incredible as it now seems to us, the veterans of the Second World War whom we knew as teachers, elder colleagues and commanders are now leaving us, and will soon rejoin the young friends they left overseas.

When we walk through stations and shop floors we still see plenty of grey heads — but the grey hair belongs to the Vietnam veterans now, and the young men and women who are coming to Amtrak from the service are veterans of a different war in other places. That war, like all wars, continues to take its regrettable toll, and while we honor the survivors today, we must not forget the dead. Only the living can know the fullness of their sacrifice, for the years and the lives they gave up are their last great gift to us.

Many of us are graying now, and when we look back across years filled with work, family and happiness to the scenes of our youth, we hope for two things: one, that all of us can look back on the lives we had led with satisfaction, pride and gratitude; and two, that we can find it in ourselves today to thank God for the sacrifices of the men and women who gave up their lives so that we could enjoy our own.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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November 16, 2009 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Last summer, I promised that I would communicate the Safe-2-Safer survey results once the report was provided to me. Before I get into the survey findings, I want to thank the nearly 10,600 employees who took the time to complete the survey and the 800-plus employees who participated in focus groups held across the country late this summer.

I know that in the past you may not have heard back about surveys you completed, and maybe some of you guessed that it would be the same thing all over again. That's not the case. Attached is the Executive Summary of the report, which is the result of the survey and more than 80 focus groups across the system. The report was prepared by Behavioral Science Technology, Inc., the vendor that conducted the survey and that is helping us implement Safe-2-Safer.

The first recommendation in the BST report is to share the findings with you, along with a commitment to improve. You have both my commitment, along with that of our senior management, to do so. Keep in mind that what we and BST are examining are employees' current perceptions of safety and security at Amtrak, in an effort to strengthen our commitment to safety.

Naturally, people are inclined to ask how we're going to address the issues raised by the report. I just recently received the final report myself and I don't want to rush to produce an Amtrak plan just to say that we did. It is very important that we dedicate time and resources to putting together a plan that is thoughtful and meaningful, and that involves additional input from employees. That alone should serve as an indication to you of my commitment.

You provided us with your perceptions and valuable input, and I will

(and do) treat your views with the respect they deserve. I take this very seriously.

The entire report is more than 200 pages long, so in the interest of being green, we have posted it on the intranet home page, as well as under "Safety." Please ask your supervisor to print it out (double-sided) for you, if you want a copy. I've sent supervisors a memo instructing them to print out copies if employees want to see it. Please treat this summary and the report as internal documents — they may not be distributed outside the company. They are intended for internal review so we can decide how to implement improvements that will work for Amtrak.

I know that most of you work hard to maintain a safe and secure Amtrak. We have a good safety record — BST advised me that Amtrak's survey results are above average when compared to the other Class 1 railroads and transit agencies that also used the survey. But we can do better, and we can do that by changing the ways we relate to safety and security, and to one another. I expect Safe-2-Safer to help accomplish that.

We're all in this together. What binds us is a love for what we do and for the railroad, and that is a strong bond. We must build on that to drive enduring changes that help position us as the provider of choice in an increasingly competitive industry.

You'll be hearing more from me in the coming months about steps we'll be taking to address the results. In the meantime, I thank you for the work you do and please work safely.

Sincerely,



Joseph Boardman
President and Chief Executive Officer



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October 2, 2009 • Page 1 of 1

Message from Joe Boardman on Free Seasonal Flu Shots for Employees

Dear Co-Workers,

Over the past year, you've heard me talk about creating a safer, greener, healthier company. My motivation for doing so stems from my belief that a company should be much more than just a business operation. A company is a collection of people that have a responsibility to create value for each other, for customers and for the communities in which it operates.

To that end and given the potentially severe flu season the Centers for Disease Control and Prevention (CDC) is predicting, we will be providing free seasonal flu vaccinations — for the first time ever — to all employees who wish to protect themselves from the seasonal flu. Keep in mind that this is for the seasonal flu, not for the H1N1 flu virus.

Vaccinations will be available in one of two ways: at an on-site clinic set up at work locations (the preferred method), or by using a pre-paid voucher to get a flu shot at a designated pharmacy or other participating entity offering flu shots near you. Either way, make sure you have your Amtrak employee ID (SAP) number.

Work locations with 30 or more employees will host at least one on-site clinic between now and Nov. 15. A list of locations is attached for your reference, but look for flyers and e-mails with information about the dates and times and where to sign up for a vaccine at your location.

For those of you who will not be able to visit one of the on-site clinics, please take advantage of the voucher system. You will need to register for the voucher online or by phone. Please follow the information provided in the

AllOne (the vendor who is administering the vaccinations) Voucher Information Sheet that accompanies this message and please register for, or obtain your voucher by Oct. 15. The information is also posted on the Intranet home page.

Getting a flu vaccination is completely voluntary; however, I encourage everyone to take advantage of the offer. Supervisors and their direct reports should coordinate to make sure employees can get the shot while the on-site clinic is at your location. The CDC advises that getting vaccinated is the most important step in avoiding the seasonal flu virus, and I'll be signing up for mine as soon as the date and time is posted.

We are working with the Federal Emergency Management Agency to see if we qualify for H1N1 vaccinations for employees. We will keep you updated on our progress. Also, please remember that the vaccine is for Amtrak employees — family members and contractors should use their health care coverage for vaccinations.

As always, please remember to wash your hands frequently with soap and water to avoid spreading germs. Covering your mouth and nose when sneezing or coughing is also important.

Providing you the opportunity to get a free flu shot is another way Amtrak can show its commitment to you. Please do your part to keep the flu virus from spreading and stay healthy this fall and winter season.

Sincerely,



Joe Boardman
President and CEO



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October 6, 2009 • Page 1 of 1

President Obama to Nominate Two New Board Members

Yesterday afternoon, the White House announced President Obama's intent to nominate two individuals to the Amtrak board of directors.

Bert DiClemente has served as vice president of CB Richard Ellis, Inc., the largest real estate company in the world, since 2003. Previously, he worked at Insignia/ESG and Jackson Cross & Associates as director and associate director, after serving as state director on the staff of then-U.S. Sen. Joe Biden for 20 years.

Anthony Coscia was appointed chairman of the Board of Commissioners of the Port Authority of New York and New Jersey in 2003, where he has broad oversight responsibility in connection with the agency's varied transportation businesses. Coscia is also a partner at Windels Marx Lane & Mittendorf, LLP, one of the New York region's oldest law firms.

Once nominated and confirmed, DiClemente and Coscia would fill two of the four currently open seats on the board. The size of the board was expanded to nine members in April, in accordance with a provision in the Passenger Rail Investment and Improvement Act of 2008.

Once the nominations are officially made, they will require confirmation by the U.S. Senate.

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October 16, 2009 • Page 1 of 1

Seasonal Flu Shot Voucher Deadline is Next Week

The deadline for Amtrak employees to register for a free seasonal flu shot voucher/coupon has been extended to 5:00 p.m. EDT time on Oct. 20. (The deadline has been extended from the previously announced Oct. 15). The deadline for redeeming the vouchers remains Oct. 22, and employees are strongly encouraged to take advantage of the offer as soon as possible due to shortages of the seasonal flu vaccine in some areas. The voucher program cannot be extended past Oct. 22, 2009.

Amtrak was informed today by AllOne Health, its flu vaccination provider, that because of supply problems with seasonal vaccine, all on-site clinics slated for the next two weeks must be postponed until mid-November, when more vaccines are expected to be made available by their supplier.

While Amtrak still expects to host all on-site flu shot clinics originally scheduled for work locations throughout the system, it is possible that the shortage of vaccines will require cancellation of some of the clinics. Based on the information from AllOne Health, the availability of the vaccine now or later in the season is not guaranteed, so employees should take advantage of the voucher/coupon offer as soon as possible to better ensure they are vaccinated.

Further announcements about specific on-site flu clinics will be made as they are rescheduled and information on vaccine availability is known.

Instructions for registering for a voucher online or by phone are attached to this advisory.

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October 16, 2009 • Page 1 of 1

Amtrak Statement on Virginia Railway Express Recommendation

Amtrak issued the following statement today following the Virginia Railway Express (VRE) Operations Board's recommendation to award its commuter rail operations and maintenance services to another bidder. The recommendation is being made to VRE's parent commissions, the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission, for consideration at their Nov. 5, 2009, meetings.

“Amtrak and VRE have had a long and positive working relationship since before the commuter railroad began operations. Amtrak is saddened and disappointed in the recommendation as our employees have invested a great deal of heart, energy, and effort in providing excellent service to VRE passengers since 1992.”

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October 23, 2009 • Page 1 of 1

Seasonal Flu Vaccine Supply Issues Force Adjustments to Program

Amtrak has been informed by its flu vaccination program provider, AllOne Health, that on-site flu shot clinics at Amtrak work locations must be cancelled because AllOne Health was unable to acquire the necessary supply of vaccine doses.

In an effort to maintain its commitment to providing free seasonal flu vaccine to employees, Amtrak will reimburse employees up to \$40 if they choose to get a seasonal flu vaccination on their own.

“AllOne told us today that they are not able to secure vaccine doses from their manufacturers or suppliers,” said Roy Deitchman, vice president, Environmental Health and Safety. “We are extremely disappointed that these external supply factors, which are outside of our control, have prevented AllOne from carrying out our program as planned. But we hope employees will take advantage of the reimbursement option.”

Employees who have not already been vaccinated but still wish to do so are encouraged to find a seasonal flu shot provider as soon as possible because national supplies are reportedly limited.

Upon receiving a seasonal flu vaccination, employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental
Health and Safety
40 Mass. Ave. NE
3W-104
Washington, D.C. 20002

Receipts must be submitted by Nov. 20. The vaccination cost, up to \$40, will be reimbursed tax-free in the employee’s paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1, and the program is only for Amtrak employees.

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October 23, 2009 • Page 1 of 2

A Message from Joe Boardman on Commuter Contracts

Dear Co-workers,

Today, the Southern California Regional Rail Authority (SCRRA) board of directors voted to execute a Memorandum of Understanding that essentially lays the groundwork for a contract with Amtrak to operate the Metrolink commuter rail service, starting July 1.

We will be working on the final agreement in the coming weeks, and hope to sign a contract no later than Dec. 11. Amtrak would supply Train and Engine crews, and related management and support staff to operate the Los Angeles-area service.

As some of you may recall, we'd operated this service before, from 1992 to 2005. According to the SCRRA board, they chose to proceed with sole source procurement — meaning not putting the contract out for competitive bid — because it recognizes that Amtrak “provides a depth of relevant experience and of management support for Metrolink operations that is unique in the current passenger rail environment.”

It is our experience and depth of expert knowledge that makes Amtrak the right choice. But we now live in a new era of passenger rail. The opportunities that are being made available thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others to enter new markets. Don't kid yourself — we have competition and we must work and act like it.

We were all saddened and disappointed when we learned last

Friday of the Virginia Railway Express (VRE) Operations Board's recommendation to award its commuter service contract to another bidder. Our T and E crews provide outstanding service and they maintained an excellent safety record for the 17 years Amtrak has operated the service. In a letter I sent to those employees today, I described how proud I am of the work they do, and that I value their dedication to providing safe and reliable service. I sincerely hope they will choose to remain part of the Amtrak family when the contract with VRE ends on June 30.

This is not the passenger rail environment of yesteryears — the competition is real. While we have expertise and experience that stands up to competition, we are also making (and will continue to make) significant investments to better position ourselves not simply as a provider, but as the provider of choice. But getting there also involves changing the way we think. When I first came to Amtrak, it seemed as though we only thought about why we couldn't do something. Thinking about what we can do and what we need to do to get there is how we remain competitive and beat out the other guys.

In the past, we seemed focused on survival; today our survival relies on being focused on growth. We all — management and agreement-covered alike — must think big, be innovative and pursue opportunities and decisions that make good business sense. It's incumbent on us to shape a company that thinks beyond just tomorrow and that sets the stage for the newer members of the Amtrak family because



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October 23, 2009 • Page 2 of 2

they represent our future, and they deserve their chance at building a career of service and contributing to the advancement of Amtrak's mission. I think we all envision the Amtrak that we can be. No matter what your job, each and every one of us can contribute to a changing mindset and attitude.

I'll keep you informed about the status of the Metrolink contract. In the meantime, thank you for the work you do and please work safely.

Sincerely,



Joseph Boardman
President and Chief Executive Officer

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special employee advisory

October 29, 2009 • Page 1 of 2

Message From Joe Boardman

Dear Co-Workers,

Next month, I'll be celebrating my first-year anniversary as president and CEO of Amtrak. Over the course of the last 11 months, I have learned a great deal from many of you. I know that you are enthusiastic about what the future holds for Amtrak but may be uncertain about how it all comes together. We continually face an identity crisis because it's not always clear what Amtrak is supposed to be.

That is in large part why I made developing our strategic vision a priority when I joined the company. To that end, we have compiled a Strategic Guidance document that establishes broad goals, creates key performance indicators to measure progress, and outlines the opportunities and challenges facing Amtrak as we pursue a growth-oriented mission. (This document supersedes Amtrak's 2005 Strategic Reform Initiatives.) At the end of the day, our goals are all aimed at better positioning Amtrak to be the provider of choice.

Our Strategic Guidance sets the foundation for the Five Year Financial Plan we submitted to Congress on Oct. 1, and together they encompass our strategy for continuing the growth we've seen since 2002, and for maximizing this historic moment in federal and state support for more passenger rail service.

As you know, we're in the midst of a transformational chapter for Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act of 2008 (PRIIA) provides the direction set by policymakers, and we're seeing exceptional support for growth of passenger rail.

This is not the passenger rail environment of yesteryears — the opportunities that are being made available to us thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others to enter new markets. The investments we're making and the steps we're taking to improve are designed to secure our leadership position in the industry and to stand out from the competition.

Our strategic vision is built on six fundamental goals to be safer, greener and healthier and to improve financial performance, customer service and meet national needs. On our own and with the help of stimulus funds, we are making and will continue to make significant and enduring investments toward those goals.

We're creating a safer environment with Safe-2-Safer and installation of Positive Train Control. In addition, we're pursuing multiple avenues to be better stewards of our environment.

We're striving to become healthier by increasing ridership and pursuing growth in state-supported and commuter service, like the new partnership with the Commonwealth of Virginia, the second Amtrak *Cascades* roundtrip to Vancouver, the proposed additional *Piedmont* service in North Carolina next year, and the recent progress toward a final contract to operate the Los Angeles-area Metrolink service.

We're also becoming healthier by investing to bring our equipment and infrastructure to a state of good repair, and we will be producing a fleet plan and request for federal support for equipment procurement in February. We're also making progress toward improving station accessibility for those who are mobility impaired. With



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October 29, 2009 • Page 2 of 2

Strategic Asset Management, we're revamping the technologies that power our key operational, financial and human resources business processes to replace outdated systems and redundant or inefficient processes with integrated systems that will improve efficiency.

We're also aiming to improve customer service with a next-generation reservations system and e-Ticketing and the recently re-launched Amtrak.com. In addition, we must exemplify qualities typically attributed to excellent customer service, such as responsiveness, anticipating needs and a high degree of professionalism in our approach to our state and commuter service partners.

As Amtrak grows, so does our capacity to meet national needs, such as contributing to national emergency response, congestion mitigation, emissions reduction and reduction in the demand for foreign oil.

Our future together is not without challenges — the state of the national economy and condition of state budgets are a few factors that could hamper our growth. In addition, those looking to enter the passenger rail market will eat our lunch if we don't raise the ante on our competitive edge.

Clear goals are of vital importance for a company; values are just as important because they guide how we go about achieving those goals. Many of the investments we're making call for a new way of thinking and working together. Together and as individuals, we need to stop thinking about what we can't do, and start putting into action what we can do.

I think we all envision the Amtrak that we can be. Each and every one of us can contribute to a changing mindset

and attitude. We need you to be part of this — we can have the best strategy in the world, but it's no good if we don't own it and live it.

It's difficult to be part of something if the mission is unclear, so take the time to understand the opportunities and challenges we face — our strategy is your strategy.

That's why I encourage you to visit our intranet or Amtrak.com to read our Strategic Guidance and our FY 2010-2014 Five Year Financial Plan. (Both can be found on the intranet under "Library," then "Reports.") In an effort to be greener, we've printed a limited number of copies for a number of locations, but if you can't access the Internet or you would like your own printed copy, please call Charlotte Berry in the Government Affairs department (202 906-3918 or ATS 777-3918) or e-mail BerryC@amtrak.com to request one. The attached summary should also help you better understand our vision and plans.

Thanks for your support and please work safely.

Sincerely,



Joe Boardman
President and CEO

Please distribute at all safety meetings and post on all employee bulletin boards.



special employee advisory

October 30, 2009 • Page 1 of 1

Amtrak Statement on Letter to VRE

Amtrak today issued the following statement:

“Today, Amtrak sent a letter to VRE challenging their notice of intent to award a contract to Keolis Rail Services on the basis of potential improper scoring of proposals and such other bases as may not be known until we gain access to the relevant records previously requested.

The VRE request for proposal was to be scored 80 percent on performance/experience, but the foreign-owned Keolis has no experience operating a railroad in the U.S. or under this country’s strict rail safety and security regulations that are designed to protect the traveling public and the employees operating the trains.

We ask for this challenge to be considered before final action is taken by the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission.”

Please distribute at all safety meetings and post on all employee bulletin boards.



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September 2, 2009 • Page 1 of 2

2009 PSSA Recipients Announced

Today, Amtrak announces the recipients of the 2009 President's Service and Safety Awards (PSSA). Each year, the company honors employees and external partners who have made exceptional contributions to Amtrak during the previous calendar year.

The following award winners will be honored this fall at ceremonies in Sacramento, Calif. (Oct. 6); Los Angeles (Oct. 8); Chicago (Oct. 12); Beech Grove, Ind. (Oct. 13); Providence, R.I. (Oct. 27); New York (Oct. 28); Washington, D.C. (Nov. 3); Philadelphia (Nov. 9); and Jacksonville, Fla. (Dec. 3).

Also being honored at the events are employees who have completed 30 and 35 years of service in 2009.

Achievement

Richard J. Brodecki, Jr.
Gilbert E. Isaac
Christopher J. Madden
Jamison Sorensen

Business Diversity

Renee A. Strolis

Champion of the Rails

*Robert Wilbur**
Texas Eagle Marketing
and Performance Organization

Christina Anderson*
Will Bozeman*
Steve and Susan Dauenhauer*
Ray Dunbar*
Matt Fels*
Dennis and Betty Glaze*
Glenn and Alta Jones*
Peter LeCody*
Joe Littlejohn*
William Pollard*
Fred and Dale Springer*

Trails and Rails Volunteers

Coy Grainger*
Fern Harrington*
Charlie and Lou Lane*
Adolpho Reyes*
Patricia Warren*

Environmental Achievement

Esposito/Liddle Environmental Team

Gary P. Esposito
Justin S. Liddle

Project Excellence

John J. Raila

High Speed Rail Service Engineer Team

David P. Byrne
Tudorel Caliga
Sithseng Chan
George Chavesta
Anthony Cheeyou
Saluka N. Kulasinghe
Yevgeny Kuroschepov
Paul C. Marin
Randy L. Scott
Kenneth A. Viera
George A. Warner
Robert L. Wilhelm

New Bank Deposit Structure Team

Jeffrey R. Carnicelli
Kevin J. Dant
Keith Warchol

Safety Achievement

William H. Bates
Susanne J. Gilmer

Safety Committee of the Year

Wilmington Maintenance Facility

J. Robert Duncan
DeWitt C. Foster
Walter J. Green
Gary F. Kravitz
Christopher J. Lento
Frank J. Lombardo
Richard J. Pantalino
Michael J. Reilly
William T. Steward
David K. Swain
Linda J. Turcol



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July 30, 2009 • Page 2 of 2

State Partner

*Jeffrey D. Knuettel**

Sustained Excellence

*Merlin D. Blevins
Jeanine M. Boggs
Sandra L. Brown
Samuel P. Calicotti
Fred A. Calinsky
Loretta Carr
Maria V. Castro-Leon
Cynthia A. Cole
Justin A. Collins
Robert J. Connell
Douglas A. De Lia
Douglas A. Diedrick
Sue G. Dwelle
Michael J. Frazier
Karen M. Geter
Danny J. Gregg
Lino Gutierrez
Barbara A. Hanna
Robert L. Hayhurst
Gail A. Hendrix
Terrence J. Henry
Patrick Hershkowitz
Everston L. Ifill
David C. Irish
Shreal A. Jackson
Michael P. Jerew
Janice Kavanagh
John D. Kennedy
Darryl A. Kent
Robert D. Klein
Marc O. Lambert
Carmen R. LaSanta
Farrel J. LeCompte, Sr.
David K. Lee
David Lloyd
Amy Lo
Joseph F. LoPresti
MaryAnn Lorimer
Milton F. Lundy
John J. McCann, Jr.
Gerald D. McDonald
Geneva F. McLeod
Anne A. Merritt
Nancy J. Miller
Sherman Mitchell, Sr.
Mitchell W. Moore*

*Kyong Y. Park
Alan B. Phillips
Donald A. Reilly
Harold D. Richie
Melvin E. Rodgers, Jr.
Charles B. Roebuck, III
Yong A. Roop
Dianne V. Ross
Roy T. Runkles
Robert L. Ryan
Astrid J. Schettini-Rodriguez
Roger S. Seitzinger
Lawrence A. Shimko
James F. Simpson
Eugene Stewart
Susan A. White
Edward H. White, Jr.
Christopher Worley*

Valor

*Norman W. Nicholson
Lamb/Johnson Team
Shane E. Johnson
James C. Lamb*

*External Nominee

**Please distribute at all safety meetings
and post on all employee bulletin
boards.**



special employee advisory

September 21, 2009 • Page 1 of 1

Pandemic Flu Update

The Centers for Disease Control and Prevention (CDC) anticipates a particularly severe flu season this fall and winter as a result of the spread of seasonal and H1N1 viruses.

Amtrak asks all of its employees to practice healthy habits, including thoroughly washing hands on a regular basis, covering a cough or sneeze with a sleeve or disposable tissue and avoiding touching the eyes, nose or mouth.

In addition, Amtrak will be providing free seasonal flu vaccines for employees at many locations or a voucher to obtain the vaccine at a local clinic or pharmacy, starting in October. Look for more details about the voluntary program in the coming weeks.

“Getting the seasonal flu vaccine is an excellent way to help protect yourself from getting sick and spreading the flu virus,” said Amtrak’s corporate medical director Dr. Tim Pinsky.

The Pandemic Flu Plan activated by Amtrak in May is still in effect, requiring protocols for reporting employee and passenger flu cases, and instituting procedures for front-line employees.

As a reminder, all flu cases involving customers, passengers and employees should be reported to CNOC at (800) 424-0217 or ATS 734-2307. CNOC is serving as the central clearinghouse for all suspected cases of the flu on board trains or in Amtrak facilities.

Front line employees should still be implementing the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 “Serious

Communicable Disease Procedures” on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, “Public Health Guidelines,” Section C). The manuals are posted on the Intranet, under “Library”→ “Wiki”→ “Service Standards.” An updated Operations Standard Advisory and Arrow message will be issued in the coming days.

Flu symptoms include a fever of 100°F or higher AND coughing or sore throat. Other symptoms may include runny or stuffy nose, head and body aches, fatigue, diarrhea or vomiting.

Please review the accompanying Q and A, which serves as a comprehensive guide for employees during the pandemic, and stay informed.

The company’s Pandemic Flu Task Group will continue to monitor the situation and follow recommendations of the CDC as appropriate to safeguard the well-being of its employees and passengers. Stay tuned — as the situation evolves, so will the policies and procedures associated with the pandemic flu.

Please distribute at all safety meetings and post on all employee bulletin boards.



Produced by
Employee Communications

ecom@amtrak.com

NOTICE TO INTERESTED PARTIES

**Notice to all present employees eligible to participate in the
Retirement Income Plan for the Employees of National Railroad Passenger Corporation**

An application is to be made to the Internal Revenue Service for an advance determination on the qualification of the following employee pension benefit plan:

1. Name of Plan: Retirement Income Plan for the Employees of National Railroad Passenger Corporation (the "Plan")
2. Plan Number: 001
3. Name and Address of Plan Sponsor: National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285
4. Employer Identification Number: 52-0910053
5. Name and Address of Plan Administrator: Pension Committee
c/o National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285

The application will be filed on January 30, 2009 for an advance determination as to whether the Plan meets the qualification requirements of Section 401 of the Internal Revenue Code of 1986, as amended, with respect to the Plan's amendment.

The application will be filed with:

EP Determinations
Internal Revenue Service
P.O. Box 12192
Covington, Kentucky 41012-0192

The employees eligible to participate under the Plan are, in general, the non-union employees of the National Railroad Passenger Corporation, or any wholly or majority-owned subsidiary of the National Railroad Passenger Corporation, who have completed one year of eligibility service, as defined in the Plan.

The Internal Revenue Service has previously issued a determination letter with respect to the qualification of this Plan.

RIGHTS OF INTERESTED PARTIES

You have the right to submit to EP Determinations, at the above address, either individually or jointly with other interested parties, your comments as to whether this Plan meets the qualification requirements of the Internal Revenue Code.

You may instead, individually or jointly with other interested parties, request the Department of Labor to submit, on your behalf, comments to EP Determinations regarding qualification of the Plan. If the Department of Labor declines to comment on all or some of the matters you raise, you may, individually, or jointly if your request was made to the Department of Labor jointly, submit your comments on these matters directly to EP Determinations.

REQUESTS FOR COMMENTS BY THE DEPARTMENT OF LABOR

The Department of Labor may not comment on behalf of interested parties unless requested to do so by the lesser of 10 Employees or 10 percent of the employees who qualify as interested parties. The number of persons needed for the Department of Labor to comment with respect to this Plan is ten (10) employees. If you request the Department of Labor to comment, your request must be in writing and must specify the matters upon which comments are requested, and must also include: (1) the information contained in items 1 through 4 of this Notice; and (2) the number of persons needed for the Department of Labor to comment.

A request to the Department of Labor to comment should be addressed as follows:

Deputy Assistant Secretary
Employee Benefits Security Administration
ATTN: 3001 Comment Request
U.S. Department of Labor,
200 Constitution Avenue, N.W.
Washington, DC 20210

COMMENTS TO THE INTERNAL REVENUE SERVICE

Comments submitted by you to the Internal Revenue Service must be in writing and received by March 16, 2009. However, if there are matters that you request the Department of Labor to comment upon on your behalf, and the Department of Labor declines, you may submit comments on these matters to the Key District Director to be received within 15 days from the time the Department of Labor notifies you that it will not comment on a particular matter, or by March 16, 2009, whichever is later, but not after March 31, 2009. A request to the Department of Labor to comment on your behalf must be received by it by February 14, 2009, if you wish to preserve your right to comment on a matter upon which the Department of Labor declines to comment, or by February 24, 2009 if you wish to waive the right.

ADDITIONAL INFORMATION

Detailed instructions regarding the requirements for notification of interested parties may be found in Sections 17 and 18 of Revenue Procedure 2008-6. Additional information concerning this application (including, where applicable, an updated copy of the Plan and related trust; the application for determination; any additional document dealing with the application that have been submitted to the Service; and copies of Section 17 of Revenue Procedure 2008-6 are available in the office of the Plan Administrator during normal business hours for inspection and copying. (There is a nominal charge for copying and/or mailing.)

If you have any questions about this Notice, please contact Rosemarie Tana at 202-906-2272.

NOTICE TO INTERESTED PARTIES

**Notice to all present employees eligible to participate in
Amtrak's Retirement Savings Plan for Agreement Employees**

An application is to be made to the Internal Revenue Service for an advance determination on the qualification of the following employee pension benefit plan:

1. Name of Plan: Amtrak's Retirement Savings Plan for Agreement Employees (the "Plan")
2. Plan Number: 003
3. Name and Address of Plan Sponsor: National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285
4. Employer Identification Number: 52-0910053
5. Name and Address of Plan Administrator: Savings Plan Committee
c/o National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285

The application will be filed on January 30, 2009 for an advance determination as to whether the Plan meets the qualification requirements of Section 401 of the Internal Revenue Code of 1986, as amended, with respect to the Plan's amendment.

The application will be filed with:

EP Determinations
Internal Revenue Service
P.O. Box 12192
Covington, Kentucky 41012-0192

The employees eligible to participate under the Plan are, in general, employees who 1) are permanent employees of the National Railroad Passenger Corporation, any majority or wholly owned subsidiary of the National Railroad Passenger Corporation, the Chicago Union Station Company, the Washington Terminal Company, or the Union Station Redevelopment Corporation, 2) are members of a unit of employees covered by a collective bargaining agreement, such unit having signed an agreement to participate in the Plan, and 3) have completed a year of service, as defined in the Plan.

The Internal Revenue Service has previously issued a determination letter with respect to the qualification of this Plan.

RIGHTS OF INTERESTED PARTIES

You have the right to submit to EP Determinations, at the above address, either individually or jointly with other interested parties, your comments as to whether this Plan meets the qualification requirements of the Internal Revenue Code.

You may instead, individually or jointly with other interested parties, request the Department of Labor to submit, on your behalf, comments to EP Determinations regarding qualification of the Plan. If the Department of Labor declines to comment on all or some of the matters you raise, you may, individually, or jointly if your request was made to the Department of Labor jointly, submit your comments on these matters directly to EP Determinations.

REQUESTS FOR COMMENTS BY THE DEPARTMENT OF LABOR

The Department of Labor may not comment on behalf of interested parties unless requested to do so by the lesser of 10 Employees or 10 percent of the employees who qualify as interested parties. The number of persons needed for the Department of Labor to comment with respect to this Plan is ten (10) employees. If you request the Department of Labor to comment, your request must be in writing and must specify the matters upon which comments are requested, and must also include: (1) the information contained in items 1 through 4 of this Notice; and (2) the number of persons needed for the Department of Labor to comment.

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Deputy Assistant Secretary
Employee Benefits Security Administration
ATTN: 3001 Comment Request
U.S. Department of Labor,
200 Constitution Avenue, N.W.
Washington, DC 20210

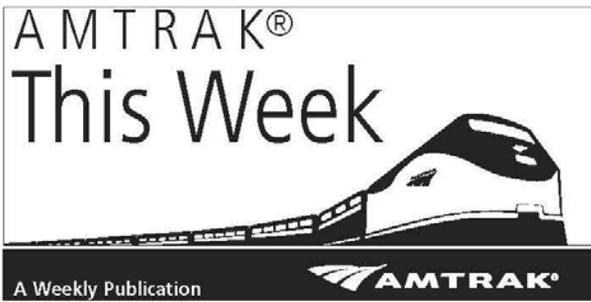
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If you have any questions about this Notice, please contact Rosemarie Tana at 202-906-2272.



A Message from Joe Boardman

Dear Co-workers,

I want to tell you how proud I am that while the snow this weekend paralyzed the East Coast, Amtrak kept rolling thanks to the dedication of many employees. We're nearly back to normal and we still have some digging out to do, but I want to extend my sincere thanks and appreciation to each of you who took part in keeping Amtrak operating.

The historic snowstorm that blanketed the Mid-Atlantic and New England regions this weekend wreaked havoc on roads, airports and pretty much anything that moves. Record snowfall from North Carolina to Boston left many travelers stranded, as airports shut down. Washington's Metro system closed above-ground operations.

Although completely unrelated to the storm, Eurostar rail operations between France and England were suspended for the third day today due to technical failures associated with weather conditions, leaving 90,000 travelers stranded this holiday season, according to news reports.

While Amtrak cancelled some service and experienced delays, trains were nonetheless operating on our railroad; although we experienced significant delays and problems when our trains left our territory south of Washington. It wasn't easy and we had problems along the way, but the point is that we were operating.

Despite equipment and infrastructure challenges of our own, we still carried thousands of people to their destinations when others couldn't move — and we did so safely. We accommodated numerous travelers who gave up on the airlines. We carried people home for the holidays while others are still waiting to dig out.

We operated because of the hard work of many employees on the front lines and behind the scenes. Employees who haven't been home for days, others who battled the weather to make it in, System Operations, Engineering crews, Mechanical employees, station personnel, and on-board service crews — your dedication is impressive.

Having been raised in upstate New York, I know what snowstorms like this can do. It takes a hearty and committed group to persevere. I know we encountered operational problems over the road and we have plenty of opportunities for lessons learned. It takes everyone — from coach cleaner to signalman — to make this railroad run. And it's just not this event; we manage mudslides in the Pacific Northwest, hurricanes in the South, and other conditions that test our know-how and determination. It's that experience, expertise, fortitude and dedication that makes Amtrak unique.

Thank you for everything that you do and please have a safe and happy holiday.

Sincerely,

A handwritten signature in black ink that reads 'Joe Boardman'.

Joe Boardman
President and CEO

Benefits: Amtrakbenefits.com will not be available from Dec. 14 through Jan. 3 in order to facilitate year-end processing activities. For questions or assistance regarding benefits during that time, call the Amtrak Benefits Service Center at 800-481-4887.

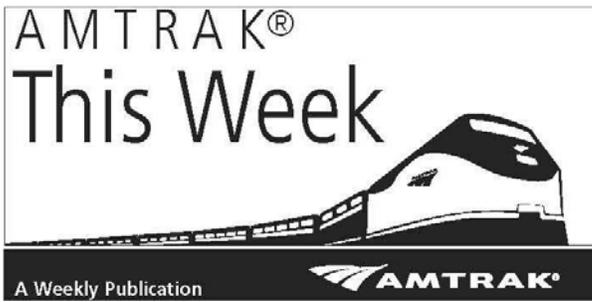
Employees Honored for Military Support

On Dec. 22 at Bear Car Shops, two Amtrak employees will be recognized for their commitment and service to the U.S. armed forces.

Superintendent Lew Wood will be presented with a Patriot Award by the Committee for Employee Support of the Guard, in recognition of his strong support of employee reservists and his leadership in facilitating their participation in the Guard and Reserve. Wood was nominated by Sgt. Michael Lawson, an Air National Guard reservist who is an electrician at Bear Car Shops.

Sgt. Lawson is also being recognized at the ceremony by the International Brotherhood of Electrical Workers with a letter of appreciation for his outstanding service to his country. Lawson is preparing for his third tour of duty in Iraq and Afghanistan.

“This award recognizes the Bear facility's and Amtrak's commitment to do our part to help and support the men and women who serve in the military and their families,” said Wood. “The employees at Bear gladly accept the responsibility to give those protecting us everything they need when they are away and when they come home.”



Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will decrease from 55 cents to 50 cents, effective for mileage expenses incurred on or after Jan. 1.

Human Resources: Leave taken in 2009 must be entered in SAP no later than Dec. 31. Additionally, leave requests for calendar year 2010 can now be submitted.

Human Resources: Employees who have moved in the past year should be sure to update their mailing address by submitting a new Employee Information Form. Forms are available at local Human Resources Offices or on the intranet under “Library”→“Forms.” Addresses should be changed by Jan. 10 in order for W-2 tax forms to be mailed to the correct address.

Payroll: Railroad Retirement Tier I and Tier II taxes will remain at the current rates in 2010: 6.2 percent (\$6,324 maximum withholding) and 3.9 percent (\$2,960.10 maximum withholding), respectively.

Payroll: Employees are encouraged to review their W-4 Employee Withholding Allowance Certificate. Any status change requires a new W-4 be submitted to Payroll. Employees who wish to claim exempt status for 2010 must also submit a new form by Feb. 15.

2010 Holiday Schedule

Amtrak will observe the following 2010 dates as holidays for non-agreement employees:

<u>Holiday</u>	<u>Day Observed</u>
New Year's Day	Jan. 1
Martin Luther King, Jr. Day	Jan. 18
President's Day	Feb. 15
Memorial Day	May 31
Independence Day	July 5
Labor Day	Sept. 6
Veteran's Day	Nov. 11
Thanksgiving Day	Nov. 25

Because Christmas Day (Dec. 25) falls on a Saturday, non-agreement employees hired prior to 2010 are granted an additional personal day and are therefore entitled to three personal days in 2010. Employees must obtain supervisory approval prior to using any personal days.

Non-agreement employees hired in 2010 will receive personal days based on their date of hire. Employees hired between Jan. 1 and May 31 will receive two personal days, while those hired June 1 through Aug. 31 are entitled to one personal day. Employees hired Sept. 1 or after will not have any personal days.

Holidays for agreement-covered employees are subject to each specific labor agreement. Employees should check with their union to be sure which holidays are included in each agreement. Some agreement-covered employees also receive personal holidays, the number of which varies by agreement.

For further information regarding holidays and personal days, please refer to the [Amtrak Policy and Instruction Manual](#), on the intranet under “Library”→“Policies.”

AMTRAK®

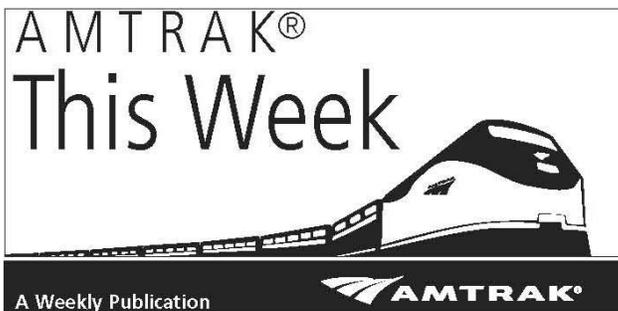
This Week



A Weekly Publication



AMTRAK®



Message from Joe Boardman

We are in the midst of the most dynamic period in Amtrak history, and together we're writing a new chapter in the Amtrak story.

While we are safer, greener and healthier, one of our biggest obstacles is inconsistent collaboration within and between departments. In some ways, we collaborate seamlessly; in others, we really fall short. And nowhere is collaboration more important than when it applies to safety and security.

Operation Changes:

Service Update: The corporate smoking policy has been updated to also prohibit the use of electronic smoking devices in any area that is designated as smoke free on board trains or within stations and offices.

Engineering:

That's why I am personally committed to shifting our approach to safety from one that is punitive to one that is collaborative. Chief Operating Officer Bill Crosbie and I have asked Vice President of Transportation Richard Phelps to lead the day-to-day charge on this initiative. In the coming weeks, you'll be hearing more about how we're going to achieve that.

We'll be implementing a multiyear risk-reduction approach to safety and security that will involve every level of management — starting with me and the executive team — to your supervisor and front line employees, and then back up through management to me. We'll be working hand-in-hand with our unions. The centerpiece of this is training, coaching and accountability for managers and supervisors; and broader employee engagement in safety to create a strong and enduring safety and security culture at Amtrak.

We're not going to eliminate safety and security initiatives that work. We're not going to ease our focus on compliance. But safety isn't a just a statistic, and we need to do away with a culture of finger-pointing.

While there will be a particular focus on the operating departments, all departments are going to benefit. It's no coincidence that companies that sustain safety excellence are also high performing organizations.

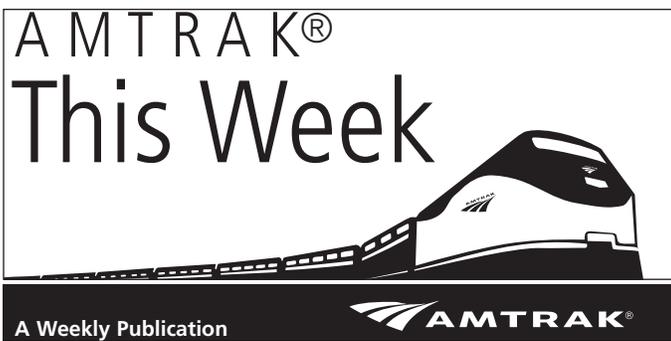
This is not another "flavor of the month." It's time for a fundamental and enduring shift in the way we work together, and that won't happen overnight. But it's high time that it begin.

I am fully committed to Amtrak, I share your love of the railroad and what we do on behalf of the country every day. I am also dedicated to showing you Amtrak's commitment to you. A united front on safety and security is a very personal issue for me and it should be for you, too.

We're currently reaching out to the unions and hope to build a bridge on the foundation of this common objective. We'll also be meeting with the executive team next week. You'll be hearing more about this from me, Bill Crosbie and Richard Phelps in the coming weeks and months. Thank you for your support and for what you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



Changes to Business Travel Policy Now in Effect

A revised corporate policy for Travel and Reimbursable Business Travel Expenses took effect Dec. 22 and includes notable changes related to air travel, meal allowances and hotel rates.

“We took a comprehensive look at our business travel policy and determined there were updates that needed to be made based on market changes, but we also wanted to make it more efficient for the company and the individual employee,” explained Francis Murphy, Director, Business Travel Services.

Under the old policy, only executive committee members could approve air travel by employees. Now, that approval authority is expanded to include vice presidents and chiefs who report to executive committee members, a change that will streamline the approval process.

Meal reimbursement has also been streamlined with the policy changed to a per diem program that includes an increase in the allowable meal expense from \$50 to \$55 (including taxes and gratuities). Additionally, meal receipts are no longer required except as outlined in Section 6.8 of the policy.

Policy changes also incorporate an elevation of the maximum hotel room rates to keep pace with the current lodging market. The national pre-tax room rate has been increased to \$120. Room rates for specific major cities have been raised as well. They are: \$300 in New York; \$205 in Washington, D.C.; \$200 in Boston; \$190 in Chicago; \$160 in Philadelphia; \$140 in Oakland and; \$140 in Seattle.

The revised policy is posted in its entirety on the Intranet at Library ⇒ Policies ⇒ Amtrak Policy and Instruction Manual ⇒ Finance. As meal per diem and hotel maximum rates are periodically subject to change, the current maximum rates are not included in the policy itself and are kept updated and posted on the homepage of the eTravel Worldspan Trip Manager catalog in eTrax and on the Intranet under How We Work ⇒ Management Employee Business Travel.

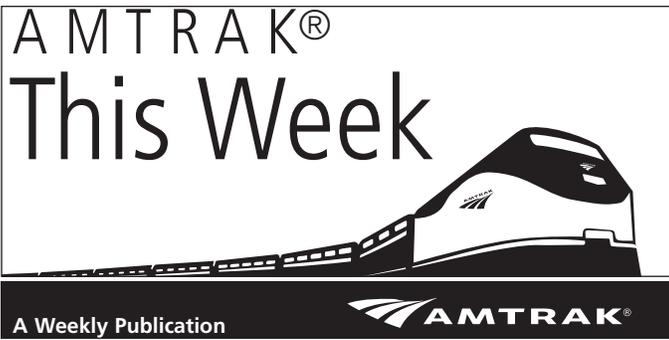
Operational Changes: Due to Union Pacific track work, *Pacific Surfliner* Trains 799, 798 and 792 will not operate between San Luis Obispo and Santa Barbara through Jan. 14. Motorcoach service is available for travel at intermediate stops, except Lompoc-Surf, Calif. At Guadalupe-Santa Maria, northbound buses will drop off only.

Marketing and Product Management: Effective immediately, Dayton, Ohio-based NCR is the new vendor contracted to develop a new Point-of-Sale (POS) system that automates the sales process and captures food and beverage sales data on trains.

Benefits: Due to the transition to WageWorks, you will be unable to use your commuter reimbursement account to cover January commuting costs. January’s payroll deductions will be applied to February’s commuting costs and you must pay your January expenses with after-tax dollars. Log on to wageworks.com or call 877-924-3967 by Jan. 10 to place your transit and/or parking order.

Information Technology: As part of the new SAM initiative, select employees will be mailed a Cultural Value Analysis survey this week, the results of which will assess the company’s readiness for change. The deadline for survey submission via mail (c/o SAM Initiative, 501 Carr Road, Wilmington, DE 19809) or fax (703-738-7123) is Monday, Jan. 19.

Government Affairs and Corporate Communications: Voting is now underway — through Jan. 23 — to name the Amtrak service between St. Louis and Kansas City, Mo. Log on to www.morail.org to choose from *Missouri Rail Blazer*, *Missouri River Runner*, *River Cities Corridor*, *ShowMeMO* and *Truman Service*. The new name will be announced on Jan. 30.



Amtrak Readies for 2009 Inauguration

With the inauguration of the nation's 44th president just over a week away, Amtrak is finalizing its operating plan to support what could be the most well-attended event ever in Washington, D.C. Preparations have been underway for months to safely accommodate a massive number of rail passengers to and from Washington Union Station on Jan. 20.

Significant preparation has also been put into operating a charter train that will carry President-elect Barack Obama and Vice President-elect Joe Biden to Washington prior to the inauguration.

"This is a monumental week for the country and Amtrak is playing a vital role — we should all be very proud of our involvement," said President and CEO Joe Boardman. "As the nation's greener, safer and healthier travel provider, it's an honor to be chosen to transport them to Washington for the Inaugural activities and it sends a strong message about the importance of passenger rail in America."

On Inauguration Day, an estimated 8,000 passengers per hour will arrive and depart on Amtrak, MARC and VRE trains during the morning and afternoon rushes. System Operations has augmented the company's normal morning inbound and afternoon outbound capacity by 50 percent, by adding extra trains and adding cars where possible. MARC and VRE have both increased capacity as well.

Managing the flow of trains and people through Washington Union Station has been the responsibility of the Mid-Atlantic Division. Efforts have been complicated due to security requirements, but division personnel, Amtrak Police and the Office of Security Strategy and Special Operations have been working closely with local and federal law enforcement to create an effective plan that meets operational and security requirements.

"The security requirements on both days are extraordinary, but APD and OSSSO have been working tirelessly to coordinate with the Secret Service, Metro police and other federal, state and local agencies," said Chief Operating Officer William Crosbie. "Collaboration within the company has also been exceptional. Engineering and Mechanical crews, Transportation employees and every other department have been focused on successfully completing this mission."

Operational Changes: On Jan. 19, Martin Luther King Jr. Day, all *Downeaster* trains will operate according to the normal weekday schedules, not the holiday schedule published in the Fall 2008/Winter 2009 System Timetable.

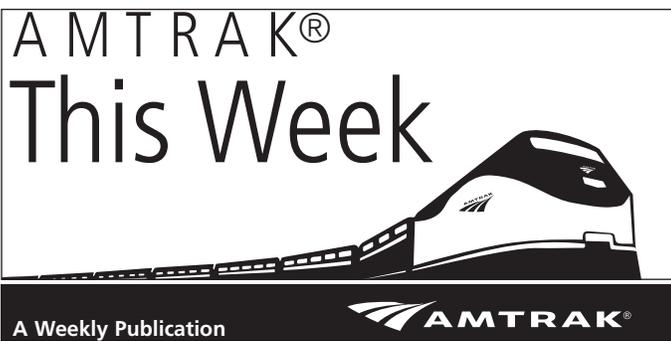
Benefits: The IRS limit for 401(k) pre-tax contributions is now \$16,500. Employees who reach 50 years of age or older in 2009 and contribute the maximum allowed, may contribute an extra \$5,500 "catch up contribution" to the Plan on a pre-tax basis. The combined pre-tax, after-tax and company contributions are limited to 100 percent of an employee's pay or \$49,000, whichever is less.

CVA Reminder: For select employees who received the Cultural Value Analysis survey, all results must be received via mail (c/o SAM Initiative, 501 Carr Road, Wilmington, DE 19809) or fax (703-738-7123) by Monday, Jan. 19.

Volunteers Still Needed in Washington, New York

To meet Inauguration Day staffing needs in Washington and New York, employees are encouraged to volunteer at their local station with the approval of their supervisor. Employee volunteers will receive a special commemorative button.

To volunteer at New York Penn, contact Mike Gallagher at GallagMk@amtrak.com or ATS 521-7278. To volunteer in Washington, contact Ken Wiedel at WiedelK@amtrak.com or ATS 777-3078.



January 20, 2009

Inauguration Day Operations in Full Swing

On Jan. 17, Barack Obama became the first president-elect to repeat Abraham Lincoln's pre-inauguration train voyage from Philadelphia to Washington. Amtrak was a part of history on Saturday, transporting the president- and vice president-elect and special guests to the nation's capital.

Operational Changes: To help improve on-time performance, beginning Jan. 26, *Lincoln Service* Train 302 will operate five minutes later at all stations from St. Louis to Chicago. Also, *Sunset Limited* Train 1 will operate 30 minutes earlier from El Paso, Texas to Los Angeles.

Engineering: Cleanup of the West Class Yard in Hamden, Conn., is underway as the first step in creating a concrete tie staging area to support Track Laying Machine work in the New England Division. The cleanup is expected to be completed by mid-February.

The train, a private charter operated by Amtrak on behalf of the Presidential Inaugural Committee (PIC), originated in Philadelphia, with stops in Wilmington — where Vice President-elect Joe Biden climbed aboard — and Baltimore. The on-board crew was handpicked by the vice-president-elect, a longtime Amtrak rider. Private and public events managed by the PIC took place in Philadelphia, Wilmington and Baltimore.

Today, the second phase of Amtrak's inaugural operation culminates as people from all over the world flood the capital.

Thirty-six Amtrak trains are operating to and from Washington today. The Mid-Atlantic Division Commuter Services group is also managing additional MARC and VRE trains transporting people to Washington. Roughly 8,000 passengers per hour are coming through Union Station during peak morning and afternoon travel.

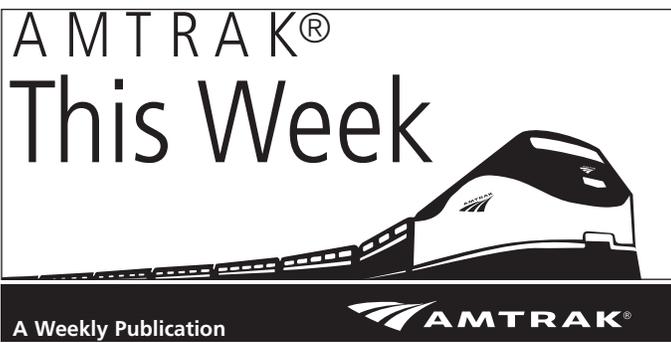
"This is a historic chapter in our company's history of which we should all be proud. The teamwork and collaboration by everyone involved in preparing and executing our inaugural operations on Jan. 17 and 20 have been superb," said President and Chief Executive Officer Joe Boardman.

A number of departments worked with PIC, Secret Service and other agencies to ensure safe operations and augment security on both days. Safeguarding the integrity of the right-of-way, executing the operating plans, maximizing the available fleet, managing the flow at Union Station, and volunteering at stations along the corridor were just a few of the many elements of making it all happen.

"I applaud the work of the employees of the Mid-Atlantic Division and the Northeast Corridor Service Operations and the leadership they, the Amtrak Police Department and the Office of Security Strategy and Special Operations exhibited," said Chief Operating Officer William Crosbie.

Important Benefits Information

Amtrak is submitting its qualified retirement plans to the Internal Revenue Service for favorable determination letters. These retirement plans must meet certain requirements under federal law in order to qualify for favorable tax treatment. A favorable determination letter is the IRS's opinion that the terms of Amtrak's plans satisfy certain requirements under the Employee Retirement Income Security Act (ERISA) and the tax code. The IRS last issued favorable determination letters to Amtrak for these plans in 2003. Since that time, both the law and the plans have been updated. The upcoming IRS determination letter review will examine the plans to ensure that they comply with current law. As part of this process, participants are invited to comment as to whether the plans meet these requirements.



January 21, 2009

Inauguration Day Operations Conclude

On Jan. 17, Barack Obama became the first president-elect to repeat Abraham Lincoln's pre-inauguration train voyage from Philadelphia to Washington. Amtrak was a part of history on Saturday, transporting the president- and vice president-elect and special guests to the nation's capital.

The train, a private charter operated by Amtrak on behalf of the Presidential Inaugural Committee (PIC), originated in Philadelphia, with stops in Wilmington — where Vice President-elect Joe Biden climbed aboard — and Baltimore. The on-board crew was handpicked by the vice president-elect, a longtime Amtrak rider. Private and public events managed by the PIC took place in Philadelphia, Wilmington and Baltimore.

Footage from the Whistle Stop Tour can be seen on the official White House Web site at www.whitehouse.gov.

Yesterday, three days after transporting Obama and Biden to Washington, the second phase of Amtrak's inaugural operation culminated as people from all over the world flooded the capital.

Ninety Amtrak trains operated to and from Washington yesterday. The Mid-Atlantic Division Commuter Services group also managed additional MARC and VRE trains transporting people to Washington. In total, roughly 8,000 passengers per hour came through Union Station during peak morning and afternoon travel.

A number of departments worked hand-in-hand with PIC, Secret Service and other agencies to ensure safe operations and augment security on both days. Safeguarding the integrity of the right-of-way, executing the operating plans, maximizing the available fleet, managing the flow at Union Station, and volunteering at stations along the corridor were just a few of the many elements of making it all happen. Scores of employees slept in offices and in sleeping cars in Washington Monday night to ensure adequate staffing.

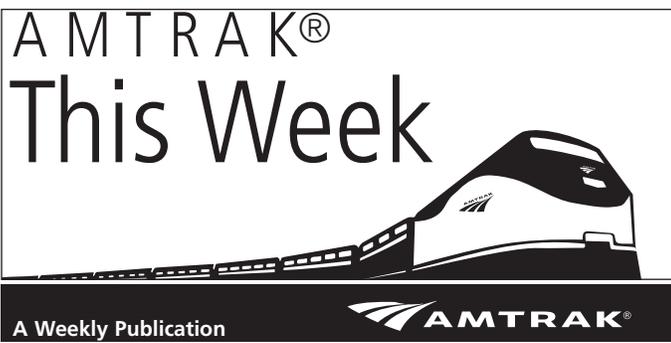
"I applaud the efforts and tireless work by all our employees over the past several months to ensure our passengers made it to and from the Inaugural celebration safely and with minimal disruption. We should all feel proud of our involvement in this historic event," said Chief Operating Officer William Crosbie.

Operational Changes: To help improve on-time performance, beginning Jan. 26, *Lincoln Service* Train 302 will operate five minutes later at all stations from St. Louis to Chicago. Also, *Sunset Limited* Train 1 will operate 30 minutes earlier from El Paso, Texas to Los Angeles.

Engineering: Cleanup of the West Classification Yard in Hamden, Conn., is underway as the first step in creating a concrete tie staging area to support Track Laying Machine work in the New England Division. The cleanup is expected to be completed by mid-February.

Important Benefits Information: As required by law, Amtrak is submitting its qualified retirement plans to the IRS for review to affirm that the plans comply with applicable regulations. Plan participants are invited to submit comments on the plans' compliance. See attached documents for more details.

CVA Update: The deadline for submitting responses to the Cultural Value Analysis survey has been extended until Jan. 30. Mail responses to SAM Initiative, 501 Carr Road, Wilmington, DE 19809 or fax to 703-738-7123.



January 26, 2009

New Campaign Aims to Eliminate Stop Signal Violations

To further advance Amtrak's position as the nation's safer, greener and healthier transportation provider, a new campaign is underway that aims to prevent stop signal violations. Initiated by the Transportation department, this comprehensive effort focuses on educating and rewarding Train and Engine employees who contribute to reaching the goal of zero stop signal violations during the fiscal year.

"We're increasing awareness, training and testing to avoid incidents on the railroad," said Steve Strachan, chief transportation officer. "Violating a stop signal could result in a collision or other accident that might cost people their lives, so we're doing everything we can to make sure it doesn't happen."

Each quarter, the campaign will focus on improving situational awareness, restricted speed, communication and teamwork through informational posters and other printed materials, which will be distributed at crew bases across the country. Supervisors will also work with engineers and conductors individually to reinforce the material before testing employees at the end of each quarter.

A unique element of the campaign is the "challenge" coin that will be given to all T&E employees. "We want everyone to keep the coin on them as a reminder of what we're trying to do," explained Strachan. "We want it to build unity among crews and reinforce the importance of safety."

As the year progresses, Strachan and his staff will host conference calls with Transportation supervisors throughout the system to evaluate the campaign and share best practices. At year's end, Strachan hopes to recognize every division for reaching the goal of zero stop signal violations.

Operational Changes: Today, *California Zephyr* Train 5 operates 30 minutes earlier between Elko, Nev., and Emeryville, Calif. Train 6 operates 15 minutes earlier between Emeryville and Salt Lake City.

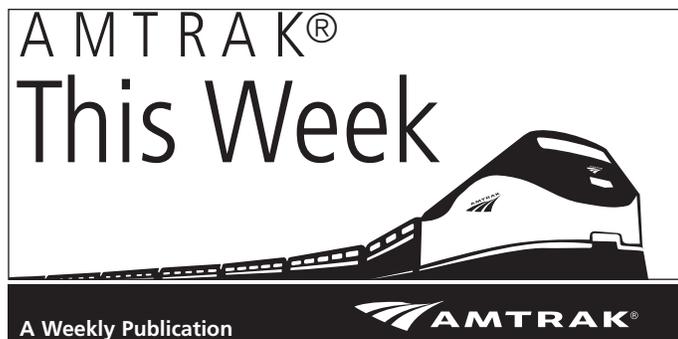
Government Affairs: On Wednesday, Jan. 28, President and CEO Joe Boardman is scheduled to testify before the House Transportation and Infrastructure Committee on the relationship between freight and passenger rail; Amtrak's present and future roles; and company performance, benefits and needs.

In other news, former Illinois Rep. Ray H. LaHood was sworn in Friday as the new Transportation Secretary.

Important Benefits Information: The 2009 IRS allowable pre-tax contribution limits are now increased to \$120 per month for mass transit and \$230 per month for parking. Log onto amtrakbenefits.com to increase your elections.

Human Resources: In response to non-agreement and salaried agreement employees' queries regarding incorrect vacation balances on their pay stubs, the issue is now resolved. However, with the rollout of the Web-based Employee Self Service function on Feb. 9, the most accurate vacation balance information will be found online.

Final CVA Reminder: The deadline for submitting responses to the Cultural Value Analysis survey has been extended until **this Friday**. Mail responses to SAM Initiative, 501 Carr Road, Wilmington, DE 19809 or fax to 703-738-7123.



Station Improvement Activities Take Place This Week

This is an important week with regard to station improvements, as the company submits its latest report to Congress on station accessibility and hosts its fourth Civic Conversation in Savannah, Ga.

The report, a requirement of the Passenger Rail Investment and Improvement Act, outlines Amtrak's plan to make the stations it serves fully accessible to passengers with disabilities in accordance with the Americans with Disabilities Act.

"The report describes our Accessible Stations Development Plan and defines the requirements for funding, timing and cooperation to achieve full accessibility," explained Assistant Vice President, Strategic Partnerships John Bennett. "The report details the additional time and funding of \$1.56 billion we will need for the described improvements and upgrades."

The Civic Conversation on Feb. 3 and 4 is part of Government Affairs' Great American Stations program and is a forum for local, state and federal officials to discuss preservation, restoration, accessibility requirements and local funding options for consideration in upgrading train stations. Attendees are also educated on the importance of stations as local economic drivers and vital cogs in the national transportation network.

"Stations are key to improving our business," said Joe McHugh, vice president, Government Affairs and Corporate Communications. "Even though we own only a small portion of the stations we serve, every station affects our product and each is a direct reflection on Amtrak."

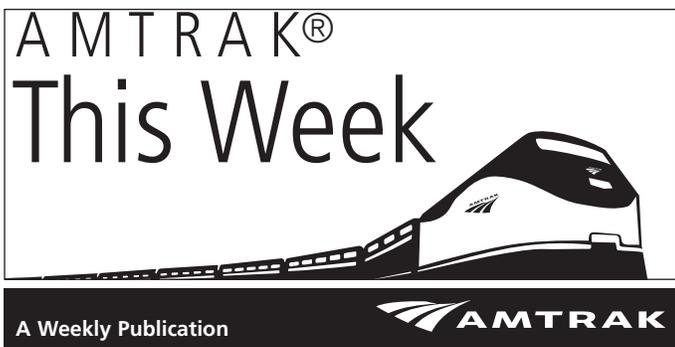
Operational Changes: To improve on-time performance, beginning today, Feb. 2, *Hiawatha Service* Train 342 will operate five minutes later at all stations from Milwaukee to Chicago.

Engineering: This week, Mid-Atlantic Division Engineering forces, with the assistance of Production Engineering's Head End Gang of the Track Laying Machine, will be installing 42 wooden switch timbers and crossies on the No. 2 Track in Davis Interlocking to remove slow orders.

Employee Information Management: Training on the SAP Employee Self-Service (ESS) functionality concludes on Thursday, Feb. 5. Beginning Monday, Feb. 9, all non-agreement and ARASA-OBS employees must enter their leave requests via ESS.

Human Resources: Nomination forms for the 2009 President's Service and Safety Awards (PSSA) program are currently posted on the Intranet and can be found at "Employees" ►► "Awards and Achievements" ►► "2009 PSSA Nomination Forms." The nomination period runs until Tuesday, March 31.

Government Affairs: *Missouri River Runner* is the new name for the state-supported trains between St. Louis and Kansas City, replacing *Missouri Service* and the *Mules*. Submitted by Keith Kohler of Glendale, Mo., *Missouri River Runner* received 37 percent of the nearly 5,500 votes cast in a contest sponsored by the Missouri Department of Transportation and Amtrak.



Operational Changes: Beginning Feb. 9 through Feb. 13, passengers traveling on Amtrak *Cascades* Trains 500 and 501 will be provided motorcoach service between Seattle, Portland and intermediate stations due to BNSF Railway track work.

Engineering: Construction of the concrete tie staging area in the West Class Yard in Hamden, Conn., to support the Track Laying System North's work in the New England Division is underway. The track construction is being performed by Production Engineering's Y182B TLS Prep Gang North and will include the two turnouts and 1,600 feet of track.

Marketing and Product Management: On Tuesday, Feb. 10, a morning media event is scheduled at the Port of Oakland Building in Oakland, Calif., to honor the historical legacies of Pullman porters and their contributions to the nation's railroads. The event includes a reception and afternoon meet-and-greet with employees.

Government Affairs: On Wednesday, Feb. 11, Chief Operating Officer Bill Crosbie will testify at a hearing before the Surface Transportation Board, offering comments on the recently enacted Passenger Rail Investment and Improvement Act of 2008.

Service Recognition Program to Benefit from New Partner

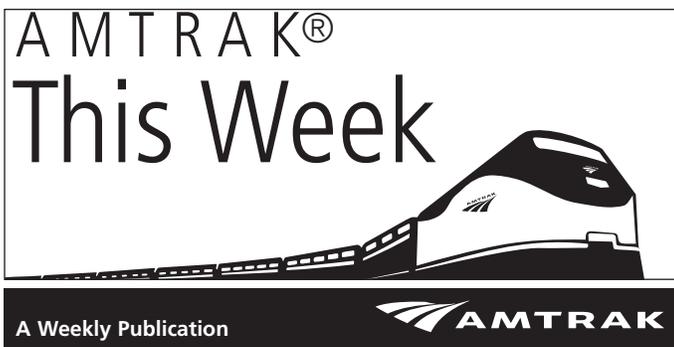
Amtrak has selected a new partner for its service recognition program in an effort to better acknowledge employees who have reached service milestones. A request for proposals was sent to 12 companies last July with Oklahoma City-based MTM Recognition ultimately winning the bid.

"We wanted to bring a higher level of efficiency, creativity and customer service to the program and MTM has the experience and resources to do just that," said Recognition Program Manager Carolyn Stagger. "Our goal is to give each department more control over the process and get managers engaged in recognizing their employees."

Effective immediately, Human Resources will begin working with MTM to analyze and improve the company's employee appreciation efforts.

MTM is the largest and most diversified award distributor in North America, allowing employees reaching milestones of 10 years or more to choose from a much wider range of gift options. Awards will also be shipped directly to the employee's work location, making response times faster. Awards for employees celebrating service milestones in the first quarter of 2009 are currently being processed and will be delivered for presentation in the coming weeks.

"One of the strengths of our company is the pride and loyalty of our employees," said Lorraine Green, vice president, Human Resources and Diversity Initiatives. "Our goal is to make sure every employee feels valued and this is one way we can better show our appreciation."



Operational Changes: Beginning Feb. 16 through March 15, due to Union Pacific track work, passengers on some morning and early afternoon *Capitol Corridor* trains will be provided motorcoach service between Sacramento and Suisun/Fairfield, Calif., and trains will operate on the remainder of the route according to a modified schedule.

Engineering: The installation of 3,000 linear feet of new track panels on Track No. 2 in the South Tube in New York City is underway in 55-hour outages. This phase of work will be completed in early March.

Information Technology: Beginning Feb. 18, Arrow users are required to change their private ID when prompted on the sign-on page. For more information, contact the Help Desk at 800-772-HELP (4357).

Marketing and Product Management: Beginning March 3, a new low fare will be available for *Acela Express* Business class tickets with 14-day advance purchase. Prices will be as low as \$99 between Washington and New York; \$79 between New York and Boston.

Funding Request Submitted to Congress

In other news, Amtrak submitted its annual Grant and Legislative Request to Congress today, outlining funding needs of \$1.84 billion for FY '10. The request consists of \$975 million for capital improvements, \$580 million for operating costs, \$264 million for debt service and \$21 million for the office of the Inspector General. The company also seeks an additional \$144 million not included in the \$1.84 billion for station accessibility improvements under the Americans with Disabilities Act. The request can be found online at Amtrak.com or the Intranet under "Legislative."

Stimulus Bill Includes Funding for Amtrak Capital Programs

Amtrak will receive a total of \$1.3 billion as part of the economic stimulus bill that President Obama signed today to create jobs and spur economic activity. Of that figure, \$850 million is designated for projects that supplement capital activities for the repair, rehabilitation or upgrade of Amtrak's system, assets or infrastructure and for expanding capacity, including the rehabilitation of rolling stock. Another \$450 million is dedicated to investments in security. The funds must be awarded within 30 days of enactment by the Federal Railroad Administration in the form of grants.

Amtrak has identified 37 capital programs across its system that will create and preserve jobs and/or accelerate progress on Americans with Disabilities compliance, NEC infrastructure, rolling stock, stations, maintenance facilities and yards, customer service, technology and safety. Fourteen of the programs to be funded are in the Northeast Corridor, while 23 support system-wide initiatives that benefit, or are located in, other regions of the country. A separate plan is being finalized for the \$450 million in security investments.

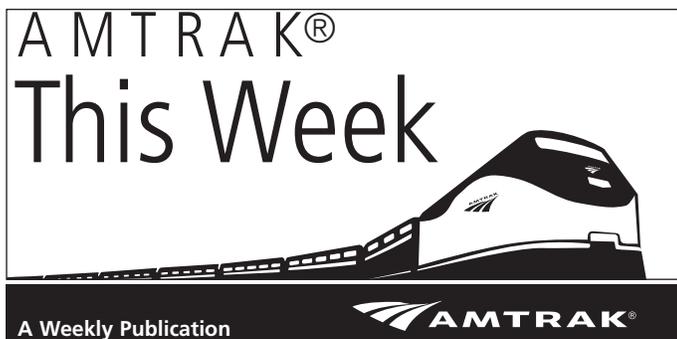
The capital programs must be completed within two years of enactment. Amtrak is currently seeking FRA approval of its proposed programs through the grant agreement process, and expects to have agreements in place some time in March. More information on the projects will be forthcoming.

The legislation also makes available \$8 billion to states for high-speed rail development or other rail investments, in addition to other grants available for surface transportation projects, including rail.

"I am very happy that Congress has given us the chance to address some of our most pressing capital needs. The American Recovery and Reinvestment Act affords us an exciting opportunity to make long-term investments in passenger rail by taking on many of our backlogged construction, technology and rolling stock projects while promoting near-term economic activity," said President and CEO Joe Boardman. "We will put the money to good use."

This infusion of funding under the ARRA should not be confused with the annual appropriation Amtrak receives from the federal government and may not be used to augment the company's regular operating or capital budgets.

Message from the President and CEO



Operational Changes: Starting today, *Crescent* Trains 19 and 20 are operating on a regular schedule after operating on a modified schedule since Jan. 26, due to Norfolk Southern track work. The successful track work project is expected to lead to improved on-time performance and reduced slow orders.

Engineering: The New England Division Production Gang will complete the replacement of a 100-year-old, seven-foot by eight-foot rail top culvert with a new concrete slab culvert manufactured in-house in Midway/Groton, Conn.

Human Resources: Nominations for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" ► "Awards and Achievements" ► "2009 PSSA Nomination Forms." PSSA posters are available by contacting Carolyn Stagger at ATS 777-3899 or staggc@amtrak.com.

Benefits Reminder: For information on benefits, employees are reminded to direct their inquiries to the Amtrak Benefits Service Center at 800-481-4887, or log onto amtrakbenefits.com.

Dear Co-workers,

As I travel across the country, I often meet people who tell me about how much potential Amtrak has. The truth is, Amtrak has seen a promising future since 1971. I know you think you've heard it before, but I'd like to tell you why it's true in 2009.

Three major reasons: For the first time in a long while, we have some clear direction from Congress on the future of Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act is our blueprint and aims to make enduring improvements in passenger rail.

As part of the stimulus bill signed by the president last week, we will receive \$1.3 billion to make significant strides on capital programs. Among other things, we'll return to service 100 cars that are currently sidelined, completely replace the Niantic River Bridge in Connecticut, install more Positive Train Control systems and make major Americans with Disabilities Act modifications to our stations. The law also provides money for states to make rail investments of their own, and they're coming to us for our expertise.

And we have an administration that seems to be building a legacy defined in part by the development of high-speed rail. I believe that this administration is more likely than any other in recent history to be open to making additional investments in passenger rail.

All of these elements combine to help us realize great potential. But that's just it — it's only potential if we don't believe in the direction we're taking and make it happen. Sometimes I wonder if we've become conditioned to low expectations over the years, surviving from year to year, and thinking that no one expects big things from Amtrak. Well, I expect big things from us. We need to open our collective hearts and minds to the Amtrak we know we can be. That is the safer, greener and healthier Amtrak I envision.

That's where vision and leading by example come in. I'm not just talking about forward movement, I'm taking the steps. Just last week, I met with vendors about how quickly they can deliver the Viewliners we need for our long-distance fleet. I intend to replace the electric locomotive fleet and am seeking the funding to do that. I want to electrify the railroad to Richmond and I'll be studying the cost estimates on that next week. And I listen — we have a great deal of talent and dedication; our employees have good ideas and they need to be heard.

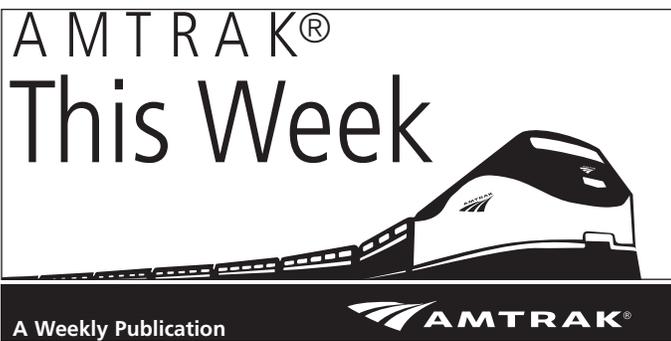
The time to harness our future is now and we're moving ahead with renewed energy. I care very much about our future and I know you do, too. Together, we must embrace the opportunities that are before us and run with them — for us, for our customers and for our country.

Sincerely,

A handwritten signature in black ink that reads 'Joe Boardman'.

Joe Boardman
President and CEO

P.S. By the way, I know everyone wants to know the details of our proposed "stimulus" capital programs, I'll share the list with you as soon as we've finalized it with the FRA — I wouldn't want to mislead you.



Benefits: Individual parking and mass transit account balances as of Dec. 31 have been transferred from SHPS to WageWorks. If you have any questions or would like to confirm your mass transit or parking account balance, visit www.wageworks.com or call customer service at 877-924-3967.

Human Resources: All employees should have received their 2008 W-2 Wage and Tax Statement. If you have not received your statement, e-mail Payroll Operations at payroll@amtrak.com.

State Partnerships: Engineering, Transportation, Strategic Partnerships and Government Affairs personnel last week met with Connecticut DOT and Rhode Island DOT on upcoming plans for track work, including improvements to the Springfield Line.

LaHood Joins Board

U.S. Secretary of Transportation Ray LaHood was officially named to the Amtrak board of directors by President Obama on Feb. 26. A native of Peoria, Ill., LaHood is a 14-year veteran of the U.S. House of Representatives, where he served on the Transportation and Infrastructure Committee and later the Appropriations Committee.

Biden Resigns

Also last week, R. Hunter Biden resigned from the board stating, "Serving on the board has been a great honor ... Now that Amtrak has a supportive administration in the White House, I believe my service on the board is not as crucial. I have tremendous confidence in the board and current leadership of Amtrak and am grateful for the opportunity to have served."

Stimulus Programs Under Review

Amtrak's proposal for the use of \$1.3 billion it will receive in stimulus funding as part of the American Recovery and Reinvestment Act is currently under review by the Federal Railroad Administration. The money will be used to begin or accelerate capital programs across the system and make investments in rail security. Approval is expected by mid-March and details will be provided at that time.

In related news, the FRA unveiled an outline of its proposed budget for FY '10 last week, which includes a five-year, \$5 billion high-speed rail state grant program. The funding would augment the \$8 billion for high-speed rail development already included in the ARRA for states. Specifics of the budget's effects on Amtrak are expected to be included in a later version, but the company anticipates it will benefit through state infrastructure projects or by applying for these funds in ways similar to the stimulus package.

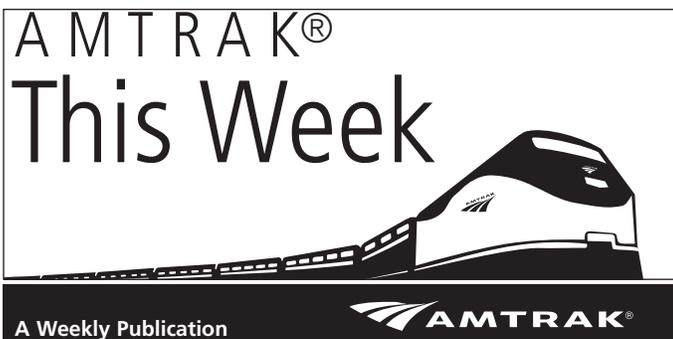
APD, OSSSO Host British Transport Police

Members of the British Transport Police are in Washington this week to work with Amtrak Police and the Office of Security Strategy and Special Operations as part of the first major exchange of rail security and counterterrorism practices between the U.S. and U.K. The two groups will jointly patrol stations and trains throughout the week to share lessons learned and best policing practices to better protect rail passengers on both sides of the Atlantic.

Former COO Hackney Passes Away

A distinguished member of the Amtrak family, Thomas P. Hackney Jr., passed away on Feb. 24 at the age of 88 in Huntingdon, W. Va. He retired in 1986 as chief operating officer after seven years of service. Prior to joining the company, Hackney was a machinist in the U.S. Navy during World War II and worked for the Chesapeake & Ohio Railway and Chessie System for nearly 40 years.

"Tom was an 'old school' railroader in every positive sense of the word – he took pride in his trains and his people," said Fred Weiderhold, inspector general. "He effectively led the operations department through its fleet transition and more importantly, he was a friend and mentor to those of us just joining the industry. Much of what he taught is still alive in the company."



Government Affairs: The omnibus bill that includes Amtrak FY '09 appropriations is expected to be passed by Congress this week. Since October, federal funding has been provided at FY '08 levels under Continuing Resolutions. The CR that expired on Friday has been extended through midnight on Wednesday, March 11.

Operational Changes: Due to CSX track work, motorcoach service will be provided on the *Palmetto* between Richmond and Rocky Mount and the *Carolinian* will be cancelled between New York and Raleigh on select weekdays from March 9 through April 17. In addition, *Palmetto* schedules will be slightly adjusted and checked baggage will not be available for travel that includes motorcoach service.

February Performance: System ridership for February was down 9 percent from last year, while revenue fell by 11 percent. However, February 2008 had an extra day due to leap year, which accounts for about half the difference. Long-distance trains continue to offset declines in corridor service, with ridership and revenue increasing 9 and 8 percent over last year, respectively.

Policy Changes: A revised corporate policy on photography and video recording on company property will be distributed this week via Arrow, OSA, and APD General Order. It will also be posted on Amtrak.com and the Intranet under "Security."

Availability of High-Speed Rail Funding Prompts State Activity

Amtrak board of directors Chairman Tom Carper joined Amtrak and Union Pacific officials at Chicago Union Station today for a roundtable discussion with Sen. Dick Durbin (D-IL), Illinois Gov. Pat Quinn and Illinois Transportation Secretary Gary Hannig about funding needs for high-speed passenger rail development from Chicago to St. Louis and the state's plan to compete for stimulus funding.

The American Recovery and Reinvestment Act includes \$8 billion for high-speed and intercity rail investment grants, which will be awarded to states by the Federal Railroad Administration on a competitive basis. The availability of federal funding for high-speed rail under ARRA, along with the \$5 billion President Obama has proposed as part of his transportation budget over the next five years, has spurred states across the country to move on plans for development or expansion of passenger rail service.

"States are seeing real potential for improving rail service and the possibilities of high-speed rail," said Ray Lang, national director, State Relations. Amtrak is working with a number of states that have sought assistance with expanding existing and new rail corridors.

The Federal Railroad Administration is currently crafting the grant program; guidelines are expected to be published by the FRA in mid-June.

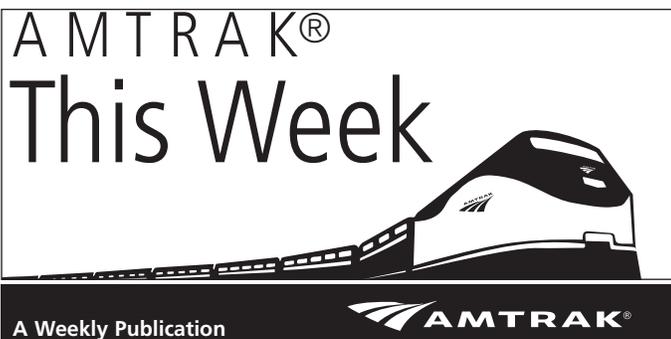
What's Your Green I.Q.?

Over the next three weeks, *Amtrak This Week* will test your knowledge of environmental issues. The first person to e-mail the correct answer to ecom@amtrak.com will have his or her photo and answer published in the April "green" issue of *Amtrak Ink*. There must be a new winner each week; employees with full-time environmental duties are not eligible.

This Week's Question:

Amtrak has committed to reducing its greenhouse gas emissions from diesel fuel through its voluntary agreement with the Chicago Climate Exchange; by how much did the company agree to reduce its diesel fuel emissions from 2003 to 2010?

- a) 1.5 percent
- b) 3.0 percent
- c) 6.0 percent
- d) 9.5 percent



Benefits: The federal government has increased the pre-tax mass transit limit from \$120 to \$230 per month. To increase your deduction, log onto amtrakbenefits.com or call 800-481-4887.

PSSA Reminder: Nominations for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" → "Awards and Achievements" → "2009 PSSA Nomination Forms."

Engineering: The Production Switch Exchange System, with the assistance of New York Division Engineering forces, will be completing the reconstruction of the No. 23 crossover at Union Interlocking in Rahway, N.J. this weekend.

Arrow Update: Beginning March 17, all Arrow users must have an eight-digit private ID that includes at least one letter and one number to enhance data security. Users without a complying ID will not be able to enter the system.

Marketing: Visit Amtrak.com to view new TV commercials airing in eight major cities promoting Amtrak train travel and *Acela Express* service. Click the "Family Travel" link in the right-hand margin or go to the *Acela* route page.

What's Your Green I.Q.?

How many tons of scrap metal from maintenance operations did Amtrak recycle last year?

- a.) 10
- b.) 100
- c.) 1,000
- d.) 5,000

E-mail the correct answer to ecom@amtrak.com. The winner will be selected at random from the first 50 correct responses received and will have his or her photo and answer published in the April "green" issue of *Amtrak Ink*. Employees with full-time environmental duties are not eligible.

Last week's winner was Harris Cohen, project manager, Customer Service Solutions, who correctly answered that Amtrak agreed to reduce its greenhouse gas emissions by 6 percent from 2003 to 2010.

Biden Announces Amtrak Stimulus Programs at Washington Union Station

Further demonstrating the administration's support for passenger rail, Vice President Joe Biden hosted a track-side press conference at Washington Union Station on Friday to announce capital programs that will be funded through the \$1.3 billion provided to Amtrak via the American Recovery and Reinvestment Act.

Joining Biden were Acting FRA Deputy Administrator Jo Strang, board of directors Vice Chairman Donna McLean and 11 members of the U.S. House of Representatives and U.S. Senate.

"For too long we have failed to make the investments we should have been making in Amtrak in order to provide the kind of reliable and secure intercity rail service that our people depend on and our economy needs," said Vice President Biden.

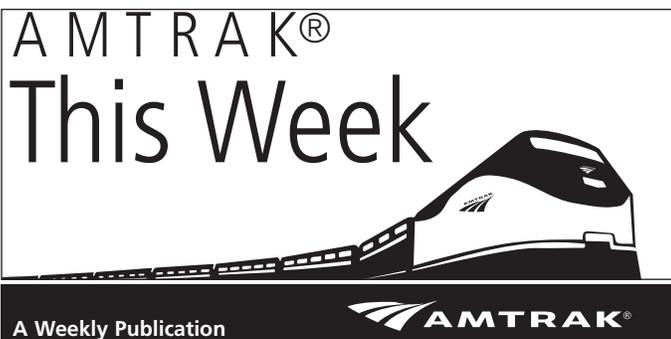
Biden emphasized the necessity of a healthy passenger rail network to relieve highway congestion, reduce pollution and decrease energy needs.

Stimulus programs for Amtrak will include over \$400 million in capital improvements on the Northeast Corridor, including \$105 million to replace the Niantic River Bridge and \$63 million to improve reliability of electrical power.

A total of 68 passenger cars will be repaired and returned to service and \$100 million will be spent on improvements to stations and facilities throughout the system. Also included in the package is \$60 million to install Positive Train Control systems on the Michigan Line. Additionally, the recovery act will fund other technology projects along with security-related infrastructure and station improvements.

"The Vice President understands the importance of our company and we're honored that he personally came to make this announcement here at our corporate headquarters," said President and CEO Joe Boardman. "We have great opportunities ahead of us and we're ready to move on these projects to connect America in safer, greener and healthier ways."

The final FRA-approved list of capital programs to be funded through the stimulus is expected to be posted on the Internet at www.recovery.gov later this week.



Engineering: The System Production Wood Tie Gang will start the installation of 40,000 wood ties on Track 2 of the Springfield Line from Quarry to Mill River on March 30. This is the last phase of a two-year tie renewal program and should be complete in July.

PSSA Reminder: Nominations for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" → "Awards and Achievements" → "2009 PSSA Nomination Forms."

Back Pay Update: President and CEO Joe Boardman announced last week that all eligible agreement-covered employees who received the first round of back payments will receive the remaining 60 percent via separate check on May 1.

What's Your Green I.Q.?

Transportation accounts for what percentage of the total energy used in the United States?

- a.) 10%
- b.) 25%
- c.) 30%
- d.) 50%

This is the third and final question of the "Green I.Q." challenge. E-mail the correct answer to ecom@amtrak.com. The winner will be selected at random from the first 50 correct responses received and will have his or her photo and answer published in the April "green" issue of *Amtrak Ink*. Employees with full-time environmental duties are not eligible.

Last week's winner was Gerry Davis, specialist, Finance, who correctly answered that Amtrak recycled 5,000 tons of scrap metal from maintenance operations last year.

America Invited to "Discover the Rail Way" at National Train Day Events on May 9

The second annual National Train Day is set for May 9, and major events are planned at stations in Washington, D.C., Philadelphia, Chicago and Los Angeles, with many more locally organized events in communities nationwide.

This year, guests will "Discover the Rail Way" and celebrate the past, present and future of train travel with live music and entertainment, interactive green exhibits, VIP appearances, a kid's corner, train equipment displays and more.

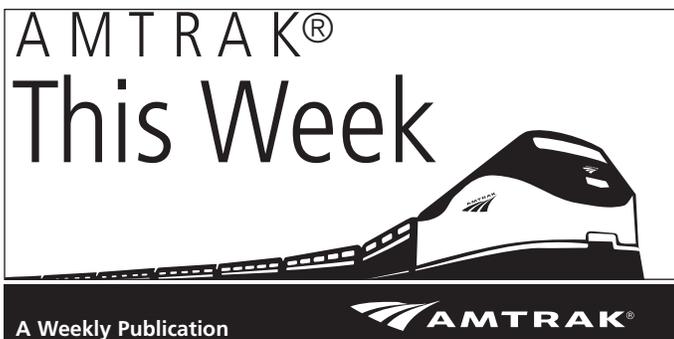
"Our goal is to celebrate train travel and showcase how trains have shaped our lives and allowed families and friends to stay connected to each other personally and professionally," said Emmett Fremaux, vice president, Marketing and Product Management. "The events will feature interactive exhibits educating the public about the benefits of train travel."

In addition to the four main events, the company is inviting local communities to participate by hosting their own National Train Day event. Templates for signage and collateral materials are provided on the Web at www.NationalTrainDay.com. Last year, employees, chambers of commerce and other local organizations hosted nearly 100 events in communities across the country.

"We had great success in 2008, and have already seen great enthusiasm for this year's National Train Day," said Michele White, director, Entertainment and Sports Marketing. "This is another way for us to build loyalty and enthusiasm for train travel among employees and the communities we serve."

A national celebrity spokesperson will be selected to raise awareness of National Train Day in the media. Additionally, up and coming musical artists will perform at each of the major events. Details are being confirmed and announcements will be made within the next couple of weeks.

Visit www.NationalTrainDay.com for information and updates, or to request assistance in hosting an event at a local train station.



Operations Update: Beginning April 5, schedules for trains operating throughout the Empire District between Niagara Falls, Albany-Rensselaer and New York will be adjusted due to track work being performed by Metro-North Railroad.

Engineering: The Production Switch Exchange System (SES), with the assistance of New York Division Engineering forces, will complete the reconstruction of the No. 85 crossover at Union Interlocking in Rahway, N.J., by installing the 85B switch this weekend.

PSSA Update: The deadline for submitting PSSA nominations has been extended from March 31 to April 17. Forms are posted on the Intranet at “Employees” → “Awards and Achievements” → “2009 PSSA Nomination Forms.”

What’s Your Green I.Q.?

Thank you to all employees who participated in the Green I.Q. challenge.

Last week’s winner was Yolanda Thomas, manager, Information Technology, who correctly answered that transportation accounts for approximately 30 percent of all energy used in the United States.

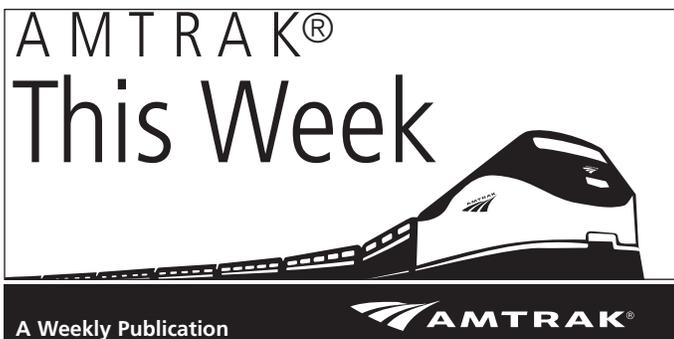
All three winners and their correct answers will be posted in the upcoming April “green” issue of *Amtrak Ink*.

Crew Uses Defibrillator Training to Save Passenger

On March 28, crew members aboard *Silver Meteor* Train 98 saved the life of a passenger suffering from a heart attack by using the on-board Automatic External Defibrillator.

The passenger began suffering heart attack symptoms and lost consciousness shortly after 9 p.m., when his wife notified Sleeping Car Attendant Eastlyn Delabastide. She immediately alerted Conductor Russell Denson and Assistant Conductor Eric Morrison, who brought the AED and administered one charge, returning the patient’s heartbeat to a normal rhythm. Engineer Bryan Morrison stopped the train in Ravenel, S.C., while the crew monitored the patient until local paramedics arrived.

“This is another life saved thanks to proper training, proper equipment and professional composure of a talented crew,” said Chief Operating Officer William Crosbie. “I want to commend Russell, Eric, Eastlyn and Bryan for a job well done. They’re an example of the great job our employees do every day throughout the system.”



Major NEC Schedule Changes Beginning Soon

Operations Update: *Regional Shuttle* Trains 495, 493, 490 and 470 are cancelled between New Haven and Hartford, Conn., on Mondays – Fridays starting April 6 to accommodate Springfield Line track work. Alternate motorcoach service will be offered for most city pairs.

Engineering: The System New England Division Tie and Surface Gangs will finish work on the No. 1 track at Meriden, Conn., on the Springfield Line. Work will continue between New Haven and Hartford to replace 36,000 additional wood ties, surface track, weld joints, remove weld- ing straps and clean the right-of-way by June 30.

Benefits: April 15 is the deadline to submit 2008 health or dependent care claims to SHPS. You may be reimbursed for any dependent care expense incurred in calendar year 2008 and healthcare expense incurred between January 1, 2008 and March 15, 2009. If you have any questions, call SHPS at 800-678-6684.

Procurement: Effective immediately, all purchase requisitions related to stimulus projects should include “ARRA” as the first word in the line item description followed by the approved project number and approved dollar amount. All line items must have a valid combination of stimulus function code and work element.

Employee Appreciation Day: In a letter last week, President and CEO Boardman announced that the company’s 38th anniversary on May 1 will be dedicated to the workforce as Employee Appreciation Day. More information on specific events across the country will be provided in the coming weeks.

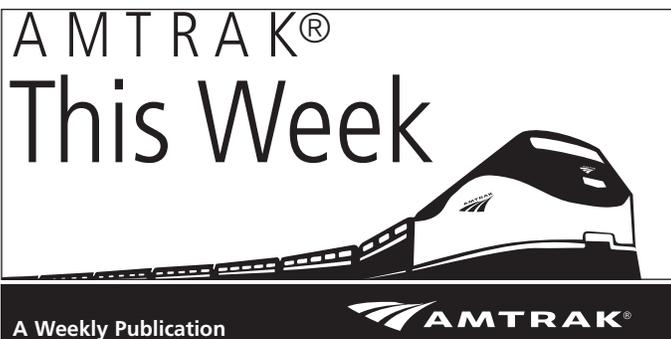
Beginning this month, Amtrak, CSX Transportation, Metro-North Railroad and New England Central Railroad will begin performing extensive track maintenance in the Northeast, resulting in several schedule changes from April through September that will affect *Acela Express*, *Northeast Regional*, *Adirondack*, *Empire Service*, *Ethan Allen Express*, *Maple Leaf*, *Keystone Service*, *Pennsylvanian*, *Lake Shore Limited* and *Vermont* services.

Accordingly, information for station employees, call center agents, On-Board Service and Train and Engine crews will be distributed this week in the form of an Operations Service Advisory (OSA) and Arrow message.

Schedules printed in the Fall 2008-Winter 2009 System Timetable and individual schedule cards for most trains operating in the Northeast will no longer be valid due to the magnitude of the track work and the extent of necessary service changes.

In addition, schedules for many trains operating throughout the Northeast will not be published in the 2009 Spring-Summer System Timetable, which becomes effective May 11, 2009. However, up-to-date schedules will be available for download and printing at Amtrak.com.

Passengers will be notified of these service changes via station and on-board announcements, station notices, seat drops on certain routes and on Amtrak.com. Press releases will also be issued. For current information, passengers should be directed to visit Amtrak.com, call 1-800-USA-RAIL or speak with a ticket agent.



Engineering: The System Production Switch & Rail Gang, with the assistance of Mid-Atlantic Division Engineering forces, will begin the installation of curve patch rail on the Harrisburg Line's Tracks No. 1 and 4 west of Paoli. The gang will utilize the next five weekends to complete the project.

Transportation: As of April 12, the 559 *Acela Express* departures operated since March 23 had an unprecedented on-time performance of 97.1 percent. Only 16 trains were lost in 21 days thanks to the collaborative efforts of Transportation, Engineering and Mechanical forces in the Mid-Atlantic and Northeast Divisions.

PSSA Reminder: Nominations for the 2009 President's Service and Safety Awards will be accepted through April 17. Forms are posted on the Intranet at "Employees" → "Awards and Achievements" → "2009 PSSA Nomination Forms."

Corporate Communications: NBC Nightly News and Good Morning America Weekend aired segments on April 11 and 12, respectively, about President Obama's upcoming announcement on the use of the \$8 billion in high-speed rail stimulus funding. Both segments featured President and CEO Joe Boardman. To see the GMA segment, visit <http://abcnews.go.com/GMA/Weekend>.

"Trainiac" Trivia

Answer the following National Train Day-related trivia question correctly and you could receive a Trainiac prize package and have your photo featured in the May issue of *Amtrak Ink*.

E-mail your answer to ecom@amtrak.com. The winner will be selected at random from those who respond correctly. *Hint: Answers can be found at NationalTrainDay.com.*

Which city is hosting a major National Train Day event for the first time?

- a.) Washington, D.C. b.) Philadelphia
c.) Chicago d.) Los Angeles

Randy Jackson Signs On for National Train Day

American Idol Judge Randy Jackson will be the official spokesperson for the second annual National Train Day, and will kick-off the festivities in Washington, D.C., on May 9. Other major events will be hosted in Philadelphia, Chicago and Los Angeles, with many smaller events in communities nationwide.

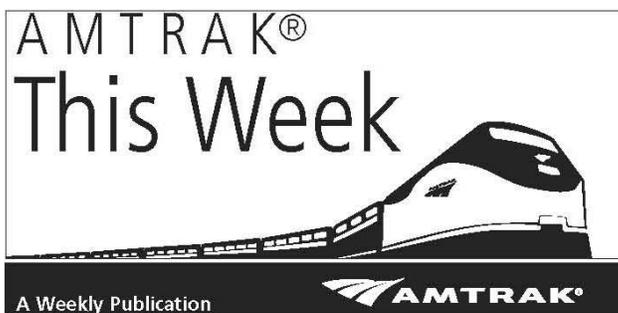
"As one of the hosts of the most watched TV show in America, Randy is supporting our goal of raising the profile of train travel as an important part of American culture," said Emmett Fremaux, vice president of Marketing and Product Management.

"Showing support for Amtrak's National Train Day reinforces my belief that trains are the backbone of America," said Jackson.

The four major events will feature live musical performances from up-and-coming and local artists. The event in Washington will feature Grammy nominee Karina Pasian and a soon-to-be-announced headliner. In Philadelphia, Jon McLaughlin, singer of the Acedemy Award-nominated song "So Close" and singer-songwriter Rachael Yamagata will perform.

Daughter of legendary blues guitarist Johnny Copeland, Shemekia Copeland and emerging R&B artist, Unique, will take the stage in Chicago. And train enthusiasts in Los Angeles will enjoy performances by singer-songwriter Matt Costa and Chana, a new artist who is receiving accolades from several media outlets for her tropical sound.

Employees are invited to bring their families to enjoy the interactive Eco Exhibits, displays of model railroads, as well as Amtrak and historic train cars, paintings from notable train artist J. Craig Thorpe, and more. The AmtraKids Depot will feature educational hands-on activities, appearances by Radio Disney's Rockin' Road Crew, magicians and face painters. For more information, visit NationalTrainDay.com.



Engineering: The System Production Track Laying Machine begins its summer production season at Hunter Interlocking, west of Newark, N.J., installing nearly 5,000 concrete ties over the next four weeks.

Government Affairs: The Senate confirmation hearing for Joseph Szabo, a former United Transportation Union official and President Obama’s nominee for FRA Administrator, will take place on April 22.

Employee Appreciation Day Reminder: Amtrak’s 38th anniversary on May 1 has been dedicated as Employee Appreciation Day. Special events to help employees become safer, greener and healthier — personally and professionally — will take place at 39 locations across the country.

Be a Part of National Train Day

The second annual National Train Day is on May 9, and employee volunteers are needed to serve a variety of roles. Volunteers will receive a complimentary National Train Day polo shirt and refreshments.

To volunteer at a major event, send your name, department, shirt size and contact information to:

Chicago: Tracy Robinson, Robi3181@amtrak.com
 L.A.: Don Wong, WongD@amtrak.com
 D.C.: Saunya Connelly, ConnelS@amtrak.com
 Phil.: Kecia Babb-Jordan, JordanK@amtrak.com

“Trainiac” Trivia

Which one of this year’s National Train Day performers sang at the 2008 Academy Awards?

- a.) Shemekia Copeland b.) Matt Costa
- c.) Rachael Yamagata d.) Jon McLaughlin

E-mail your answer to ecom@amtrak.com. Respond correctly and you could win a Trainiac prize package and have your photo featured in the May issue of *Amtrak Ink*. *Hint: The answer can be found at NationalTrainDay.com.*

Last week’s winner was Jim Gordon, foreman II, Beech Grove Maintenance Facility, who correctly answered that Philadelphia is hosting a major National Train Day event for the first time.

President Obama Unveils Strategy for High-Speed Rail

On April 16, Secretary of Transportation Ray LaHood and Vice President Biden joined President Obama to announce the administration’s strategic plan for the development of high-speed rail (HSR). Obama said his plan builds on the highway and aviation development models used over the last century to create a clean, energy-efficient rail system that will fuel economic expansion through public-private partnerships.

The \$8 billion set aside for passenger rail in the American Recovery and Reinvestment Act will be used to jump-start the process by funding infrastructure projects that will improve existing service, corridor capital programs and HSR corridor development.

Amtrak is eligible to apply for ARRA funding for HSR corridor development independently and can apply for infrastructure projects in cooperation with states.

Grants for projects will be given to those that are ready to begin, have completed environmental and preliminary engineering work, and have an emphasis on near term job creation.

“Amtrak applauds the major investment and higher-speed passenger trains called for by the President,” said President and CEO Joe Boardman. “We look forward to partnering with federal and state governments to advance new, faster and more frequent train service.”

On-Board Recycling Begins Nationwide

An interdepartmental initiative to recycle newspapers, bottles and cans in every food service car across the system is on schedule to be completed this week. Passenger awareness campaigns will also launch aboard certain trains to promote the “greener” service.

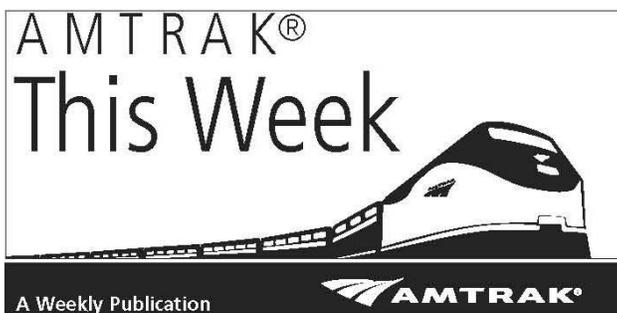
“Earth Day is this week (April 22) so there couldn’t be a more appropriate time for this project to come to fruition,” said Roy Deitchman, vice president, Environmental Health and Safety.

The project is a joint effort between Environmental Health and Safety, Marketing and Product Management, Mechanical, Engineering, Transportation and Government Affairs.

Some food service cars have had existing trash receptacles re-labeled for recycling, while others have been fitted with custom-built containers. The cross-functional team found solutions to meet the needs of on-board crews while also meeting the requirements of FRA fire and safety codes.

“This is a major step forward in making Amtrak service greener and it took a tremendous amount of teamwork,” said Chief Operating Officer William Crosbie. “It’s great for the environment and it helps build passenger loyalty.”

Message From Joe Boardman



Last Thursday I set off on the *Capitol Limited*, beginning a three-week cross-country journey to visit some of our locations, meet employees and call on state partners. In Chicago on Friday, I talked to employees in a Block Training class and visited the yards again. I told employees about the upgrades we'll be making to the mechanical facilities there, such as improving the heating system and replacing the roofs on some buildings.

On Saturday, I met Sen. Tester of Montana for a brief press conference during the *Empire Builder's* dwell time at Havre. One of the reporters asked what I have seen change, and I said take a look at the faces of the employees right here on the "high-line"; they represent our strongest competitive advantage, and they are encouraged with the support that the President, Vice President and legislators like Sens. Tester and Baucus.

As we traveled through Glacier Park people at the Izaak Walton Inn held up a banner saying "We love Amtrak." How wonderfully everyone has treated us along the way — it really makes such a memorable trip to be around committed employees and those who depend on our service.

Today I'm in Seattle, meeting employees and touring the yard. Our employees here do an excellent job of maintaining Amtrak *Cascades* and *Sounder* commuter service equipment as well as servicing the *Empire Builder* and *Coast Starlight*. Improvements at the Seattle yard are long overdue and we remain committed to building a new facility there.

Tomorrow, I'll take the *Coast Starlight* to Oakland. I'm looking forward to visiting the Oakland Maintenance Facility on Wednesday, as well as the San Jose mechanical facility where our employees provide repair and maintenance service for the Caltrain commuter service. I understand I will also get a chance to meet the crews of the two trains that we had a close call with in Oceanside, along with a planned barbeque for employees in San Diego.

Friday will be spent in Los Angeles, greeting employees at the station and offices there. I'm eager to check out the yard, which is slated for a new preventive maintenance facility for the Superliner equipment our employees work on thanks to stimulus funds. I'm sure I'll find Saturday's visit to the call center in Riverside interesting and maybe even get to listen in on some of our calls.

I'll spend Employee Appreciation Day on Friday in L.A. On that day, 39 locations across the system will be holding events designed to provide you information and resources to be a safer, greener and healthier employee. Smaller locations are observing that day in other ways as well. I designated May 1 Employee Appreciation Day, because while we might celebrate our 38th anniversary on that day, it's the people behind Amtrak that are to be recognized. That will also be the day those eligible will receive the 60 percent of the retroactive pay.

My travels afford me the opportunity to meet many of you and to remind you that we need to adjust our collective thinking to go beyond getting through the day or week. We are in the midst of an historic and pivotal period for passenger rail — think big, because America expects big things from us.

Sincerely,

Joe Boardman
President and Chief Executive Officer

Transportation: Effective June 1, all employees who work on trains that cross the Canadian border will be required to have documents compliant with the Western Hemisphere Travel Initiative established by the U.S. Departments of State and Homeland Security. Acceptable travel documents include a U.S. passport, U.S. passport card or a state-issued enhanced driver's license.

Government Affairs: Chief Financial Officer DJ Stadler will testify on Amtrak's progress on American Recovery and Reinvestment Act projects at a House Transportation and Infrastructure Committee hearing on April 29.

Procurement: Vendors inquiring about projects funded by the American Recovery and Reinvestment Act should be directed to the new Procurement portal for information and guidelines at <http://procurement.amtrak.com>. Progress reports and information on ARRA projects can be found on the Intranet under "How We Work" → "Finance" → "Economic Stimulus Guidelines."

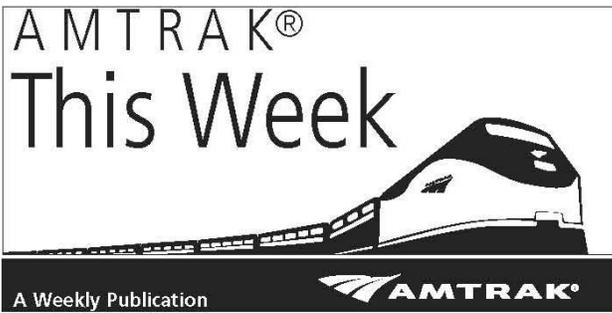
"Trainiac" Trivia

What is the name of the rail car that carried President Obama prior to his inauguration and will be on display in Washington on National Train Day?

- a.) Georgia 300
- b.) Dover Harbor
- c.) Cannon Ball
- d.) Greenwich Harbor

E-mail your answer to ecom@amtrak.com by noon EST on April 30. Respond correctly and you could win a Trainiac prize package and have your photo featured in the May issue of *Amtrak Ink*.

Last week's winner was Michael Schmidt, engineer, Facility Maintenance, who correctly answered that National Train Day performer Jon McLaughlin sang at the 2008 Academy Awards.



Engineering: The Production Switch Exchange System, with the assistance of Mid-Atlantic Division forces, has begun installing 10 new turnouts in North Penn Interlocking in Philadelphia. Each turnout will be installed on a 55-hour weekend outage through mid-July.

Government Affairs: Joseph Szabo was confirmed by the U.S. Senate as the 13th administrator of the Federal Railroad Administration on April 29. He most recently served as Illinois state legislative director for the United Transportation Union.

Benefits: Employees with questions about their benefits should call the Amtrak Benefits Service Center at 800-481-4887 or log on to amtrakbenefits.com for more information.

Special Recognition: After a water main break flooded tracks near Baltimore last week, Engineering, Transportation and Mechanical teams worked diligently to manage the disruption and restore service along the Northeast Corridor. "Once again, our employees overcame a challenge with skill and efficiency. Thanks to each one of you for your commitment and professionalism," said COO William Crosbie.

National Train Day is this Saturday

Communities across the country will celebrate National Train Day on May 9. Employees are invited to bring their families to join in the festivities.

Major Amtrak-sponsored events are taking place at Los Angeles Union Station, Chicago Union Station, Philadelphia 30th Street Station and Washington (DC) Union Station from 10 a.m. to 3 p.m. local time.

Congratulations to last week's Trainiac Trivia contest winner, Dianne Ross, manager, Uniform Programs. She correctly answered that President Obama rode in the Georgia 300 rail car prior to his inauguration. The car will be on display in Washington on National Train Day.

Message From Joe Boardman

Dear Co-workers,

I've spent the last 10 consecutive days on the road, visiting our facilities and meeting many of you, from Chicago to Seattle and Oakland and places in between.

I was in Los Angeles for Employee Appreciation Day. We had very good participation and I was very happy to see the health screening that was available for all, along with information on EAP and the support for Operation RedBlock. I'd like to see us find a way to do this every year if you think it was worth it. It's one of the ways Amtrak can show its commitment to you, and it's perfect for becoming "Healthier."

I visited the Riverside Call Center on Saturday and while it was planned for me to listen in on some calls, I found engaging our employees was a better use of my time. I spoke, and listened and I tried to answer questions. I found people who want to get the job done well for Amtrak. I am constantly humbled by how well I am received and treated by the men and women that work in this company. Thank you all for what you do day-in and day-out in your efforts to bring excellent service to our customers.

My journey continues this week with a visit to San Diego. Then I'll be taking the *Southwest Chief* from L.A. back to Chicago, in time to attend the National Train Day event there on May 9. In addition to entertainment and train displays, special exhibits at the events in Los Angeles, Chicago, Philadelphia and Washington, D.C., this year will showcase the positive role passenger rail plays in the economy and sound environmental stewardship. Our national spokesperson, "American Idol" judge Randy Jackson, will help draw national attention, as we aim to raise awareness of the benefits of passenger rail across the country.

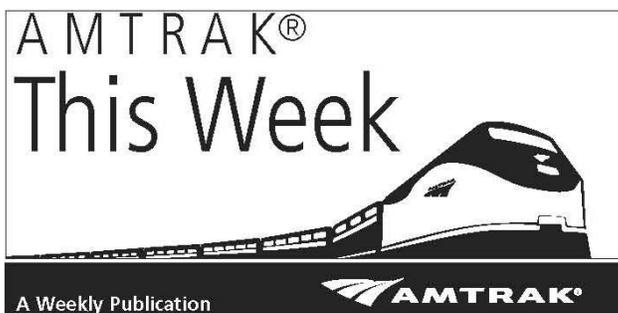
But I think events like Employee Appreciation Day and National Train Day also help bring us all closer together, fortifying our sense of purpose. There are dozens of other NTD events being held in communities across the country and I strongly encourage you and your family to visit one of those locations if you can. Go to NationalTrainDay.com for information.

On another more serious note, I want you to know that we are closely monitoring the developments associated with the outbreak of the H1N1 virus and following recommendations from the Centers for Disease Control. We have activated our Pandemic Plan, and have taken some measures to help safeguard the well-being of our employees and passengers. One of the best things you can do for yourself, your co-workers and passengers is to stop the spread of germs by thoroughly and frequently washing your hands. It's an obvious point, but I can't overstate how important this is.

Our employees have a great deal of pride in the work they do and that energy can be felt as I travel across the country. I saw that pride in employees' eyes at the Employee Appreciation Day event in L.A., and I know I'll see it in the faces of employees at National Train Day. Harnessing that energy will drive us to a safer, greener and healthier Amtrak. Thank you for your support. Stay safe and healthy.

Sincerely,

Joe Boardman
President and Chief Executive Officer



Operation Changes: From May 11 through June 25, *Palmetto* Train 90 will operate up to two hours earlier than the published schedule on Mondays through Thursdays due to track work being performed by CSX Transportation.

Engineering: The Production Switch Exchange System, with the assistance of Mid-Atlantic Division forces, will be installing the 93/87 switch in North Penn Interlocking in Philadelphia this weekend.

Ridership and Revenue: System ridership and ticket revenue for April were down 2 and 5 percent, respectively, compared to last year. Long-distance trains performed best during the month, with an overall gain in ridership of 6 percent and a 7 percent improvement in revenue over last April.

Thank You National Train Day Volunteers

The second annual National Train Day on May 9 was a huge success, with tens of thousands of people attending the four major events held in Washington, D.C., Philadelphia, Chicago and Los Angeles, in addition to 130 events held nationwide.

“These events celebrated the past, present and future of trains in this country and helped us attract potential new passengers and educate the public about the benefits of rail travel,” said Emmett Fremaux, vice president, Marketing and Product Management. “It could not have happened without the hundreds of dedicated employees who teamed up to make it possible.”

New Timetable Now in Effect

The new 2009 Spring/Summer System Timetable that becomes effective today reflects minor nationwide schedule adjustments aimed at improving route performance.

The most notable change is the omission of several schedules for trains that operate in the Northeast including *Acela Express*, *Northeast Regional*, *Empire Service*, *Maple Leaf*, *Keystone Service* and *Vermont*.

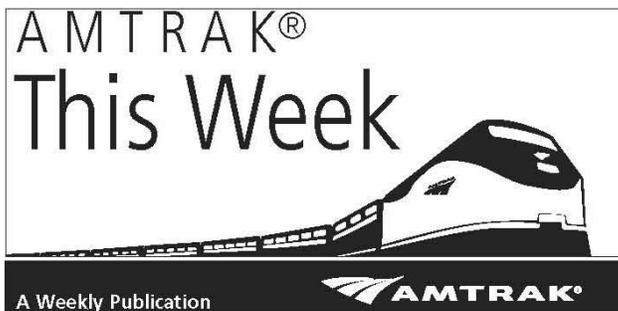
These schedules were not published due to several planned schedule changes through September to accommodate track work being performed by Amtrak, CSX Transportation, Metro-North Railroad and New England Central Railroad.

During this period, up-to-date schedules will be posted on Amtrak.com, where they can be downloaded and printed. Passengers are being notified of the changes via station notices, on-board announcements and seat drops on certain routes.

Highlighted schedule changes in Chicago include an earlier departure of 15 minutes by *Capitol Limited* Train 30, while *Lake Shore Limited* Train 48 will depart one hour earlier.

In the south, *Piedmont* Train 73 will depart Raleigh, N.C., 10 minutes earlier than the previous schedule and Train 74 will depart Charlotte, N.C., 25 minutes earlier.

The *Texas Eagle* will depart St. Louis 35 minutes earlier, arriving in Chicago 15 minutes earlier to improve its meets with other trains that operate on the corridor.



Transportation: In honor of the men and women who have given their lives in service to the country, Amtrak will observe a nationwide moment of silence on Memorial Day, May 25, at 3 p.m. local time. Locomotive horns will sound at that time to mark the moment of silence.

Marketing and Product Management:

Amtrak is partnering with the state of Michigan to host Michigan Days on May 22 in Chicago Union Station, where representatives from the various cities and convention and visitors' bureaus provide passengers and employees with travel and tourist information on Michigan cities served by Amtrak.

Public Health: The Amtrak Pandemic Flu Contingency Plan is still in effect in response to the current outbreak of H1N1 (swine) flu. The company is continually monitoring the situation and all possible cases of H1N1 among passengers and staff. Employees are reminded to follow the Serious Communicable Disease Procedures outlined in service manuals.

Disney Train Tour Rolls Out This Week

Amtrak has partnered with Walt Disney Studios and HP to create a four-car interactive trainset that will make 40 stops from coast to coast promoting the upcoming animated film *A Christmas Carol*. The tour kicks off on May 22 in Los Angeles and concludes on Nov. 1 in New York City.

“This is a huge partnership opportunity that allows us to leverage the marketing power of Disney and the spectacular events for which they’re known,” said Emmett Fremaux, vice president, Marketing and Product Management.

The 16,000-mile “Disney’s *A Christmas Carol* Train Tour” will utilize company locomotives, Train and Engine crews and other support staff. On-board technology is being provided by HP. Disney is reimbursing Amtrak for the operating costs.

Each stop will be from one to three days and will include a press conference and free program to simulate the new 3-D digital animation technology used in the movie. Guests will also get a 10-minute sneak preview of the movie, which is set to open in theaters on Nov. 6 and stars Jim Carrey. Amtrak will participate in the press events and be on site at each stop to promote rail service to attendees. Full information can be found at www.ChristmasCarolTrainTour.com.

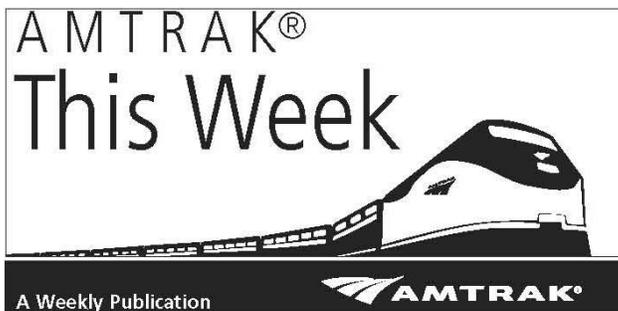
Company Breaks Ground on Renovation of Sanford Auto Train Terminal

May 18 marks the beginning of the *Auto Train* terminal renovation in Sanford, Fla., with a groundbreaking ceremony attended by U.S. Rep. John Mica (R-FL) along with state, county and local officials as well as District Superintendent Fred Nardelli and other Amtrak employees.

Funded in large part by the American Recovery and Reinvestment Act, the project includes major upgrades to the station’s interior and exterior, while an expansion will allow several of the current facility’s stand-alone buildings to be consolidated under one roof.

Construction plans call for a new 600-seat enclosed waiting area along with a gift shop and café. Related above-ground and underground utility infrastructure as well as new paving, sidewalks and platform areas will also be constructed.

The new Sanford station, which is scheduled for completion in December 2010, will include a number of energy saving features in the lighting, HVAC and insulating systems.



Operation Changes: Beginning May 25 through June 18, southbound *City of New Orleans* Train 59 will operate on a later schedule from Memphis to New Orleans, due to track work being performed by Canadian National Railway.

Media Relations: Beginning this week, daily news clippings that are distributed via e-mail and available on the Intranet are now easier to use, better organized and more complete thanks to a new technology platform. View the latest media coverage on the Intranet at “News” → “News Clips.”

Information Technology: Laptop users that have experienced problems with outdated information in their Outlook address book can quickly correct the issue while connected to the network. On the Intranet, go to the IT page under “How We Work” and select “Customers Menu” → “Education and Training” → “News You Can Use” → “Microsoft Outlook Information.”

What Did You Think of Employee Appreciation Day?

Dear Co-Workers,

We dedicated the company’s 38th anniversary on May 1 to you as a way to say thanks for the time and effort you put in to running a great railroad. I want to thank everyone who attended, organized and planned an Employee Appreciation Day event — I appreciate your hard work and enthusiasm.

At events across the country, our goal was to provide activities, tools and resources to help you become a safer, greener, healthier employee both personally and professionally.

I’m interested in hearing what you thought about Employee Appreciation Day. What did you find beneficial? What would you change? How can we improve it?

I want to continue using these events to enhance communication throughout the company, so your feedback is very important to me. Please send me an e-mail with your thoughts to the Employee Communications mailbox at ecom@amtrak.com.

I look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Boardman', written in a cursive style.

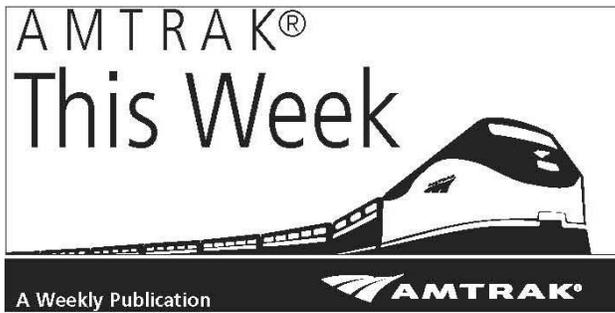
Joe Boardman
President and CEO

New Fare Promotion Offered on NEC Services

A new *Northeast Regional* fare promotion introduced last week offers passengers up to 25 percent off the lowest current fare, with special \$49 fares between Washington-New York and New York-Boston. Tickets must be purchased 14 days in advance for travel between June 2 and Sept. 3.

“Since launching the promotion, we’ve received considerable media coverage and we’re supporting the promotion with an integrated advertising campaign,” said Emmett Fremaux, vice president, Marketing and Product Management.

Additionally, the current fare promotion for *Acela Express* service that began in February has been extended through Sept. 3 and also requires a 14-day advance purchase.



Information Technology: All non-agreement employees and contractors will now be required to take the new Information Security Awareness Training course annually. For details and FAQs, visit the IT page on the Intranet under “How We Work” and click “IT Customers Menu” → “Information Security” → “Security Education.”

Employee Feedback: In a letter to employees last week, President and CEO Joe Boardman requested feedback regarding Employee Appreciation Day on May 1. You can send him an e-mail with your thoughts and suggestions to the Employee Communications mailbox at ecom@amtrak.com.

High-Speed Rail Workshops Conclude This Week

A nationwide series of workshops sponsored by the Federal Railroad Administration (FRA) concludes this week with events in Chicago on June 1 and Philadelphia on June 2.

The goal of the “High-Speed Rail Outreach Tour” is to lay the foundation for strategic partnerships to implement President Obama’s vision for national intercity passenger rail, which is supported by \$8 billion in stimulus funding.

Vice President of Policy and Development Stephen Gardner and other company representatives have been participating in each workshop to present Amtrak’s role and capabilities in future rail development. Topics of discussion include infrastructure requirements, operating funds, equipment needs and policy development.

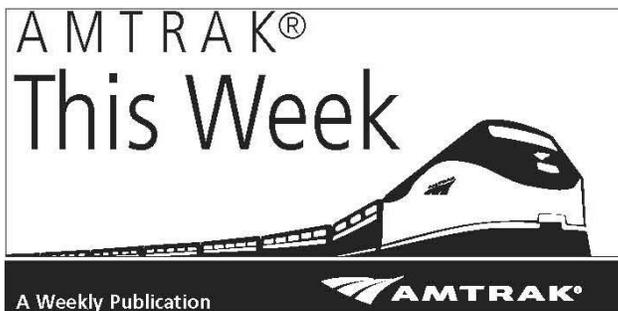
Attendees include key stakeholders such as state departments of transportation, regional transit authorities, elected officials and labor groups.

“These workshops have given us tremendous insight into the states’ intercity and high-speed passenger rail development plans and ambitions. We’ve brought significant value to these conversations and our participation will make us better prepared to meet the states’ requests for help and partnership during the Recovery Act application process,” said Gardner.

According to Gardner, Amtrak’s primary objective is to be the operator of the national high-speed rail system. To that end, the company is seeking partnerships with states to work on projects that are mutually beneficial and provide growth opportunities.

Additionally, the workshops have provided a forum for the FRA to seek input from stakeholders as required in the American Recovery and Reinvestment Act prior to issuing formal guidance for high-speed rail development by June 17.

Over the last two weeks, five workshops have been held in: Charlotte, N.C.; Orlando, Fla.; Seattle; Sacramento, Calif.; and Houston.



Virginia Becomes Newest State Partner

Amtrak has reached an agreement with the Commonwealth of Virginia to operate new state-funded passenger rail service from Washington, D.C., to both Lynchburg and Richmond, Va. The agreement increases the company's number of state partners to 15.

“Amtrak is excited to establish new passenger rail service for Virginia and is seeking opportunities to partner with other states to provide additional rail transportation options,” said President and CEO Joe Boardman.

Amtrak will extend current *Northeast Regional* service to offer a Lynchburg-Washington roundtrip beginning in October with additional stops in Charlottesville, Culpeper, Manassas, Burke Center and Alexandria. Lynchburg is also served daily by the *Crescent*.

Richmond is presently served by four *Northeast Regional* daily roundtrips, and a fifth will be added in December as part of the agreement. Intermediate stops include Ashland, Fredericksburg, Quantico, Woodbridge and Alexandria. Other train service to Richmond includes *Carolinian*, *Palmetto* and *Silver Service*.

To make the new service possible, two additional trainsets must be added to the *Northeast Regional* equipment fleet. Virginia will provide up to \$8 million to fund the refurbishment of stored cars, which will be completed at the Bear Car Shops in Delaware. Required infrastructure improvements are also being made by Virginia for overnight storage and service of rolling stock in Lynchburg and Richmond.

Virginia has separately committed up to \$17.2 million in funding over a three-year demonstration period for operating costs.

Amtrak's other current state partners include California, Illinois, Maine, Michigan, Missouri, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Texas, Vermont, Washington, and Wisconsin.

Employee Feedback: In a letter to employees on May 26, President and CEO Joe Boardman requested feedback regarding Employee Appreciation Day. Please send an e-mail with your thoughts and suggestions to the Employee Communications mailbox at ecom@amtrak.com.

Message from Board of Directors Chairman and Vice Chairman

Dear Colleagues,

We just wanted to share some thoughts on our visit to our Ivy City facility in Washington last week.

It was a great opportunity to get a firsthand look at the conventional and High Speed Rail mechanical operation, to meet with General Superintendent Steve Alleman, Superintendent Rick Olson, Master Mechanic - High Speed Rail Dave Schramm, and other key staff. That was followed by a visit with some of our valued employees during a Block Training session — we really enjoyed our conversation.

We left Ivy City with a much better understanding of the complexity of the operation, some of the new operational and safety policies and how critical the cooperation and coordination between mechanical and operations is to the efficiency of the NEC operation. We also left with a greater understanding and appreciation of the work you do to ensure Amtrak operates on time with clean and safe equipment.

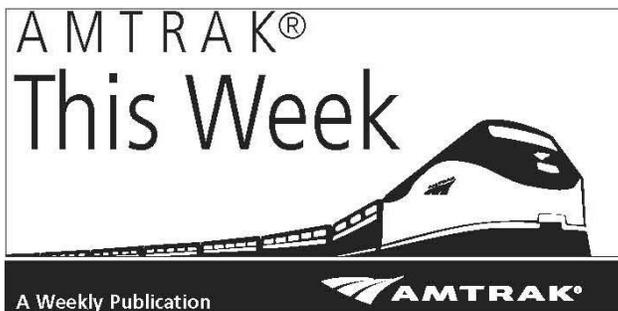
It is an exciting time at Amtrak, expectations are high and opportunities are many. Our visit to Ivy City was reassuring; we have the ability, the commitment and most important, the workforce to meet the country's expectations for a safe and efficient passenger rail system. Together, we will exceed expectations.

Keep it up and work safely.

Sincerely,

Tom Carper
Board Chairman

Donna McLean
Board Vice Chairman



Three Hearings on Future of Passenger Rail Take Place this Week

Service Update: The corporate smoking policy has been updated to also prohibit the use of electronic smoking devices, or e-cigarettes, in any area that is designated as smoke-free on board trains or within stations and offices.

Marketing and Product Management: A fare promotion is underway to celebrate the 10th anniversary of the *Heartland Flyer*. Discounts on adult and children's tickets are available until June 27 for travel through June 30.

Instructions for Properly Handling Legal Documents

Individuals bringing lawsuits or complaints against Amtrak may attempt to have the summonses and complaints delivered to employees' offices by process servers or by mail. Employees are not authorized to accept these documents on behalf of Amtrak, and should not sign anything indicating that he or she has accepted any kind of legal document on behalf of Amtrak.

Instead, the server should be advised to serve the documents on the Corporate Secretary at Amtrak Headquarters, and any inquiries should be referred to the Law department.

If an employee comes into possession of any legal documents, they should be faxed immediately to the General Counsel in the Law department (ATS 777-2821 or 202 906-2821) and the originals sent via overnight delivery to the General Counsel, 60 Massachusetts Ave, NE, Washington, D.C. 20002. Employees should not hold onto or put off sending these documents to the Law department.

The entire "Handling of Legal Documents" policy is posted on the Intranet under "Library" → "Policies" → "Amtrak Policy and Instruction Manual."

Senior Amtrak officials will testify at two House Transportation and Infrastructure Committee hearings as well as a Senate Commerce, Science and Transportation Committee hearing this week on topics related to the Passenger Rail Investment and Improvement Act and the American Recovery and Reinvestment Act.

Since the last House T&I hearing on April 29, Amtrak has disbursed about \$41 million in stimulus funding and hired nearly 400 new Engineering and Mechanical employees while making significant progress on implementing the required oversight systems.

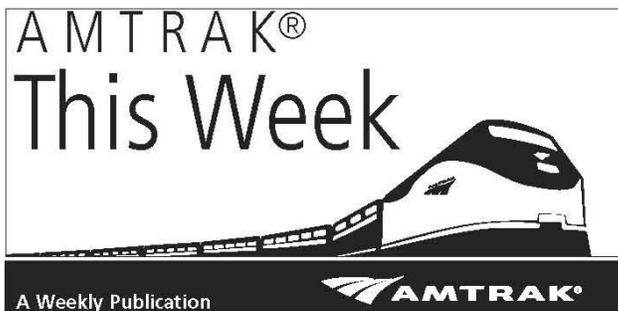
New employees will support infrastructure projects along the Northeast Corridor and rolling stock programs at Beech Grove and Bear Car Shops. Over the next 90 days, the company expects to award \$190 million for projects that will be managed directly by Amtrak staff.

The House T&I Committee convened an "Expanding Passenger Rail Service" field hearing in Pittsburgh, Pa., today. PRIIA legislation requires Amtrak to conduct feasibility studies of increased train service in Western Pennsylvania and Senior Director of National State Relations Ray Lang provided a progress report to the committee.

In Washington, President and CEO Joe Boardman will appear before the Senate Commerce, Science and Transportation Committee on June 23 to discuss expectations and timelines for high-speed rail development in the U.S.

On June 25, Boardman will appear before the House T&I Committee to provide a 120-day progress report on Amtrak projects funded by \$1.3 billion in ARRA money.

"These hearings also provide a venue to get the message out that we are taking advantage of the growth opportunities before us," said Joe McHugh, vice president, Government Affairs and Corporate Communications.



Marketing and Product Management:

Children’s meals are now available in *Acela Express* First Class, based on the recommendation of employees and passengers on the route. The Food and Beverage department worked with NEC Service Operations to create breakfast, lunch and dinner meals for children age 12 and under.

Station Improvement: A groundbreaking ceremony took place today at the Lancaster, Pa., station to officially begin a \$12 million renovation project funded by federal, state and county agencies. Upon completion in late 2010, *Keystone* and *Pennsylvanian* passengers will benefit from additional parking, retail and meeting space, exterior upgrades, new restrooms and a new HVAC system.

Agreement-Covered Employees to See Wage Increases in July

In accordance with union agreements, most agreement-covered employees will receive a 4.5 percent general wage increase, effective July 1, 2009.

Employees will see the increase first reflected in the paycheck for the pay period that includes July 1.

All eligible agreement-covered employees will receive the increase, except those represented by the Fraternal Order of Police. The FOP agreement includes a wage increase that will go into effect in October.

Monthly payroll deductions for benefit coverage will also change on July 1 as part of the labor agreements. Deductions for full time FOP members will decrease from \$166.60 to \$165.30 due to favorable experience in the FOP dental plan. Deductions will increase from \$165.15 to \$166.69 for full time members of all other unions. Part time employees’ deductions will increase from \$9 to \$10.

A Message From Joe Boardman

One of the things that really struck me as I traveled around the system is how welcoming employees have been toward me.

I’d like to think that it’s me they’re happy to see, but I suspect that’s not it — it goes deeper than that. Employees are recognizing that things are looking up for passenger rail and Amtrak and that I am committed to our transformation as we seize opportunities and demonstrate to the nation that we are forward-looking and experts in all things passenger rail.

People generally are happy when they feel like they’re part of something that’s moving forward — I know I feel that way — and I’ve come across many people who love the work they do and are proud to work here. For me, each day has its set of challenges, but I truly look forward to coming in every day and am exhilarated to know that we’re writing passenger rail history. What a great time to be here.

In fact, we receive thousands of resumes every day from people who dream about working here. If you are a recent new hire, welcome aboard. Your skills and talents rose above those of thousands of applicants. If you’re an Amtrak veteran, please help show our new hires the ropes and introduce them to the system. Maybe you didn’t get the benefit of someone taking you under his or her wing or even give you a mere introduction, and that is a shame. But I ask you to show the strength of mind and heart to rise above that and to welcome them with open arms. Don’t underestimate the power of that spirit — the tone you set will ultimately shape how people view Amtrak.

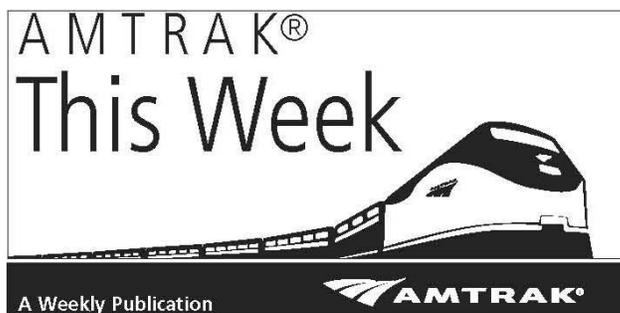
Together, we can make Amtrak a better place to work for all of us, whether you have 35 years of service or you’re in your first year. We have to support each other, because the other real fact is that we have an aging workforce, which means we have to position ourselves as an employer of choice and attract good people to carry on the work of those who retire.

We’re living in trying times. Around us, businesses are struggling; however, we are experiencing a renaissance in passenger rail investment. What the future holds for passenger rail is clearer today than in recent memory. We are fortunate to have that outlook and together, we’re showing the nation that we’ve earned it.

Thank you for what you do every day and for your support.

Sincerely,

Joe Boardman
President and CEO



Operation Changes: Through July 9, the *California Zephyr* is operating on an alternate route from Denver to Salt Lake City and motorcoach service is being provided to and from Grand Junction and Glenwood Springs. Service is not available to or from Provo, Helper, Green River Junction, Granby or Fraser-Winter Park. This is the first of six periods through September 24 that the train will detour due to Union Pacific track work.

Human Resources: Revisions have been made to the Professional Development Policy and the Employee Training and Career Development Policy. For information, contact your local Human Resources office or visit the “What’s New” tab on the Intranet home page.

Station Improvement: A dedication ceremony will take place on July 10 for the new train station in Durham, N.C. The 10,000 square foot facility, which includes a new platform and canopy, is a joint project between the North Carolina DOT and the City of Durham. The station currently serves four daily Amtrak trains, with two more being added this fall.

Amtrak Joins North American Coalition on Greenhouse Gas Emissions

Amtrak is the first railroad to sign on as a member of The Climate Registry, a non-profit organization founded to set consistent and transparent standards for calculating, verifying and reporting greenhouse gas emissions among North American states, provinces, territories and Native Sovereign Nations.

As a member, Amtrak has committed to the organization’s comprehensive reporting standards, allowing the company to record and manage greenhouse gas emissions throughout the system — including those from rolling stock, maintenance equipment, offices and facilities — in a standardized format.

By better understanding its total greenhouse gas emissions footprint, the company will identify improvement opportunities, which should lead to reduced overall environmental impact and notable energy cost savings.

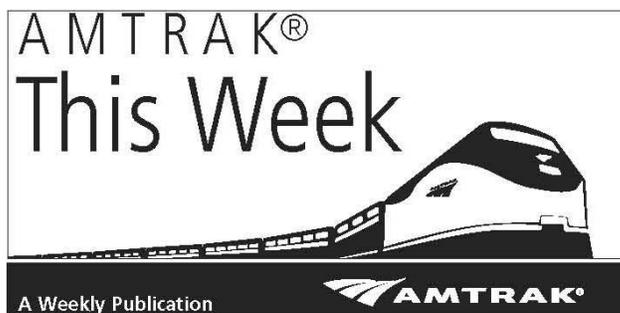
Joining The Climate Registry also helps Amtrak to be strategically prepared for future environmental regulation.

On June 26, the U.S. House of Representatives passed the American Clean Energy and Security Act, which, among other things, calls for broad improvements in energy efficiency and new emission standards for locomotives, ships and aircraft. The Senate is expected to consider the legislation later this summer.

“With the potential for enactment of this bill and others like it, we need to have an accurate, comprehensive understanding of our entire system’s environmental impact,” said Roy Deitchman, vice president, Environmental Health and Safety. “We now have access to tools, software and best practices that will help us progress much faster than if we attempted to do this independently.”

Amtrak’s first report will be for the 2010 calendar year and will include emissions data on all six internationally recognized greenhouse gases produced by diesel fuel usage, electricity consumption, refrigerants and other sources.

In 2003, Amtrak became a charter member of the Chicago Climate Exchange and committed to trim its diesel fuel emissions by 6 percent by 2010 — the largest voluntary commitment in the U.S. and the first by a transportation company. CCX, unlike The Climate Registry, is a “cap and trade” market that allows organizations to sell credits earned by exceeding its greenhouse gas reduction goals.



Operation Changes: Due to ongoing track work in the Northeast, schedule changes beginning July 13 will affect *Acela Express*, *Northeast Regional* and *Springfield Shuttle* services. In addition, *Empire Service* and *Maple Leaf* schedules will change due to CSX track work. *Adirondack*, *Empire Builder*, *Ethan Allen Express* and *Lake Shore Limited* schedules will be adjusted with the completion of Metro-North track work.

Expanded Service: Two new *Acela Express* departures will operate between New York and Boston on Sundays beginning July 19. Northbound Train 2258 will depart New York at 7:05 p.m. and southbound Train 2297 will depart Boston at 5:10 p.m.

Human Resources: The Federal Railroad Administration will be on-site in Washington, D.C., beginning July 21 to review the regulatory compliance of Amtrak's drug and alcohol programs. Employees may be asked questions by FRA field inspectors and should assist in any way possible. Amtrak's Drug and Alcohol Policy can be found on the Intranet under "Employees" → "Human Resources Health Services."

First Stimulus-Funded Car Returning to Service

Today, President and CEO Joe Boardman, U.S. Senator Tom Carper (D-Del.) and other elected officials were in Wilmington, Del., as the first car refurbished with funds from the American Recovery and Reinvestment Act departs Bear Car Shops on its way back to the active fleet.

"The real story today is about people – the Amtrak passengers who will ride in these rehabilitated cars and the workers who are doing a great job bringing them back to life," said Boardman, noting that the additional seating capacity on its trains will help connect families, further business relationships, and position Amtrak for expected future growth in ridership.

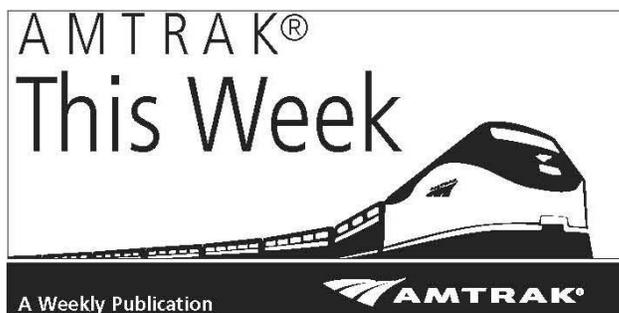
The car, Amfleet II Coach 25103, was built in 1982 but has been out of service since April 2005, when it was damaged in a rail yard accident in Florida. It is the first of 60 Amfleet cars that will be returned to service by early 2011.

The Amfleet I and II cars in the project are either being converted, rehabilitated from wreck status or undergoing a Level 3 overhaul. The cost per unit ranges from \$615,000 to \$1.4 million depending on the level of work being done.

Two additional ARRA-funded projects will put 15 diesel locomotives and 21 long-distance cars back in the fleet over the same time period. The combined cost of the three projects is \$91 million.

"An expanded fleet is a critical part of our ability to grow," said Vice President of Policy and Development Stephen Gardner. "We need these cars as we pursue new service in partnership with states and also to increase capacity along existing routes where demand exceeds what we can currently offer."

To meet the labor needs of refurbishing and overhauling nearly 100 cars in under two years, the Mechanical department has expanded its force by adding 160 new positions between facilities in Wilmington and Beech Grove, Ind. Competition was extremely high, as the company received 3,200 applications and conducted more than 400 interviews to fill the 160 positions.



Operation Change: Effective now through the end of the Track Laying Machine production season on the Northeast Corridor, Trains 190, 175 and 165 will honor all Shore Line East multi-ride tickets between Old Saybrook and New Haven, Conn., as part of the cross-honoring agreement with Connecticut DOT.

Engineering: The Production Team and New England Division Electric Traction and Signal teams have begun operating the second Track Laying Machine on the NEC. TLM Green, which is planned to install 79,000 concrete ties this year, is currently working west on Track 2 from Old Saybrook, Conn., toward New Haven.

Government Affairs: Amtrak officials will testify at a U.S. House of Representatives Transportation and Infrastructure Committee hearing on July 22 at 2 p.m. EST. The subcommittee on Economic Development, Public Buildings and Emergency Management will discuss a vision for the future intermodal use of Washington Union Station and surrounding community development. The hearing can be viewed live via Web cast at <http://transportation.house.gov>.

Corporate Communications: Look for the combined July-August issue of *Amtrak Ink* the first week of August.

Gulf Coast Service Report Submitted to Congress

Last week, Amtrak delivered its report to Congress detailing potential ways of resuming service between Orlando, Fla., and New Orleans, as required by the Passenger Rail Investment and Improvement Act. The report outlines three potential service options and their respective start-up costs, annual loss and implementation timelines.

Option 1 of the report is to restore the former tri-weekly *Sunset Limited*, Option 2 is an extension of the *City of New Orleans* on a daily schedule to Orlando using the same route as the former *Sunset Limited* and Option 3 is the establishment of a new stand-alone daily service between the two cities.

Option 1 could cost \$32.7 million and take 20 months to begin. Options 2 and 3 could both require up to 48 months to implement and projected startup costs of \$57.6 – \$96.6 million if new equipment is acquired. Capacity improvements that would be needed along this route have not been determined.

“As required by law, we have provided Gulf Coast service options to Congress, but we are not recommending any one option over the others,” said Vice President of Government Affairs and Corporate Communications Joe McHugh. “It’s up to Congress to determine which plan to pursue, if any, and provide the resources to make it happen.”

In addition to start-up costs, resuming service would require an investment of \$32 million for the installation of Positive Train Control. Options 1, 2 and 3 would also bring estimated annual operating losses of \$4.8 million, \$11.7 million and \$18.4 million, respectively.

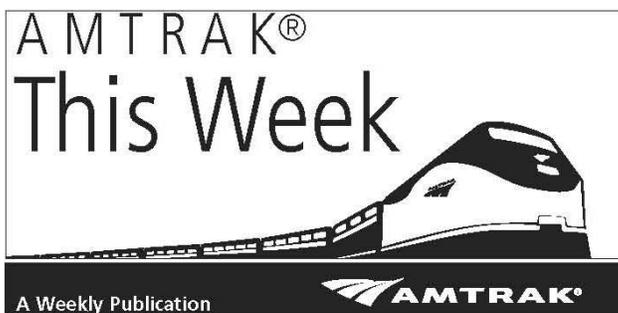
The full report is available on Amtrak.com at “Inside Amtrak” → “Other Reports” or on the Intranet under “News” → “Legislative.”

Credit Card Information and Data Security Reminder

As part of its current data security program, Amtrak is in the process of upgrading its IT systems and employee training related to the storage and handling of credit card information in accordance with standards set by the Payment Card Industry.

New training modules and policy revisions are in development now, along with a plan to deploy handheld credit card machines for on-board use by conductors.

Look for more information to be distributed this week via OSA, Arrow and other channels. In the meantime, employees are reminded to carefully safeguard all passenger credit card information and avoid writing or printing the information whenever possible. See Credit Card Security Policy 8.10 for details on the Intranet under “How We Work” → “Finance” → “Policies.”



Notable Events Planned for Coming Months

A number of high points slated for the next couple of months will provide momentum going into FY 2010, which begins on Oct. 1, as the company continues to push toward its goal of being a safer, greener, healthier organization. Among other things, these ventures will expand the system, make information more accessible to customers and improve employee efficiency.

As the company continues to pursue high-speed rail development opportunities with states, Board Chairman Tom Carper was in Chicago today for the Midwest High Speed Rail Summit at the invitation of U.S. Senator Dick Durbin (D-IL), Illinois Governor Pat Quinn and Chicago Mayor Richard Daley. The summit aimed to establish formal working relationships among Midwest states for the benefit of passenger rail development.

Other upcoming highlights include the Aug. 3 availability of Amtrak service on Google Transit. After entering a starting location and destination, the popular search engine tool provides directions by either driving, walking or by mass transit, an option that will now include some Amtrak trains.

Also in August, the company will host celebrations to commemorate the 35th anniversary of the *Adirondack* as well as the 25th anniversary of the *Pere Marquette*, both on Aug. 5.

After Bear Car Shops released the first stimulus-funded car into service earlier this month, the Beech Grove Maintenance Facility will complete the first Superliner rehabilitated with funds from the American Recovery and Reinvestment Act. An event is planned there for Aug. 6.

In addition, two notable pilot programs are set to begin in the coming months. A second daily Amtrak *Cascades* roundtrip to Vancouver, B.C., is slated to start this fall and run through the completion of the 2010 Vancouver Winter Olympics in mid-February. The other is a pilot program to test handheld credit card machines on *Keystone Service* trains as part of the company's effort to streamline on-board transactions for conductors and improve data security. The machines will be deployed system-wide through next summer.

Finally, a new extension of *Northeast Regional* service from Washington, D.C., to Lynchburg, Va., will begin in October. As part of a partnership with the Commonwealth of Virginia, the daily roundtrip will make intermediate stops in Alexandria, Burke Center, Manassas, Culpeper and Charlottesville.

Operation Change: *Pere Marquette* Train 371 will operate one hour and 35 minutes earlier due to CSX track work outside of Grand Rapids, Mich. The schedule change begins today and is effective on weekdays only (except Aug. 5) through Sept. 10.

Operation Change: On Saturdays beginning Aug. 1 through Sept. 7, *Ethan Allen Express* Train 296 (instead of 292) will stop at Saratoga at 6:57 p.m. to better serve passengers traveling for the 2009 season at the Saratoga Race Course. Each roundtrip ticket includes motorcoach transfers to and from the track and a copy of the Post Parade program.

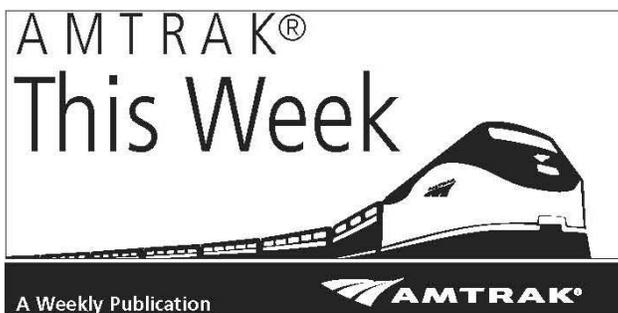
Amtrak Credit Rating Upgraded

On July 21, Standard & Poor's Ratings Services raised the company's corporate credit rating to A- from BBB+, the highest rating for Amtrak in 11 years.

In its research update, S & P referred to Amtrak's outlook as "stable," citing a review of its stand-alone credit profile, recent initiatives to improve operating performance and business prospects, and increased support from Congress.

The report also cited Amtrak's important role in the U.S. economy as a public service, as well as a "demonstration of increased consensus on Amtrak's strategic direction."

Moody's Investor Service currently has Amtrak's corporate credit rating at A2, the highest level ever for the company.



Engineering: Bridge Rehab Gang R-905 is ahead of schedule and nearing completion of two bridge deck conversions on Track 2 of the Hudson Line in Castleton, N.Y. The gang is replacing the concrete bridge seats and backwalls, installing new high strength bolts, steel stringers, laterals and concrete deck slabs.

Government Affairs: The U.S. House of Representatives has passed legislation approving \$1.5 billion in Amtrak funding for FY '10 while the Senate is tentatively set to vote in September on a bill to provide \$1.57 billion. After that, members of each group will meet in a conference committee to reconcile the differences in each bill and authorize a final appropriation. Amtrak had requested \$1.84 billion plus \$144 million for ADA needs.

Beech Grove Completes First ARRA-Funded Car for Service in Midwest, West

Amtrak employees will join local and federal elected officials on Aug. 6 at the Beech Grove Maintenance Facility to commemorate the release of the first car rehabilitated with stimulus funding at the facility.

Superliner Sightseer Lounge #33016 is the first car restored for routes serving the Midwest and West using money from the American Recovery and Reinvestment Act. At a total cost of \$32 million, 21 long-distance passenger cars and 15 diesel P-40 locomotives will be returned to service over the next two years after being rehabilitated or overhauled at Beech Grove as a result of the infusion of stimulus funding.

To accommodate the increased workload, 108 employees have been hired at the facility, some of whom had been laid off by automotive and aviation manufacturers. Beech Grove now employs over 600 workers.

This project is in addition to ARRA-funded work being completed at the Bear Car Shops in Delaware. There, 60 Amfleet cars are being returned to service at a cost of \$59 million.

Safe-2-Safer Kicks Off This Week

Starting this week, employees throughout the company will be asked to complete a voluntary survey to support Safe-2-Safer, a new company-wide initiative to reduce safety and security risks. As described in the July 31 *Special Employee Advisory*, Safe-2-Safer will be rolled out on a regional basis over the next six months.

Most employees will be asked to complete the survey in paper form at their work location. Those employees with company e-mail accounts and Internet access may complete the survey online, the link to which will be emailed today. The surveys will be completed anonymously, and no answers can be traced back to any individual.

“For Safe-2-Safer to be effective, we need to know how employees think about safety and why. The surveys are being completed anonymously because we really want open and honest feedback,” said Vice President of Transportation Richard Phelps, who has been tapped to lead the initiative. Results of the survey will be published in October.

Safe-2-Safer will not replace any current safety practices, but aims to improve upon them by creating an environment in which employees at all levels work together to change at-risk behaviors to safe behaviors.

“Our senior management team and I are fully committed to making Amtrak safer and healthier. We’re seeking support and participation from our unions, our managers and you to get there,” said President and CEO Joe Boardman.

Safe-2-Safer will include training, ongoing coaching and greater accountability for supervisors, and broader employee engagement through peer-to-peer feedback. The initiative will be implemented in phases, first kicking off in the Mid-Atlantic region, then being rolled out in other parts of the country.

Employees in both operation and non-operating departments will benefit from a safer and more collaborative working environment. Research shows that companies that sustain excellent safety records also perform better overall.

For more information, please read the Q and A that accompanies this edition of *Amtrak This Week* (also available on the Intranet under “Safety.”)



A Message from Joe Boardman

Dear Co-workers,

The U.S. House of Representatives has approved \$1.5 billion in funding for FY '10, which begins Oct.1. The current Senate number, \$1.57 billion, will likely be taken up by the full Senate in September, and then the two will reconcile the figures for a final appropriation. These numbers fall short of our request and of what is authorized in the Passenger Rail Investment and Improvement Act (PRIIA). We asked for \$1.84 billion, plus \$144 million for ADA needs, and we'll continue to advocate for that funding level. In the meantime, we'll have to wait to see what the final outcome means for us, and I'll keep you posted.

The shortfall (as it stands now) is disappointing, considering the momentum we're experiencing with the support for rail and the infusion of American Recovery and Reinvestment Act (ARRA) funds. In addition to the investments we're making with \$1.3 billion in ARRA funds, more than half the states in the country are seeking to partner with us as they compete for \$8 billion in stimulus funds for capital investments in high-speed and intercity service.

It's an extraordinary time in our history, and we're making enduring investments while pursuing opportunities that make strategic and business sense to position Amtrak as the provider of choice. Don't kid yourself thinking that we don't have competition — we do.

Slowly but surely, we're also striving to create a more collaborative working environment and change the way we work together. Based on my travels across the system (if we haven't met yet, I hope we will soon), I think most employees are ready for positive changes.

A year ago, we began Strategic Asset Management (SAM), which rethinks how we do business and optimizes the processes, systems and tools that support the business. A multiyear investment, SAM will result in consolidated and compatible systems for Finance, Procurement, Human Resources, IT and Operations. These will be lasting improvements that alter the way we work together for the better.

We've just introduced Safe-2-Safer, an approach to safety and security that encourages a more open dialogue among employees, supervisors and departments. We're not replacing safety practices — we've got a good record (congratulations to Mechanical employees on the safety record in July!) but we need to be safer, creating a workplace where we can talk openly about our safety culture. It's about all of us going home the same way we came to work, not about "gotcha" tactics. I've completed the survey, and I hope you've made your voice heard by completing it as well.

Sincerely,

Joe Boardman
President and CEO

Mechanical: The Mechanical department ended the month of July with only four FRA-reportable injuries system wide — the least monthly total ever for the department — thanks to the dedication of its employees. A majority of locations had zero injuries for the month.

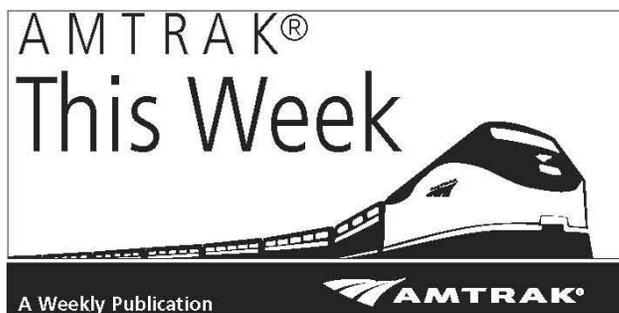
Your Feedback is Needed

Remember to take the Safe-2-Safer survey by Aug. 24. Feedback from employees throughout the company is critical to the full implementation of the initiative. Most employees can anonymously complete a paper survey at their work location. Those who have an Amtrak e-mail address *and* Internet access can take it online by clicking the link in the upper left corner of the Intranet home page.

Important Note for Non-Operating Department Employees

If completing the survey online, employees in the following departments should select "Administrative/Support" as their department, and "HQ and Business Field Offices" as their geographic region:

- Environmental Health and Safety
- Finance
- Government Affairs and Communications
- Human Resources
- Information Technology
- Labor Relations
- Law
- Policy and Development
- President's Office



Operations Changes: Due to continued track improvements in New Jersey, many *Acela Express*, *Northeast Regional* and *Keystone Service* trains will operate on a slightly later schedule beginning Aug. 17. Eastbound trains from Metropark, Newark International Airport and Newark N.J., will operate two to three minutes earlier.

Stimulus Update: Updated lists of stimulus-funded projects are posted on Amtrak.com under “Inside Amtrak” → “Other Reports.” The lists, which include projects recently approved by the FRA, are also available on the Intranet under “How We Work” → “Finance” → “Economic Stimulus.”

Station Improvement: Southwest Division Assistant Superintendent Joy Smith will help officially open a “Welcome Center” at the Ardmore, Okla., *Heartland Flyer* station this Saturday, Aug. 22, initiating six-day-a-week service by volunteer station hosts.

Safe-2-Safer Survey Closes Aug. 24

There is one full week left to complete the Safe-2-Safer survey, which closes on Monday, Aug. 24.

Don't miss this opportunity to share your perspective. Most employees can complete the paper survey at their work site, while employees who have an Amtrak e-mail address and Internet access can complete it online by clicking the link in the upper-left-hand corner on the Intranet home page.

New Amtrak *Cascades* Service Pilot Expands Service in Pacific Northwest

A second daily Amtrak *Cascades* roundtrip between Portland, Ore., Seattle and Vancouver, B.C., will begin as a pilot program on Aug. 19 and run through the conclusion of the 2010 Olympic Winter Games and the Paralympic Games at the end of March.

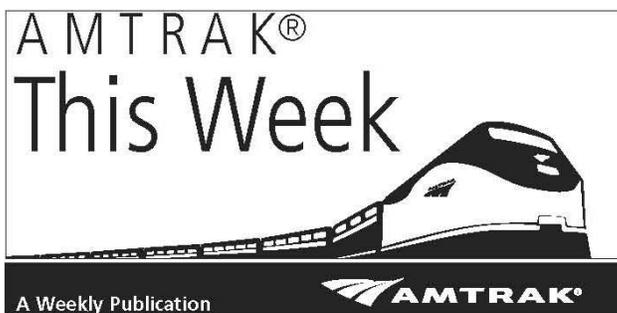
Northbound Train 516 is scheduled to depart Portland each day at 2:50 p.m., arriving in Vancouver at 10:45 p.m. Southbound Train 513 will depart Vancouver at 6:40 a.m. and reach Portland at 2:55 p.m.

“The new service is the result of a lot of hard work on the part of many employees throughout the company, particularly in negotiating an agreement that would work for all stakeholders,” said Pacific Division District Superintendent Kurt Laird.

Members of Transportation; Policy and Development; Amtrak Police and Security; and Government Affairs and Corporate Communications were involved in ironing out the details with the Canadian government, the Washington and Oregon Departments of Transportation, BNSF Railway and U.S. Customs and Border Patrol.

“More passenger train travel between Vancouver and Seattle is an important step towards helping boost cross-border tourism,” said British Columbia Minister of State for Intergovernmental Relations Naomi Yamamoto. “We’re very hopeful the expanded service will stay on the rails long past next March.”

In addition, Amtrak *Cascades* passengers will now benefit from the return of all of the route’s Talgo trainsets. Amtrak and WSDOT have completed refurbishment of the train interiors that began last summer.



Safe-2-Safer Survey Closes Today *Thank You to Those Who Participated*

Today is your last chance to complete the Safe-2-Safer survey, which closes today at 5 p.m. PDT.

It's not too late if you fill it out today — most employees can complete the paper survey at their work site, while employees who have an Amtrak e-mail address *and* Internet access can complete it online by clicking the link in the upper-left-hand corner on the Intranet home page.

In addition, more than half of the 82 Safe-2-Safer focus groups scheduled over the course of a six-week period across the country have taken place.

Thank you to the thousands of employees across the system who chose to share their perspectives by completing the survey and/or participating in the focus groups held so far. The results from the survey and focus groups will be published in October.

Your input will help drive Safe-2-Safer, which aims to reduce injuries and bolster security by creating a more collaborative environment.

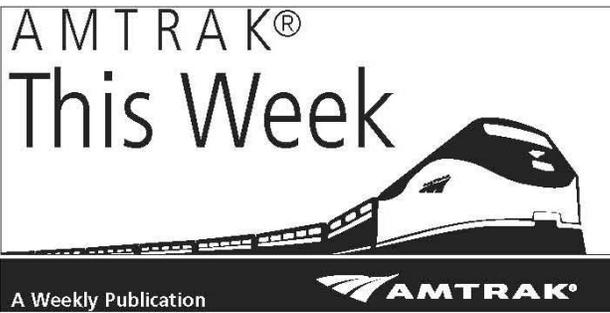


Operation Change: From Thursday, August 27 through Monday, September 7, *Empire Service* Trains 281, 283, 284 and 288 and *Maple Leaf* Trains 63 and 64 will make a special stop at the New York State Fair in Syracuse, N.Y.

Engineering: The Production Switch Exchange System, with the assistance of Mid-Atlantic Division Engineering forces, will be installing four wayside turnouts on the division in the coming weeks. This weekend the SES will be installing a #10 wayside turnout at the Mrs. Filbert's warehouse near Baltimore.

Information Technology: All non-agreement employees and contractors are reminded that they must complete the online Information Security Awareness Training course Log on to www.elementk.com/login.asp/ to access the course. Enter your eight-digit SAP number followed by "amtrak" as the user name (ex. 12345678amtrak) and "amtrak1" as the password.

Benefits: Employees with questions about their benefits should call the Amtrak Benefits Service Center at 800-481-4887 or log on to www.amtrakbenefits.com for more information.



Amtrak Prepares for Flu Season

Company To Offer Employees Seasonal Flu Vaccinations

The Centers for Disease Control is anticipating a potentially severe flu season this year, with the spread of seasonal and H1N1 flu viruses over the course of the fall and winter.

Amtrak's cross-departmental Pandemic Flu Task Force, along with the Environmental Health and Safety department and the Health Services department, are closely monitoring the situation. The company's Pandemic Plan is currently being revised based on updated recommendations being made by the CDC and will soon be available to employees.

Amtrak's Pandemic Flu Plan has been in effect since May, which includes guidance for handling and reporting potential H1N1 flu cases and leave policies.

"Though the health experts indicate uncertainty about the severity and extent of the flu season, we're taking steps to be prepared to respond to an escalating pandemic," said Chief Operating Officer William Crosbie. "But each of us has the power to minimize the impact of the flu. We can all take basic steps to avoid spreading germs by frequently washing our hands with soap and water or using a hand sanitizer, using a tissue or sleeve to cover coughs and sneezes, and not touching our eyes, nose or mouth."

In addition, while the H1N1 vaccine is currently not available, Amtrak is planning to offer free seasonal flu vaccinations starting in October at most of its locations and/or possibly through a voucher system at clinics and pharmacies for those employees who wish to protect themselves from the seasonal flu. The CDC recommends a yearly seasonal flu vaccine as the first and most important step in protecting against seasonal viruses. Look for more information about the vaccinations in the coming weeks.

Employees who have flu symptoms (fever greater than 100 degrees Fahrenheit plus sore throat or cough) should stay home and notify their supervisor, who should then notify CNOC at 800-424-0217.

Coming announcements will provide detailed plans on flu season preparedness and response, including reminders about operating procedures and the revised Pandemic Flu Plan.

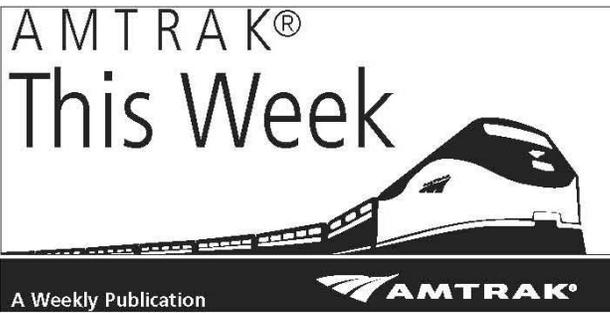
Finance: All invoices incurred during FY '09 must be submitted to Accounts Payable by Sept. 15. Contact Gloria Johnson (ATS 728-1289), Mike Kelly (ATS 728-1502) or Jesse Wilson (ATS 728-1472) with questions or for more information.

Safe-2-Safer Survey Responses Top Goal

Amtrak received 10,604 responses to the Safe-2-Safer employee survey that was conducted Aug. 3-24, surpassing its goal of having 50 percent of employees participate. Additionally, the company is finishing the last of 82 focus groups that will have included more than 800 employees.

"On behalf of Joe Boardman, the board of directors and the executive committee, I want to thank everyone who took the time to share their thoughts on safety and security at Amtrak," said Chief Operating Officer William Crosbie. "The feedback is incredibly valuable to making Amtrak safer. This initiative has started off with a lot of energy and we're counting on each employee engaging in Safe-2-Safer."

Safe-2-Safer is being rolled out on a geographic basis and should formally begin in each region by the end of the year.



A Message from Joe Boardman on Security

Dear Co-workers,

September 11 eight years ago is still a vivid memory for me. Many of us have one connection or another to the loss of life at the World Trade Center, Pentagon or Pennsylvania. I was the Commissioner of Transportation for New York state at that time, and one of my offices was on the 82nd floor of the North Tower; I was not there at the time of the attack but dozens of the men and women of the Department were, and three were lost.

Ignatius Udo Adanga was born in Nigeria and after a long journey for the betterment of his family was a planner with the New York State Department of Transportation. Born in Haiti, Charles Lesperance was an amazing computer systems analyst with advanced degrees from Columbia and a love for cooking. See-Wong Shum was born and raised in Hong Kong and was a computer systems analyst whose restless spirit was continually seeking adventure, which he often found by backpacking through Europe, China or somewhere else. Another vivid memory was the loss of Kevin Reilly, a young NYC firefighter from Engine 207, at whose funeral I presided on behalf of the governor.

I hold all of these men in my memory about this time each year, and I am thankful for the commitment I see in the eyes, the actions and the behaviors of our own Amtrak Police, counterterrorism agents and K-9 explosive detection teams, as they do their best to help keep Amtrak safe and secure.

Last week, Amtrak's police, K-9 and counterterrorism personnel partnered with the Transportation Security Administration and more than 120 local law enforcement agencies to conduct a synchronized rail security operation in 13 Northeast states and the District of Columbia.

This one-day exercise was a training opportunity as well as a manifestation of the broad security network in which Amtrak is a partner. My first priority is the safety and security of each person that works for or interacts with this company, or is a paying customer on one of our trains, and I am proud of the work our police and security personnel do every day to help protect us from those who would do us harm.

Sincerely,

Joe Boardman
President and CEO

Safe-2-Safer: Thank you to all employees who organized or participated in one of the 82 Safe-2-Safer focus groups that concluded last week. In total, more than 800 employees provided feedback and opinions about Amtrak's safety culture and programs.

Finance: Manual accounts payable accruals must be submitted via eTrax eAccrual by 3 p.m. eastern time on Monday, Oct. 12. It is recommended that departments do a final check of posted items before the deadline to account for any missed or duplicate accruals. Contact Mike Kelly (ATS 728-1502) with questions or for more information.

Health Services: Amtrak will soon be offering employees free seasonal flu vaccinations via on-site flu shots or vouchers. Details are still being finalized. Look for more information in the coming weeks.

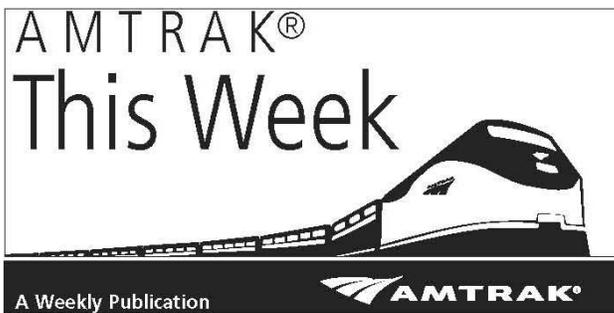
Got a Slogan? Win Prizes.

Amtrak is creating a systemwide Energy Awareness Campaign and we need your help naming the program! The goal is to raise awareness about reducing energy consumption and costs, and conserving natural resources. The winner will be chosen by the Energy Reduction Subcommittee of the Amtrak Fuel and Energy Committee and will receive recognition and a prize package filled with great Amtrak items!

Slogans must:

- Include the word "Amtrak."
- Focus on conservation and energy reduction.
- Be short, clear and memorable.

Employees should submit entries via e-mail to AskEnvironmental@amtrak.com by Sept. 30 to be considered. The winner will be announced in October, which is Energy Awareness Month. More information can be found on the Intranet under "How We Work" → "Environmental" → "Energy Conservation Awareness."



Operation Update: The Pittsburgh, Pa., station will be open to connecting passengers only on Sept. 24-26 as part of the security measures in place for the G-20 economic summit being held there. Vehicular and pedestrian traffic in and around the station may be significantly restricted or prohibited by the Secret Service.

Station Improvements: The newly constructed station in Leavenworth, Wash., will begin serving *Empire Builder* Train 8 on Sept. 25 and a celebration hosted by the Leavenworth Chamber of Commerce is planned to mark the train's arrival. Train 7 will make its first stop at the station on Sept. 26.

Benefits: Fidelity Investments will now be delivering 401(k) quarterly account statements online at www.NetBenefits.com as part of its green initiative. Employees who wish to continue receiving paper statements should call Fidelity toll-free at 877-477-2685 or visit the site to change delivery methods. An announcement with more details will be mailed to all 401(k) participants this week.

Marketing and Product Management: Be sure to watch the "All Aboard Amtrak with Dr. Phil" episode, which is scheduled to air on Sept. 25. Check your local listings for The Dr. Phil Show broadcast times and station. The special episode was taped on Sept. 9 aboard an *Acela Express* train.

Health Services: Amtrak will soon be offering employees free seasonal flu vaccinations at many work locations and through vouchers to be used at local clinics and pharmacies. Details are still being finalized so look for more information in the coming weeks.

Engineering Completes Major Empire Line Project

The 10-month, more than \$6 million Empire Line Rock Stabilization Project was completed last week, resulting in the removal of 15 mph speed restrictions near the George Washington Bridge, just north of New York City. As a result, trains can now operate at 50 mph, which is expected to yield improved on-time performance for trains operating through the heavily congested area.

Speed restrictions were put in place due to unstable rock slopes that created the potential for debris on the track. Employees from I&C/Capital Projects Sunnyside Yard and other New York Division Engineering crews assisted a specialized construction contractor, Janod, in stabilizing the slopes by removing 407 tons of loose rock and vegetation, applying fiberglass-reinforced concrete, attaching more than 1,000 bolts, and installing nearly 90,000 square feet of wire mesh retaining walls. Additionally, measures were put in place to prevent ice buildup on the slopes.

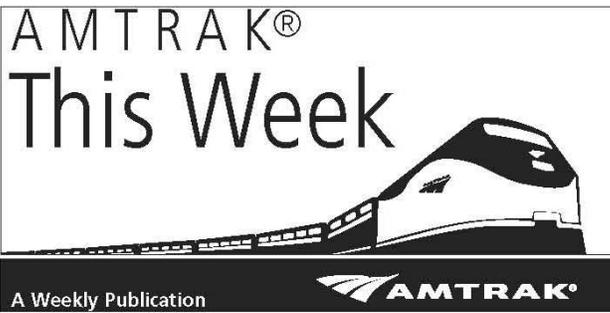
Update on Proposed Amendment Requiring Amtrak to Carry Firearms

Last week, the U.S. Senate passed an amendment to the 2010 fiscal year Amtrak appropriations bill that would require the company to carry passengers' firearms in checked baggage. However, further legislative activity by both the Senate and House of Representatives must take place before this firearms provision could be sent to the President to be signed into law.

If the amendment becomes law, information about necessary procedures and timelines in connection with carrying out the provision will be issued.

On Friday, Amtrak issued the following statement in response to the proposed legislation:

"Amtrak believes this provision is neither fair nor practical. Our entire annual appropriation to support a national passenger rail system should not be contingent on a compliance deadline Amtrak has stated we cannot meet."



Operation Update: On Oct. 1, the historic “Great Dome” car will be at the Albany-Rensselaer, N.Y., station for a kick-off of its special six week run on the *Adirondack*, providing passengers a unique view of New York’s fall foliage season.

Free Flu Shots Begin Soon

As part of its commitment to employees and to creating a safer, greener, healthier company, Amtrak will offer free seasonal flu vaccinations to all employees over the coming weeks.

The voluntary program will be offered through on-site clinics and a voucher program. Look for a Special Employee Advisory later this week with program details, as well as flyers at work locations.

EIM Project Hitting the Road

Between Oct. 19 and Nov. 6, the Employee Information Management (EIM) program is embarking on a series of “road shows” to give non-agreement managers and employees the latest news on upgrades to the SAP Employee Information Portal (EIP).

At each stop, employees will preview the system and ask questions about the upgraded functionality, which includes new e-recruiting and e-learning modules and increased self-service capabilities. Formal training sessions are planned to be held closer to the launch next spring. Additional information about the road shows will be coming soon. For more information about EIM, contact the project team at EIM@amtrak.com.

The road show will be in Chicago on Oct. 19-20; Oakland on Oct. 21; Riverside, Calif., on Oct. 22; Los Angeles on Oct. 23; Jacksonville, Fla., on Oct. 26; Wilmington, Del., on Oct. 28-29; Philadelphia on Nov. 2-3; New York on Nov. 4-5; and Boston on Nov. 6.

Members of the Board of Directors Visit Facilities

Board of Directors Chairman Tom Carper and Vice Chairman Donna McLean visited three facilities in Wilmington, Del., last week to get a firsthand look at the work being done at the Wilmington Station, the Bear Car Shop and the Consolidated National Operations Center. The station and the Bear shop are both benefiting from American Recovery and Reinvestment Act funding.

In addition to observing the waterproofing of a track bed above the Wilmington station, Carper and McLean toured the renovation of the station. At Bear, they observed Level 3 overhauls being performed on Amfleet equipment and a Diner Light car in the making. After visiting the site of the future Centralized Electrification and Traffic Control (CETC) dispatching center that will be housed on the first floor of the CNOC next spring, the Chairman briefly visited System Operations on the second floor of the building.

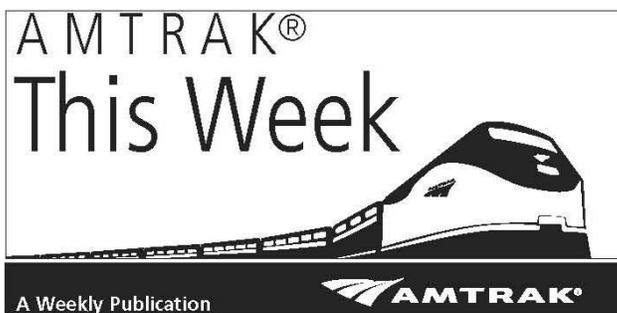
“There are many improvements taking place across the system, and we appreciate the opportunity to meet some of the employees who are directly responsible for bringing these projects to fruition and to personally see the amount of work that goes into them,” said Chairman Carper. “One of the most impressive things we heard all day was the positive and supportive relationship between labor and management at Bear — Amtrak’s team must be strong to successfully meet the opportunities and challenges ahead of us.”

New Virginia Service Begins This Week

On Oct. 1, Amtrak will make its first roundtrip from Lynchburg, Va. to Washington, D.C., as part of its newest state partnership with the Commonwealth of Virginia. The service will operate as Trains 171 and 176, an extension of the Boston-Washington *Northeast Regional*.

In celebration of the service launch, the Commonwealth and Amtrak are partnering to operate the “Amtrak Virginia Inaugural Whistle Stop Tour” on Sept. 30. A special train carrying more than 200 invited guests and elected officials will depart Washington Union Station and make stops at every city along the route: Alexandria, Burke Centre, Manassas, Culpepper, Charlottesville and Lynchburg.

Each city will host a brief ceremony and ribbon cutting with remarks by President and CEO Joe Boardman and local civic leaders. Virginia Gov. Tim Kaine is scheduled to participate in events at Charlottesville and Lynchburg. The events are open to the public.



Fiscal Year 2009 Closes with Major Fleet Project Accomplishment

Just prior to the end of the 2009 fiscal year, the Mechanical department achieved a major milestone by meeting its goal to have only four different types of Amfleet I cars in service. The multiyear effort toward standardization puts Amtrak in a position to further improve revenue management, customer satisfaction and operating efficiency.

“Realizing this accomplishment helps support the goals of several departments and I applaud the Mechanical department’s leadership and persistence,” said Chief Operating Officer William Crosbie. “The effort made by the men and women of the Mechanical department on this project reflects the kind of interdepartmental synergy and collaboration we aim for with every project throughout the company.”

At one point, 17 different Amfleet I car types were in service. Mechanical crews at Bear Car Shops have worked since 1999 to standardize Amfleet car interiors to one of four car types: Capstone Coach, Capstone Business Class, Dinette (all tables) and Club Dinette.

The current active Amfleet fleet totals 410 cars, which will grow thanks to additional overhauls being funded by the American Recovery and Reinvestment Act.

The previous lack of consistency meant that Revenue Management did not have accurate seating capacities for NEC trains until consists were finalized, sometimes at the last minute. As a result, inventory levels had to be estimated on the low side and available seats were sometimes left unsold. The standardization project also made all Amfleet I cars more accessible to passengers with disabilities by creating wheelchair space and installing ADA-compliant restrooms.

Additional benefits of the project include fewer types of parts required to be on hand for mechanical work and drastically more efficient fleet management planning.

The Horizon coach fleet is also undergoing a similar standardization project as ADA-compliant toilet modules are added and seating is adjusted to a standard 70-seat layout.

“We know that equipment consistency is a factor in customer satisfaction and we take pride in doing our part to make Amtrak travel better for our passengers,” said Chief Mechanical Officer Mario Bergeron.

Operation Update: Effective October 10, schedules for the *California Zephyr* will change following the completion of track work by the Union Pacific Railroad. All time added to schedules as part of the “get well plan” with UP over the past several years will be removed, successfully concluding a major phase in the collaboration between Amtrak and UP to improve performance on this route.

Operation Update: Beginning Oct. 6 through Oct. 11, several Amtrak *Cascades* trains will be adjusted due to three separate track projects being done by Union Pacific Railroad, BNSF Railway and Canadian National Railway.

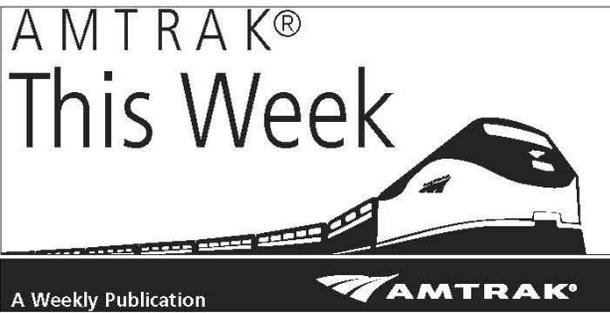
Human Resources: Ceremonies honoring 2009 PSSA winners will begin this week as President and CEO Joe Boardman travels to events in Sacramento, Calif., on Oct. 6 and Los Angeles on Oct. 8. Employees with 30 and 35 years of service will also be honored.

Health Services: Free seasonal flu shots will be offered to employees on Oct. 8 from 11 a.m. to 12 p.m. at the Portland, Maine, crew base. Other on-site clinics are being scheduled across the system. Look for posters at respective work locations with specific dates and times.

Congress Passes Continuing Resolution for Federal Appropriations

Amtrak began FY '10 on Oct. 1 operating under a Continuing Resolution in the absence of an appropriations bill from Congress for the new fiscal year. Accordingly, Amtrak’s federal funding through Oct. 31 is set at the FY '09 level of \$1.49 billion. In the interim, a final appropriations bill for FY '10 is being negotiated between the Senate and House of Representatives.

In July, the House of Representatives passed legislation that would provide Amtrak \$1.5 billion for FY '10 while the Senate approved a bill in September providing \$1.57 billion.



FY '09 Ridership and Revenue Indicate Continued Performance Improvement

Amtrak announced last week that it carried 27.2 million passengers and generated \$1.6 billion in ticket revenue in the 2009 fiscal year. Despite lower gas prices and the economic recession that brought high unemployment and a decline in business travel, these totals represent the second-highest annual performance ever for the company.

“We should all be proud of what we were able to accomplish over the last fiscal year,” said Emmett Fremaux, vice president, Marketing and Product Management. “In terms of our own past performance and relative to others in the transportation industry, we did very well.”

Only last year’s ridership and revenue — which benefited from unusual external market forces such as gas prices topping \$4 per gallon — are higher than FY '09 results. Compared to FY '08, overall ridership declined by 5.4 percent and ticket revenue was 7.8 percent lower in FY '09.

“Comparing this year to last is not a good measure because of the unique circumstances in 2008,” said George Raed, chief, Market Research and Analysis. “A better gauge is to look at 2007 and preceding years. When doing that, we see a consistent growth curve since 2002.”

FY '09 ridership exceeded that of FY '07 by 5.1 percent. Ticket revenue was 5.3 percent higher.

Performance on the Northeast Corridor was most impacted by unfavorable economic conditions in FY '09. However, significant improvements in systemwide on-time performance led to increased demand in other parts of the system. Overall OTP for the year surpassed 80 percent, compared to 71 percent in FY '08.

Expansions on many corridors also resulted in new records for certain routes. The Chicago-St. Louis corridor realized a ridership increase of 6 percent over last year and the *Piedmont* benefited from a 3.8 percent increase. *Keystone Service* and the *Vermont* posted annual ridership gains of 2.7 and 1.9 percent, respectively.

Chairman Carper to Testify Before Congress This Week

Board of Directors Chairman Tom Carper will testify before the U.S. House of Representatives Transportation and Infrastructure Committee on Oct. 14 at 2 p.m. Eastern time on the challenges and opportunities for high-speed rail.

A live Web cast of the hearing can be viewed at <http://transportation.house.gov>. Chairman Carper’s testimony will be posted on Amtrak.com under “Inside Amtrak” → “Government Affairs” → “Congressional Testimony.”

Operation Update: On Oct. 15, the Jefferson Bus Line route between Milwaukee and Minneapolis will be available as Amtrak Thruway Service. The addition provides service to several cities that were not previously part of the Amtrak system.

Benefits: The open enrollment period for 2010 benefits will begin on Oct. 26 and continue through Nov. 13. Employees’ personalized enrollment package will be mailed to their homes later this month.

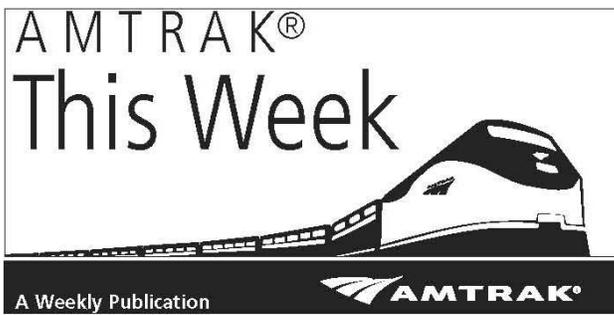
EIM Update: The Employee Information Management program kicks off its series of road shows with non-agreement managers and employees this week in Washington to demonstrate upgrades to the SAP Employee Information Portal. Events will take place in the Union Station Starlight Room on Oct. 14 from 9:30 - 11 a.m. and 2 - 3:30 p.m., and on Oct. 16 from 8:30 - 10 a.m. and 1 - 2:30 p.m.

Human Resources: All non-agreement employees are reminded to input their FY '09 leave in the SAP system. Also, completed Certificates of Compliance with the Conflict of Interest Policy must be turned in by Nov. 30.

Don't Forget: Flu Shot Voucher/Coupon Deadline is This Week

Employees who are unable to get their seasonal flu shot during the on-site clinic at their work location, or prefer to register for a flu vaccine voucher/coupon, must do so by **Oct. 15**. Due to limited quantities of the vaccine nationwide, vouchers should be used by **Oct. 22**.

Instructions on registering for a voucher/coupon can be found on the Intranet home page under “Employee Advisories” → “Oct. 2.”



Amtrak Submits PRIIA Service Studies

Amtrak recently delivered to Congress three feasibility studies on new or expanded rail service along with a plan to facilitate service between the United States and Canada during the 2010 Winter Olympics in Vancouver, B.C., and a report on high-speed service along the Northeast Corridor. These studies and reports were required in Sections 224, 406 and 212(d), respectively, of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA) which reauthorized Amtrak last fall.

Two of the studies address the feasibility of reinstating former Amtrak routes between Chicago and Seattle: the *Pioneer* route via Denver and Salt Lake City and the *North Coast Hiawatha* route through southern Montana. A third study looked at a host of service options impacting Pennsylvania, including an analysis of service changes at Cornwells Heights, Pa. and Princeton Junction, N.J.; a study of additional service between Harrisburg and Pittsburgh, Pa.; and an additional *Capitol Limited* stop at Rockwood, Pa.

“We could not have completed several major studies without the help and hard work of the operating departments, Government Affairs, and Marketing and Product Management,” said Stephen Gardner, vice president, Policy and Development.

With assistance from the respective states, host railroads and transit agencies, the reports analyze infrastructure needs, projected yearly revenue, annual ridership forecasts, proposed schedules and an objective assessment of passenger rail needs for each corridor.

“We looked carefully at a variety of alternatives for each route. We found some that have real potential and others which face significant challenges due to operating constraints, large capital investments, or negative impacts to existing services,” said Gardner.

Federal and state policymakers must determine if any of the service options should be pursued, and if so, provide the required levels of capital and operating funding to Amtrak. Upon such a decision, Amtrak will aggressively work with federal and state partners to begin operating the service(s).

The cross-border study required in PRIIA Section 406 outlines recommended Amtrak *Cascades* service modifications along with security and customs enhancements that would help to reduce trip times between Seattle and Vancouver, improve reliability and make the service more competitive.

Amtrak’s report required in PRIIA Section 212(d) outlines the infrastructure and equipment improvements necessary to provide regular high-speed rail service at specified trip times between Washington, D.C., New York City and Boston.

The full reports can be found on Amtrak.com under “Inside Amtrak” → “Other Reports” → “PRIIA Submissions and Reports.”

Engineering: Transformers and other equipment at the Landover, Md., electrical substation that helps power the NEC were replaced last week as part of a program that began in 2002. The work at Landover is being performed four years ahead of schedule thanks to federal stimulus funding. Thirty-nine other substations will also benefit from stimulus funds.

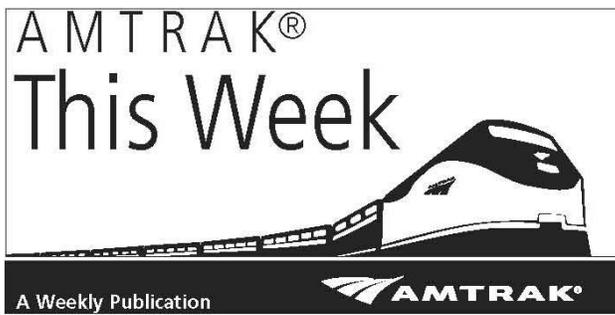
Marketing: Discounted tickets are available for employees on select performances of the *Radio City Christmas Spectacular* in New York through Dec. 10 by calling 866-858-0007 or visiting www.radiocitychristmas.com. Use promotional code “AMTRAK.”

EIM Update: The Employee Information Management program continues its road show with non-agreement managers and employees to demonstrate upgrades to the SAP Employee Information Portal. Events this week are: Chicago, Oct. 19-20; Oakland, Oct. 21; Riverside, Calif., Oct. 22; Los Angeles, Oct. 23. For details, contact the project team at EIM@amtrak.com.

Correction: Last week’s issue incorrectly listed the deadline for all non-agreement employees to return completed Certificates of Compliance with the Conflict of Interest Policy. All certificates should have been submitted by Oct. 15.

Deadline for Flu Shot Voucher Oct. 20

The deadline for Amtrak employees to register for a free seasonal flu shot voucher/coupon has been extended to 5:00 p.m. EDT time on Oct. 20. The deadline for redeeming the vouchers remains Oct. 22, and employees are strongly encouraged to take advantage of the offer as soon as possible due to shortages of the seasonal flu vaccine in some areas. The voucher program cannot be extended past Oct. 22, 2009.



Ethics and Compliance: Information regarding the ethics and compliance hotline and reporting provisions of the American Recovery and Reinvestment Act will be mailed to all employees this week. Any fraud, waste or misuse of stimulus funds should be reported to the anonymous Stimulus Transparency Hotline at 866-908-7231 or www.reportlineweb.com/Amtrak.

Operations Update: The Fall 2009-Winter 2010 System Timetable takes effect today.

Engineering: The Production Communications & Signals team, with the assistance of Mid-Atlantic Division forces, will be completing the installation of three new microprocessor-controlled interlockings on the Harrisburg Line this week.

Stations Update: Effective today, trains serving New Buffalo, Mich., will stop at the new station at 225 N. Whitaker St. Two *Wolverine* trains and two *Blue Water* trains will serve the station each day, while the *Pere Marquette* will no longer serve New Buffalo.

EIM Update: The Employee Information Management program continues its road show to demonstrate upgrades to the SAP Employee Information Portal. Events this week are in Jacksonville, Fla., on Oct. 26 and Wilmington, Del., on Oct. 28-29. For details, contact the project team at EIM@amtrak.com.

Benefits: Open enrollment for 2010 benefits has begun and runs through Nov. 13. Changes to benefit elections can be made online at www.amtrakbenefits.com or by calling the Amtrak Benefits Service Center at 800-481-4887.

PSSA Events: PSSA ceremonies honoring award recipients and employees celebrating 30- and 35-year anniversaries will be held this week in Providence, R.I., on Oct. 27 and New York City on Oct. 28.

New Web Site Offers Improved Look and Functionality

On Oct. 25, visitors to Amtrak.com found a revamped Web site that makes booking train reservations online and finding information even easier.

Online ticket sales are expected to increase to more than half of all ticket sales as a result of the improved functionality, potentially generating as much as \$10 million in additional revenue. The project was a collaborative effort between the e-Commerce and Information Technology departments.

“The overhaul of the site is all about the customer,” said Senior Director, e-Commerce, Kathleen Gordon. “The goal is to provide customers with a site that is streamlined and easy to use in order to maximize ticket sales and customer loyalty.”

In addition to upgraded graphics, one of the most notable improvements to the site is a simplified booking process that combines the schedule search, reservation and train status functions into a single dynamic menu. When searching for trains, customers will now see the full day’s schedule, along with a pricing matrix that allows them to select a train based on the lowest fare or shortest trip time. The new shopping cart feature shows different legs of a reserved trip and itemizes the entire purchase.

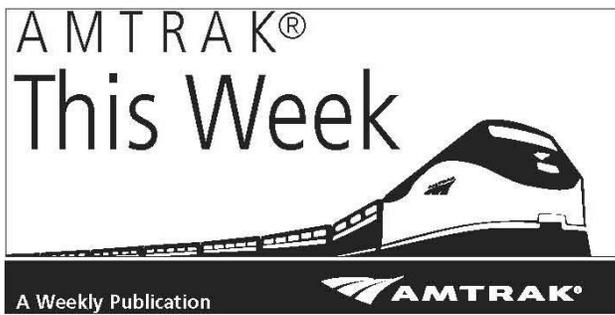
Other highlights of the redesign include limited availability alerts when inventory of seats and sleeping accommodations are low, improved station pages that link to the interactive route map and an expanded promotions page. An upgraded mobile version of the site for smart phone users was also launched, with additional functionality to be added over the coming months.

Amtrak to Cover Cost of Seasonal Flu Shots for Employees

Late last week, Amtrak was informed by its flu vaccination program provider, AllOne Health, that on-site flu shot clinics at Amtrak work locations must be cancelled because AllOne Health was unable to acquire the necessary supply of vaccine doses. Amtrak will now reimburse employees up to \$40 if they choose to get a seasonal flu vaccination on their own. Employees may mail a copy of their vaccination receipt, along with their full name and eight-digit SAP ID number by Nov. 20 to:

Amtrak Environmental Health and Safety
40 Mass. Ave. NE
3W-104
Washington, D.C. 20002

The vaccination cost will be reimbursed tax-free in the employee’s paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1, and the program is only for Amtrak employees.



Government Affairs: Amtrak will continue operating at FY '09 federal funding levels through Dec. 18 under a second continuing resolution as Congress negotiates a final appropriations bill for FY '10. The previous continuing resolution expired on Oct. 31.

EIM Update: The Employee Information Management program concludes its road show to demonstrate upgrades to the SAP Employee Information Portal this week. Events are in Philadelphia on Nov. 2-3, New York on Nov. 4-5 and Boston on Nov. 6. For details, contact the project team at EIM@amtrak.com.

Benefits: Open enrollment continues through Nov. 13. To participate in the health care or dependent day care FSA or legal services plan in 2010, non-agreement employees must enroll at www.amtrakbenefits.com, even if they are enrolled in 2009. Call 800-481-4887 for more information.

PSSA Events: A PSSA ceremony honoring award recipients and employees celebrating 30- and 35-year anniversaries will be held this week in Washington, D.C., on Nov. 3.

Energy Conservation Slogan Contest Winner Announced

Amtrak has unveiled its new energy conservation slogan: "Training a nation to conserve energy." The slogan was selected by a judging panel from more than 170 nationwide employee submissions to the Energy Conservation Slogan Contest conducted in October.

The winning slogan was submitted by Joseph Dannemann, project manager, Information Technology, in Washington, D.C. The slogan will be used in conjunction with Amtrak's national initiative to improve energy conservation throughout the company.

Safe-2-Safer Rollout Continues to Expand

Front-line employees and managers in the Mid-Atlantic, Northeast and Southern divisions, along with employees at the three Mechanical backshops, have begun the process of implementing Safe-2-Safer to reduce injury risks, while learning how to make current safety programs more effective.

The rollout of Safe-2-Safer is being conducted on a geographic basis and includes employees from all departments within a geographic region or division. Rollout began in the Mid-Atlantic in July, followed by the Northeast in September and Southern in October. The three Mechanical backshops, which are being treated as a separate region, began the rollout in September. Remaining divisions and Amtrak headquarters will kick off the program in the next several months.

"We're off to a great start," said Chief Operating Officer William Crosbie. "Employees I've talked to have been very enthusiastic about improving their safety and security through Safe-2-Safer and it's beginning to gain momentum as we roll it out across the system."

Within each division, the rollout process begins with all managers and supervisors receiving structured, confidential feedback on their leadership strengths and weaknesses, then working with a leadership coach to improve their managerial skills. Next, various teams of senior leaders, managers, supervisors and labor representatives begin a prescribed program called the Behavior Accident Prevention Process® (BAPP) to identify and reduce common injuries within the local area.

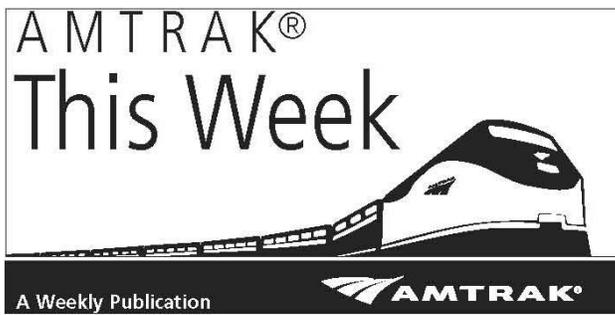
"These first few steps are critical to the success of Safe-2-Safer," said Vice President of Transportation Richard Phelps, the program's executive sponsor. "Safe-2-Safer is a multiyear initiative and it will take some time to see significant results, but this start lays the foundation for a successful program."

For more information and a Safe-2-Safer project calendar, visit the "Safety" page on the Amtrak intranet.

ARRA Ethics and Compliance

Employees will soon receive a letter from President and CEO Joe Boardman about Amtrak's involvement in the American Recovery and Reinvestment Act and the company's efforts to support the goals of the legislation by fueling the economy, putting people and resources to work, and serving as a model of ethical work practices.

Employees are asked to assist in this effort by ensuring transparency, honesty and clarity in Amtrak stimulus projects. Any suspected fraud, waste or abuse of ARRA resources should be reported to a manager or anonymously to the Stimulus Transparency Hotline at 866-908-7231. Anonymous concerns may also be reported online at www.reportlineweb.com/Amtrak.



Benefits: Open enrollment ends on Nov. 13. To participate in the health care or dependent day care Flexible Spending Account or legal services plan in 2010, employees must enroll at www.amtrakbenefits.com, even if they are enrolled in 2009. All other benefits will carry over unless changed or cancelled. Call 800-481-4887 for more information.

PSSA Events: A PSSA ceremony honoring award recipients and employees celebrating 30- and 35-year anniversaries was held yesterday in Philadelphia.

Marketing and Product Development: Discounted tickets are available for employees on select performances of the *Radio City Christmas Spectacular* in New York through Dec. 10 by calling 866-858-0007 or visiting www.radiocitychristmas.com. Use promotional code "AMTRAK."

Marketing and Product Development: Employees systemwide can now dial the Employee Broadcast System at 877-268-7251 and press 8 to hear suggested ways to deliver a wide variety of on-board service, conductor and attendant announcements. This is part of an initiative for the *Crescent Route Performance Improvement* project.

Safe-2-Safer Update: A calendar of events related to the rollout of Safe-2-Safer is now available on the intranet on the "Safety" page.

2010 Amtrak Wall Calendars Now Available

The 2010 Amtrak wall calendars, featuring a *Northeast Regional* train making its way southbound through the snow at Croydon, Pa., are now available. Distribution to Amtrak work locations started today and will continue for the next two to three weeks.

Additional calendars can be ordered through the Amtrak Online Store at <http://amtrak.ai-estore.com> or by calling Staples Promotional Products at 800-369-4257. The calendars are available in both 11"x 17" and 24"x 34" sizes at \$5 and \$10 each, respectively.

VRE Commissions Make Decision on Service Contract

The two parent commissions of the Virginia Railway Express — the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission — voted last week to continue with the commuter railroad's plan to transition operating and maintenance services from Amtrak to France-based Keolis Rail Services.

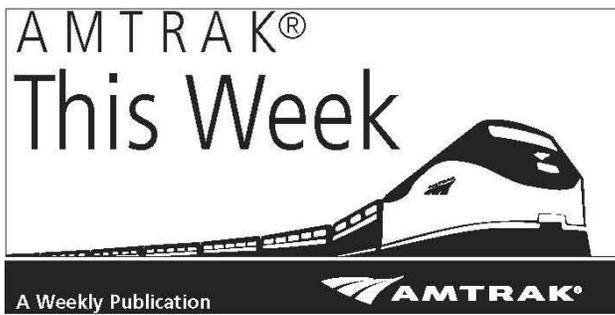
Amtrak has stated its commitment to providing high-quality service to VRE and its passengers for the remainder of the contract, which expires on June 30.

Flu Shot Reimbursement Reminder

The deadline for reimbursement of seasonal flu vaccinations for employees is Nov. 20. Upon getting a seasonal flu vaccination, employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental Health and Safety
40 Mass. Ave. NE, 3W-104
Washington, D.C. 20002

The vaccination cost, up to \$40, will be reimbursed tax-free in the employee's paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1.



Operations Update: Temporary schedules currently in place for *Empire Service* trains are scheduled to be lifted on Nov. 18, with the completion of several bridge and track work projects along the route.

Stations Update: A new long-term parking facility on Amtrak-owned property opened today at the Gateway Transportation Center in St. Louis.

Transportation: On-Board Service employees have been issued a special lapel pin to increase awareness of recycling programs. The pin must be worn until April 30 on the right breast area of the employee's outermost garment. Crew bases needing additional pins should contact Carla Wright at wrightc@amtrak.com or ATS 728-3700.

Marketing and Product Development: A promotion for the new "Thomas & Friends: Holiday Express™" DVD is in place until Dec. 31. A series of counter cards, bookmarks and mini coloring books are available in over 90 stations and DVDs contain a Kids Ride Free insert.

Last Week for Flu Shot Reimbursements

The deadline for reimbursement of seasonal flu vaccinations for employees is Nov. 20. Upon getting a seasonal flu vaccination, employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental Health and Safety
60 Mass. Ave. NE, 3W-104
Washington, D.C. 20002

The vaccination cost, up to \$40, will be reimbursed tax-free in the employee's paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1.

Service to Begin in Stanwood, Wash., This Week

Four Amtrak *Cascades* trains will begin serving Stanwood, Wash., on Nov. 21 as the community celebrates the grand opening of a new train station and its first passenger rail service since 1971. The \$5 million station was funded by the state of Washington.

"This is a great addition to the Amtrak system," said Kurt Laird, district superintendent. "Residents of the Stanwood and Camano Island communities now have direct rail access to the Pacific Northwest and the ability to connect with other parts of the country by train."

Officials from the state of Washington expect the service to boost local tourism and economic development, while providing another point-of-origin for travelers going to the 2010 Winter Olympics in Vancouver, B.C.

"This has been a long time coming, and it's going to make a huge difference for so many people in so many ways," said state Sen. Mary Margaret Haugen (D-Camano Island) in a press release issued last week. "Everywhere I go, people are talking about the train station."

The station grand opening celebration will begin at 9:03 a.m. with the arrival of Northbound Train 510. Amtrak officials, Sen. Haugen and Washington Transportation Secretary Paula Hammond are expected to attend.

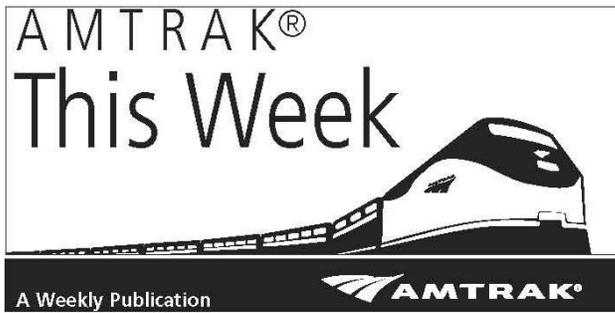
Other trains serving Stanwood are Northbound Train 516, departing at 8:14 p.m.; Southbound Train 513, departing at 9:18 a.m.; and Southbound Train 517, which departs at 8:25 p.m.

Passenger rail service in Stanwood/Camano Island was last operated by the Great Northern Railroad 38 years ago.

2010 Amtrak Wall Calendars Now Available

The 2010 Amtrak wall calendars, featuring a *Northeast Regional* train making its way southbound through the snow at Croydon, Pa., are now available. Distribution to Amtrak work locations started last week and will continue for the next two weeks.

Additional calendars can be ordered through the Amtrak Online Store at <http://amtrak.ai-estore.com> or by calling Staples Promotional Products at 800-369-4257. A discount of 15 percent is available to employees for online purchases by using the promo code EMP15. The calendars are available in both 11"x 17" and 24"x 34" sizes at \$5 and \$10 each, respectively.



Message from Joe Boardman

Dear Co-workers,

This week, I'll be celebrating the start of my second year at Amtrak. It was just a year ago that I stepped foot on Amtrak property as president and CEO. It was a particularly exciting time — you could feel the energy, as we were in the midst of the busiest week of our year.

Amtrak Police and K-9 units patrolling, red caps assisting passengers, lead service attendants setting up food and beverage service, conductors welcoming passengers, the bustle of the crew base and the “two-to-go” sound of the horn as trains pull from the station — these are among the sights and sounds of Thanksgiving. Behind the scenes, coach cleaners, dispatchers, track gangs and all the other crafts work together to help provide a safe, reliable and enjoyable experience to the more than 660,000 people we expect to travel aboard Amtrak this week.

What I have always loved about the railroad is the dynamic rhythm that comprises each person's effort in making the operation work well. Each of you contributes to how well we do. It's at the most hectic of times that it is most important that we remain professional and welcoming, and operate reliably and safely. Many people will ride Amtrak for the first time this week, and they'll judge us based on their experience with us. We have a real opportunity to turn first-time riders into regular riders — take the initiative to help make that happen. Most of our passengers have travel options, and we must be thankful that they've chosen to make us part of their holiday experience.

This week, the spotlight will be on us and it will show the nation how Amtrak is an important part of the fabric of communities across the country. But the spotlight on Amtrak and passenger rail will continue to shine long after turkey dinner leftovers are consumed. We have a great deal of opportunities before us and we're operating in an increasingly competitive environment. Whether it's during Thanksgiving or any given Thursday, we must work together to show the nation what Amtrak can do.

In the midst of the bustle this week, take a moment to think about how you can help Amtrak shine. Consider the things for which you are thankful — your job, the camaraderie of your co-workers, your health and your family. Know that I value your hard work and dedication and am thankful for what you do this week and every week.

Please work safely and happy Thanksgiving.

Sincerely,

A handwritten signature in black ink that reads 'Joe Boardman'. The signature is fluid and cursive, with a prominent 'J' and 'B'.

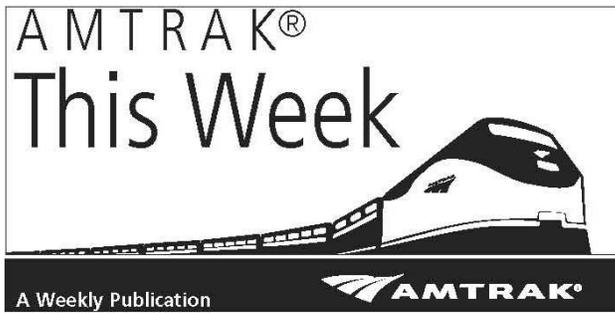
Joe Boardman
President and CEO

Operations Update: The Thanksgiving Holiday Timetable for Northeast Corridor services will be in effect Nov. 24-30. All NEC, *Keystone Service* and *Pacific Surfliner* trains will require reservations during that time. Employee flash-pass privileges still apply, but pass riders must give up their seat to revenue passengers when standee conditions occur.

Operations Update: Effective Nov. 23, schedules will be adjusted for certain trains operating between Boston and New Haven, Conn., due to ongoing track work. Schedules will also change between Springfield, Mass. and New Haven with the conclusion of track work in this area.

Stations Update: The train station in Norman, Okla., celebrated its 100th anniversary with a series of events last week. The station is served by the *Heartland Flyer*, which celebrated its 10th anniversary this year.

Greener: Locomotive 2015 was placed back in service this week along the Capital Corridor after the engine was retrofitted with systems and components that reduce diesel exhaust by 45 percent.



PSSA Event: The final 2009 PSSA ceremony honoring award recipients and employees celebrating 30- and 35-year anniversaries will be held on Dec. 3 in Jacksonville, Fla.

Diversity Initiatives: Amtrak's mandatory diversity training for non-agreement employees is now underway for FY '10. The first classroom training session for new employees or employees who have moved into a non-agreement position takes place on Dec. 1 in Washington, D.C. Full information can be found on the intranet under "Employees" → "Business Diversity" → "Educational Links."

Finance Establishes Group to Support Grant Funding

In order to provide improved fiscal and informational support and ensure compliance with appropriate regulations and policy related to grant funding, the Finance department has established a Grants Administration group.

This new group strives to take advantage of all available grant-funded opportunities while fulfilling the associated reporting regulations and audit requirements.

All grant applications must be processed through Finance. Contact Beverly Thorpe, senior director, Grants Administration, at ATS 777-2218 or beverly.thorpe@amtrak.com regarding active grants, pending grant submissions or programs/projects that may qualify for grant funding.

Employees Urged to be Mindful of Cold Weather Risks

As winter approaches and brings with it cold temperatures for much of the system, Amtrak is taking steps to educate employees on how to remain safe in cold-weather conditions and identify and address potential weather-related medical emergencies.

"When most people think of safety, they tend to think about slips, trips and falls, but fail to acknowledge the hazards of working in cold weather," said Chief Operating Officer William Crosbie.

Precautionary measures should be taken when working in cold temperatures such as dressing appropriately and trying to stay hydrated by drinking warm liquids. Ideal work wear includes multiple layers of clothing, including an insulated and waterproof layer, as well as gloves and a winter hat or hard hat liner. Headwear should also provide protection to the ears and face. Overshoes and/or insulated, waterproof boots are also extremely important for guarding against frostbite.

The temperature does not have to be below freezing to cause health problems. Initial effects on the body caused by cold temperatures may be mild, such as shivering or numbness, but can quickly escalate to more severe problems such as frostnip (a mild form of frostbite), frostbite and hypothermia.

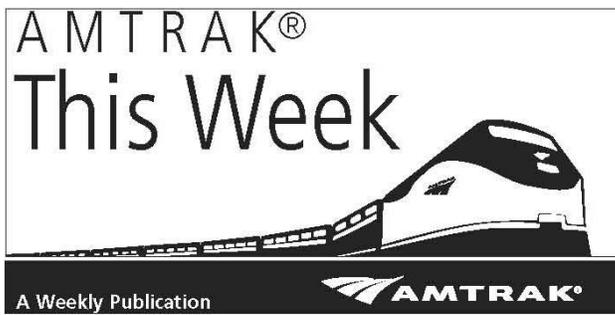
After shivering or numbness, the first sign of more serious injuries include discolored skin — usually whitish, yellowish or grayish. If the skin begins to feel hard or waxy, frostbite may be setting in and medical attention should be sought immediately.

A person with possible frostbite should move to a warm area and gently loosen or remove tight clothing or jewelry that may restrict circulation. Warm the affected area slowly using body heat or warm breath, but *do not* rub the area or apply dry heat, as this may damage the tissue.

Symptoms of hypothermia include fatigue, confusion, stiff muscles and slurring of speech. This condition can quickly become life-threatening, so medical attention should be sought immediately. The individual should be moved to a warm area and wrapped in blankets. Body-to-body contact will also help to slowly raise the victim's body temperature. Monitor the victim's breathing and heart rate, as CPR may become necessary. *Do not* use electric blankets, hot water bottles or any other kind of artificial heat to warm the victim.

If the person cannot be moved out of the cold, cover them with dry clothing or blankets until help arrives. Providing warm liquids to drink is also helpful.

OSA 09-77, which was issued today, provides further details on working in cold weather. It can be found on the intranet under "Library" → "Service Standards."



Human Resources: Non-agreement employees must enter leave time in SAP as it is taken. Any 2009 leave that has not been entered must be submitted by Dec. 31. In addition, HR is currently developing a solution to accommodate various non-standard work schedules. Look for more information on this soon.

Benefits: Amtrakbenefits.com will not be available from Dec. 14 through Jan. 3 in order to facilitate year-end processing activities. For questions or assistance regarding benefits during that time, call the Amtrak Benefits Service Center at 800-481-4887.

Marketing and Product Development: An Amtrak model train will circle the National Christmas Tree outside The White House this year, thanks to a partnership with the National Park Service, National Park Foundation and National Christmas Tree Railroad. The 1:22.5 scale model includes two P-42 locomotives, four Amfleet cars and a café car.

Marketing and Product Development: The deadline for employees to purchase discounted tickets to select performances of the *Radio City Christmas Spectacular* in New York is Dec. 10. To order, call 866-858-0007 or visit www.radiocitychristmas.com and use promotional code "AMTRAK."

Host Railroads: Representatives from Amtrak will be in Missouri on Dec. 8 to attend the official opening of a new \$8.1 million, 9,000-foot siding on the Union Pacific Railroad used by Amtrak trains between St. Louis and Kansas City.

Thanksgiving Performance Sets All-Time Record

The final performance report for Thanksgiving week — Amtrak's busiest week of the year — shows a ridership increase of 4 percent over last year and a ticket revenue increase of 1 percent. The 685,876 trips from Nov. 24 - 30 generated \$44.1 million in ticket revenue, which is the best weekly performance in company history.

"Once again, our performance illustrates the growing popularity of passenger rail service, which is a credit to our front line employees who operate a great railroad," said Emmett Fremaux, vice president, Marketing and Product Development. "To outperform our previous ridership record from FY '08, when gas prices were much higher, is a great accomplishment."

Estimates from AAA predicted that overall holiday travel would rise slightly from last year's sharp drop, but that air travel would still decline about 6 percent.

The substantial ridership was managed through a collaborative effort between the Transportation, Engineering and Mechanical departments across the system as additional departures, extended train consists and schedule changes were implemented to maximize availability.

"On behalf of the entire executive team, I want to thank every employee for their dedication to safety and customer service during such a busy time," said President and CEO Joe Boardman.

Executives Participate in National Rail Conference

President and CEO Joe Boardman, Chief Financial Officer DJ Stadtler and Vice President of Policy and Development Stephen Gardner attended a conference on domestic high-speed rail manufacturing hosted by U.S. Secretary of Transportation Ray LaHood on Dec. 4.

Described as a preliminary discussion, the conference focused on investment opportunities arising from the economic stimulus program to create manufacturing jobs in the U.S. The group of government officials, business leaders, union representatives and other railroad industry groups also addressed ways to develop the country's high-speed and passenger rail network.



Safe-2-Safer Update from Richard Phelps

Dear Co-workers,

Since beginning the Safe-2-Safer program this summer, we have made a lot of progress thanks to your support. While many of you may have not yet witnessed the progress we're making, let me assure you that we have been successful in completing the first critical steps of this multiyear program.

Completing the survey and focus groups was a huge milestone and provided us with valuable insight that will help us maximize the effectiveness of Safe-2-Safer. (As a reminder, the full survey and focus group results are posted on the Safety page on the intranet.)

Additionally, all managers/supervisors within the Mid-Atlantic Divisions have completed their first coaching module and some have also started creating a personalized action plan for becoming better safety leaders. Managers in the Northeast Division and Mechanical shops are close behind and as we continue to roll-out systemwide, leaders within every division and department will follow suit.

At the heart of Safe-2-Safer is the Behavior Accident Prevention Process® (BAPP), which begins with local employee teams creating a comprehensive list of behaviors that can help prevent accidents and injuries that have occurred in that area. In locations where we have begun the Safe-2-Safer roll-out, I know many employees are excited about starting BAPP because they recognize how this new way of addressing risk reduction and relating to each other can yield benefits. For that reason we must be committed to doing it correctly rather than quickly.

BAPP hinges on effective *teams* of union workers *and* managers, so over the next several weeks, we will be meeting with every union's representative officers and soliciting from the General Chairmen their perspectives, contributions and insights to make BAPP as successful as possible. Our goal is to better understand the linkage between safety culture and unique safety issues confronting each craft so we can together identify the best fixes and ongoing procedures to accomplish our overarching goal of reducing risks and injuries.

We're committed to improve the way employees, management and labor leaders work together. The executive committee and I believe safety is not about statistics — it's about people. It's about being able to enjoy seasons such as this with our families and friends.

Safe-2-Safer has the potential to make our great railroad an even better place to work. I hope you're as encouraged as I am by what will be taking place and look forward to keeping you informed as we move forward. Please have a safe and happy holiday season.

Sincerely,

Richard Phelps
Safe-2-Safer Executive Sponsor
Vice President of Transportation

Real Estate: The Real Estate Development group recently closed on the purchase of the Sanford *Auto Train* facility property from CSX, a move that will greatly facilitate the ongoing capital projects at the station. This property had been under a short term lease with CSX.

Benefits: Amtrakbenefits.com will not be available from Dec. 14 through Jan. 3 in order to facilitate year-end processing activities. For questions or assistance regarding benefits during that time, call the Amtrak Benefits Service Center at 800-481-4887.

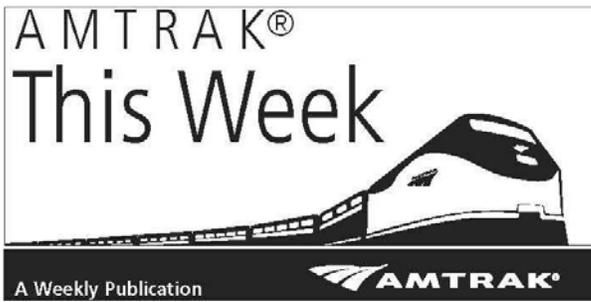
Marketing and Product Development: To meet passenger demand for a higher level of food service, dining car service is being restored on the New York-Chicago *Lake Shore Limited* beginning Dec. 14. Refurbished Heritage Dining Cars will replace the Diner Light cars that have been part of the consist since 2007.

Amtrak Begins Greenhouse Gas Emissions Survey

Select employees may soon be contacted by the Environmental Health and Safety department, as Amtrak conducts a comprehensive greenhouse gas (GHG) emissions inventory. The inventory is part of Amtrak's membership in The Climate Registry (TCR), a non-profit organization founded to set consistent and transparent standards for businesses and governments to calculate, verify and publicly report their GHG emissions.

Amtrak joined TCR this year as part of its continuing effort to reduce its carbon footprint.

The inventory process will require an assessment of GHG emissions throughout its system including those from diesel and electric locomotives, passenger cars, maintenance equipment, stations, offices and other facilities.



Benefits: Amtrakbenefits.com will not be available from Dec. 14 through Jan. 3 in order to facilitate year-end processing activities. For questions or assistance regarding benefits during that time, call the Amtrak Benefits Service Center at 800-481-4887.

Employees Honored for Military Support

On Dec. 22 at Bear Car Shops, two Amtrak employees will be recognized for their commitment and service to the U.S. armed forces.

Superintendent Lew Wood will be presented with a Patriot Award by the Committee for Employee Support of the Guard, in recognition of his strong support of employee reservists and his leadership in facilitating their participation in the Guard and Reserve. Wood was nominated by Sgt. Michael Lawson, an Air National Guard reservist who is an electrician at Bear Car Shops.

Sgt. Lawson is also being recognized at the ceremony by the International Brotherhood of Electrical Workers with a letter of appreciation for his outstanding service to his country. Lawson is preparing for his third tour of duty in Iraq and Afghanistan.

“This award recognizes the Bear facility’s and Amtrak’s commitment to do our part to help and support the men and women who serve in the military and their families,” said Wood. “The employees at Bear gladly accept the responsibility to give those protecting us everything they need when they are away and when they come home.”

A Message from Joe Boardman

Dear Co-workers,

I want to tell you how proud I am that while the snow this weekend paralyzed the East Coast, Amtrak kept rolling thanks to the dedication of many employees. We’re nearly back to normal and we still have some digging out to do, but I want to extend my sincere thanks and appreciation to each of you who took part in keeping Amtrak operating.

The historic snowstorm that blanketed the Mid-Atlantic and New England regions this weekend wreaked havoc on roads, airports and pretty much anything that moves. Record snowfall from North Carolina to Boston left many travelers stranded, as airports shut down. Washington’s Metro system closed above-ground operations.

Although completely unrelated to the storm, Eurostar rail operations between France and England were suspended for the third day today due to technical failures associated with weather conditions, leaving 90,000 travelers stranded this holiday season, according to news reports.

While Amtrak cancelled some service and experienced delays, trains were nonetheless operating on our railroad; although we experienced significant delays and problems when our trains left our territory south of Washington. It wasn’t easy and we had problems along the way, but the point is that we were operating.

Despite equipment and infrastructure challenges of our own, we still carried thousands of people to their destinations when others couldn’t move — and we did so safely. We accommodated numerous travelers who gave up on the airlines. We carried people home for the holidays while others are still waiting to dig out.

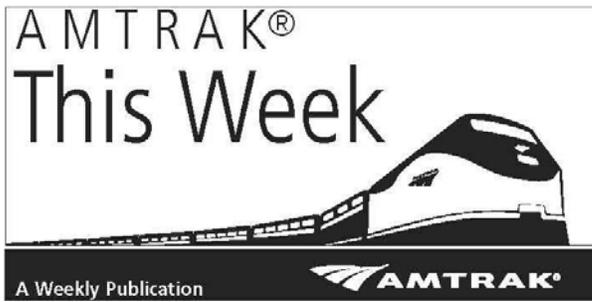
We operated because of the hard work of many employees on the front lines and behind the scenes. Employees who haven’t been home for days, others who battled the weather to make it in, System Operations, Engineering crews, Mechanical employees, station personnel, and on-board service crews — your dedication is impressive.

Having been raised in upstate New York, I know what snowstorms like this can do. It takes a hearty and committed group to persevere. I know we encountered operational problems over the road and we have plenty of opportunities for lessons learned. It takes everyone — from coach cleaner to signalman — to make this railroad run. And it’s just not this event; we manage mudslides in the Pacific Northwest, hurricanes in the South, and other conditions that test our know-how and determination. It’s that experience, expertise, fortitude and dedication that makes Amtrak unique.

Thank you for everything that you do and please have a safe and happy holiday.

Sincerely,

Joe Boardman
President and CEO



Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will decrease from 55 cents to 50 cents, effective for mileage expenses incurred on or after Jan. 1.

Human Resources: Leave taken in 2009 must be entered in SAP no later than Dec. 31. Additionally, leave requests for calendar year 2010 can now be submitted.

Human Resources: Employees who have moved in the past year should be sure to update their mailing address by submitting a new Employee Information Form. Forms are available at local Human Resources Offices or on the intranet under “Library”→“Forms.” Addresses should be changed by Jan. 10 in order for W-2 tax forms to be mailed to the correct address.

Payroll: Railroad Retirement Tier I and Tier II taxes will remain at the current rates in 2010: 6.2 percent (\$6,324 maximum withholding) and 3.9 percent (\$2,960.10 maximum withholding), respectively.

Payroll: Employees are encouraged to review their W-4 Employee Withholding Allowance Certificate. Any status change requires a new W-4 be submitted to Payroll. Employees who wish to claim exempt status for 2010 must also submit a new form by Feb. 15.

2010 Holiday Schedule

Amtrak will observe the following 2010 dates as holidays for non-agreement employees:

<u>Holiday</u>	<u>Day Observed</u>
New Year's Day	Jan. 1
Martin Luther King, Jr. Day	Jan. 18
President's Day	Feb. 15
Memorial Day	May 31
Independence Day	July 5
Labor Day	Sept. 6
Veteran's Day	Nov. 11
Thanksgiving Day	Nov. 25

Because Christmas Day (Dec. 25) falls on a Saturday, non-agreement employees hired prior to 2010 are granted an additional personal day and are therefore entitled to three personal days in 2010. Employees must obtain supervisory approval prior to using any personal days.

Non-agreement employees hired in 2010 will receive personal days based on their date of hire. Employees hired between Jan. 1 and May 31 will receive two personal days, while those hired June 1 through Aug. 31 are entitled to one personal day. Employees hired Sept. 1 or after will not have any personal days.

Holidays for agreement-covered employees are subject to each specific labor agreement. Employees should check with their union to be sure which holidays are included in each agreement. Some agreement-covered employees also receive personal holidays, the number of which varies by agreement.

For further information regarding holidays and personal days, please refer to the [Amtrak Policy and Instruction Manual](#), on the intranet under “Library”→“Policies.”

NOTICE TO INTERESTED PARTIES

Notice to all present employees eligible to participate in the National Railroad Passenger Corporation Savings Plan

An application is to be made to the Internal Revenue Service for an advance determination on the qualification of the following employee pension benefit plan:

1. Name of Plan: National Railroad Passenger Corporation Savings Plan (the "Plan")
2. Plan Number: 002
3. Name and Address of Plan Sponsor: National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285
4. Employer Identification Number: 52-0910053
5. Name and Address of Plan Administrator: Savings Plan Committee
c/o National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285

The application will be filed on January 30, 2009 for an advance determination as to whether the Plan meets the qualification requirements of Section 401 of the Internal Revenue Code of 1986, as amended, with respect to the Plan's amendment.

The application will be filed with:

EP Determinations
Internal Revenue Service
P.O. Box 12192
Covington, Kentucky 41012-0192

The employees eligible to participate under the Plan are, in general, those employees employed by the National Railroad Passenger Corporation, Chicago Union Station Company, the Washington Terminal Company and the Union Station Redevelopment Corporation, excluding any such person who is a member of a unit of employees covered by a collective bargaining agreement.

The Internal Revenue Service has previously issued a determination letter with respect to the qualification of this Plan.

RIGHTS OF INTERESTED PARTIES

You have the right to submit to EP Determinations, at the above address, either individually or jointly with other interested parties, your comments as to whether this Plan meets the qualification requirements of the Internal Revenue Code.

You may instead, individually or jointly with other interested parties, request the Department of Labor to submit, on your behalf, comments to EP Determinations regarding qualification of the Plan. If the Department of Labor declines to comment on all or some of the matters you raise, you may, individually, or jointly if your request was made to the Department of Labor jointly, submit your comments on these matters directly to EP Determinations.

REQUESTS FOR COMMENTS BY THE DEPARTMENT OF LABOR

The Department of Labor may not comment on behalf of interested parties unless requested to do so by the lesser of 10 Employees or 10 percent of the employees who qualify as interested parties. The number of persons needed for the Department of Labor to comment with respect to this Plan is ten (10) employees. If you request the Department of Labor to comment, your request must be in writing and must specify the matters upon which comments are requested, and must also include: (1) the information contained in items 1 through 4 of this Notice; and (2) the number of persons needed for the Department of Labor to comment.

A request to the Department of Labor to comment should be addressed as follows:

Deputy Assistant Secretary
Employee Benefits Security Administration
ATTN: 3001 Comment Request
U.S. Department of Labor,
200 Constitution Avenue, N.W.
Washington, DC 20210

COMMENTS TO THE INTERNAL REVENUE SERVICE

Comments submitted by you to the Internal Revenue Service must be in writing and received by March 16, 2009. However, if there are matters that you request the Department of Labor to comment upon on your behalf, and the Department of Labor declines, you may submit comments on these matters to the Key District Director to be received within 15 days from the time the Department of Labor notifies you that it will not comment on a particular matter, or by March 16, 2009, whichever is later, but not after March 31, 2009. A request to the Department of Labor to comment on your behalf must be received by it by February 14, 2009, if you wish to preserve your right to comment on a matter upon which the Department of Labor declines to comment, or by February 24, 2009 if you wish to waive the right.

ADDITIONAL INFORMATION

Detailed instructions regarding the requirements for notification of interested parties may be found in Sections 17 and 18 of Revenue Procedure 2008-6. Additional information concerning this application (including, where applicable, an updated copy of the Plan and related trust; the application for determination; any additional document dealing with the application that have been submitted to the Service; and copies of Section 17 of Revenue Procedure 2008-6 are available in the office of the Plan Administrator during normal business hours for inspection and copying. (There is a nominal charge for copying and/or mailing.)

If you have any questions about this Notice, please contact Rosemarie Tana at 202-906-2272.



Information for Agreement-Covered Employees Regarding New Wage Expense and Tax Changes

OVERVIEW

In order to fully comply with current IRS regulations (IRS Treas. Reg. sections 1.32-6 and 1.62-2 and IRS Publications 463 and 1542), Amtrak has realigned the expense wage type codes that are entered into Payroll on a weekly basis. The go-live date for utilization of these new wage types depends upon the payroll area, but must be implemented in time for the first payroll of 2010.

A majority of the accounting and timekeeping changes involve breaking the previous 1241 code into a series of more precise codes, but also involve other wage type codes. While many changes are simply an accounting change, some of the new codes change Amtrak's historical tax treatment of some routine payments. To comply with IRS regulations, Amtrak must begin withholding taxes from certain payments to employees that were not formerly treated as taxable income. If Amtrak does not properly tax these payments, the company and its employees will be exposed to additional tax liabilities by the IRS.

UNCHANGED WAGE CODES

There are three wage type codes that will remain unchanged and will continue to be used according to current policy:

- 12MI for mileage
- 1248 for differentials
- 1245 for uniform allowances

However, for the uniform allowances, there will now be an additional certification requirement. Employees receiving the uniform allowance must certify that the funds are being used for the maintenance of the uniform. More information on this certification will be forthcoming over the next few weeks. Also, 1248 will be used only for differentials; other taxable payments should not be entered using this code.

ELIMINATED WAGE CODE

Wage type code 1243 will no longer be used. It is being replaced by 124X (see below for details).

NONTAXABLE CHANGES

The following wage type codes are being introduced for accounting purposes only. The previous wage type 1241 has been broken into numerous wage types in order to better categorize the different types of expenses that are being incurred by employees:

- 124A – Tools/parts/keys
- 124B – Work boots
- 124C – Company meetings
- 124E – Education/training
- 124F – Office supplies
- 124G – Travel: gas/rental car/airfare/hotel
- 124K – K9 Fees (police only)
- 124L – Licenses/certifications
- 124M – Non gang meals
- 124P – Meal per diem (MW gangs in lodging)
- 124Q – Meals provided by Amtrak
- 1241 – Side miles (LMS only)

Wage types 1240 and 124H will continue to be used for nontaxable meals in LMS; however, there will be new taxable codes discussed below.

TAXABLE CHANGES

In addition to accounting changes, some wage types will now be subject to income taxes to become compliant with IRS regulations:

- 124T – Taxable meals (under 10 hours per day) – paired with 1240 (LMS only)
- 124V – Taxable meals (On Board employees) paired with 124H (LMS only)
- 124Z – Taxable meals per diem (MW Gangs not in lodging) – paired with 124P
- 124W – Weekend travel allowance
- 124X – Overtime meals
- 124U – Taxable uniform allowance (if 100% of allowance is not used to maintain the employee's uniform)

Amtrak Payroll will be providing more detailed information and reference materials in December 2009 during both onsite and WebX training.

CONTACT INFORMATION

For questions about the new system, please contact Amtrak Payroll at 877-268-7251.

Amtrak Pandemic Influenza Leave Policy

It is the policy of Amtrak to promote a safe and healthy environment for its employees and passengers. This policy has been developed to minimize exposure and absenteeism during a pandemic influenza when it is a threat to our employees, their families and the traveling public.

Amtrak is a 24 hour, 7 day a week operation, and all employees are expected to report to work as assigned, except as otherwise provided in this or another Amtrak policy.

Personal Hygiene and Good Health Practices to Maximize Health

To maximize health, you should cover your cough by coughing in to your elbow or into a tissue, and wash hands thoroughly and regularly during the influenza outbreak. If soap and water are not available, using an alcohol based hand cleanser is recommended. Employees are encouraged to avoid touching eyes, noses and mouth as much as possible during an influenza outbreak. All employees are strongly encouraged to do all they can to maintain physical fitness, including eating a healthy diet, controlling body weight, and following their physicians' instructions.

Pandemic Flu Team

Amtrak's Pandemic Flu Team consists of representatives from the operating department, Human Resources, Labor Relations, Corporate Communication, Police and EHS departments. The members of the team are:

Beard, Larry; Emergency Planning
Cooper, Al; EHS
Deitchman, Roy; EHS
Frazier, Michael; Transportation
Lorrain Lech, Labor Relations
Sharon Slaton, Corporate Communications
Lee, King; Police
Nesci, Donna; Customer Service
Petrillo, Mark; EHS
Pfozter, John; IT
Pinsky, Tim; Medical
Reid, Malva; Health Services
Reilly, Don; Mechanical
Scott, Kevin; Customer Services
Sherry, Margaret; Public Affairs
Weiss, Michael; OIG
Wiertz, Keith; EHS
Williams, Christopher EHS

The responsibility for each team member is included in the Pandemic Flu Emergency Plan.

Designation of Emergency Situation

After being briefed by the Pandemic Flu Team, the President or Chief Operating Officer of Amtrak or their designees can declare a state of emergency. If this is done, the Pandemic Flu emergency plan will be executed and employees are required to follow the established procedures. The procedures are posted on the Amtrak Intranet under the Safety Section, under Public Health.

Federal Mandate

By direction of the President of Amtrak, the company will adhere to any directives issued by the President of the United States and/or federal government regarding closures or extinction of transportation outlets.

Business Continuity

In general, if you or a family member has not been infected with influenza, you are expected to report to work.

If emergency conditions prevent you from reporting to work or from reporting to work on time, you are responsible for notifying your supervisor, if feasible, before or within the first hour of your work shift. Preferably, such notification should be made by a telephone conversation directly with your supervisor. If direct contact is not possible, leaving a detailed voice mail message is recommended. You should leave a phone number where you can be reached.

If you report to work and it appears you have flu symptoms, that may include fever, sneezing, runny nose, coughing, sore throat, headache, muscle aches, or feeling tired and weak, you will be sent home and appropriate sick leave policy or procedure will apply. You are required to provide medical documentation from a medical provider to Health Services clearing you to return to work.

Leave Policy during Pandemic Influenza Crisis

Management

If an employee is out of work because of influenza for one (1) to five (5) days, the employee must use available sick leave, in accordance with Amtrak's Sick Leave Policy and provide medical documentation from a medical provider to Health Services clearing him/her to return to work. Management and ARASA employees out more than six (6) consecutive workdays may be covered under the provision of the Short Term Disability

Income Policy, P/I Number 7.29.1. Please refer to the policy for guidance. Employees must provide medical documentation to support the request for STD income.

If the company is required to go into an emergency closure, employees will be allowed, but not required, to use all earned and unearned vacation and personal leave days for that year.

Agreement Covered Employees

If the President of Amtrak declares a pandemic emergency any absences in the affected area(s) due to sickness related to pandemic emergency during that emergency period would be excluded from the application of the National System Attendance Policy.

If an employee is out of work because of influenza, the procedures in his/her applicable labor agreement regarding sick leave must be followed.

If the company is required to go into an emergency closure, the company will determine if it will exercise the emergency annulment procedures within the respective labor agreements.

Exposure Leave Policy

If an employee has been exposed to a confirmed case of the influenza virus but is asymptomatic, he or she must not come to work through the incubation period as defined by the Centers for Disease Control. If, after this period, he or she remains asymptomatic and is cleared by a medical provider, she or he may return to work with appropriate medical documentation sent to Health Services. During this time, the employee is eligible to take any eligible vacation or sick days up to his/her annual allotment. With supervisory approval, the employee may also be allowed to work from home. Work from home decisions will be made based upon the employee's responsibilities and general work assignments

Taking Care of a Sick Family Member

If the employee is asymptomatic and taking care of a family member who has a confirmed case of the influenza virus, he or she must not come to work through the incubation period as defined by the Centers for Disease Control. If after this period, he or she remains asymptomatic and is not required to continue to be a caretaker and is cleared by a medical provider, she or he may return to work with appropriate medical documentation sent to Health Services. During this time, the employee is eligible to take any eligible vacation or sick days up to his/her annual allotment. With supervisory approval, the employee may also be allowed to work from home. Work from home decisions will be made based upon the employee's responsibilities and general work assignments

Family and Medical Leave Policy

Please reference the Family and Medical Leave Policy located on the Amtrak Intranet.

Emergency Medical Procedures

If an employee is in need of medical attention, please notify his or her immediate supervisor and request assistance. If the situation merits trained medical personnel, contact the Amtrak Police department or call 911 immediately.

Employee Assistance Program

Amtrak offers an Employee Assistance Program (EAP). The EAP provides 24-hour confidential access to assistance and counseling for personal and workplace issues. The EAP can be reached by calling:

Washington, DC	(202) 906-3447; ATS: 777-3447
Boston, MA	(212) 630-7655; ATS: 521-7655
New York, NY	(212) 630-7655; ATS: 521-7655
Philadelphia, PA	(215) 349-1487; ATS: 728-1487
Chicago, IL	(312) 880-5254; ATS: 623-5254
Jacksonville, FL	(904) 766-5133; ATS: 865-5133
Los Angeles, CA	(800) 453-9557; ATS: 761-3438
Oakland, CA	(800) 453-9557; ATS: 761-3438

Related Policies and Resources

Family and Medical Leave	P/I Number 7.10.1
Leave of Absence	P/I Number 7.15.0
Short-Term Disability	P/I Number 7.29.1
Collective bargaining agreement on sick leave	

From: Boardman, Joseph
Sent: Tuesday, May 05, 2009 11:49 AM
To: Sherry, Margaret
Subject: Re: your message in Amtrak This Week

Yes please. Thanks

----- Original Message -----

From: Sherry, Margaret
To: Boardman, Joseph
Sent: Tue May 05 11:44:49 2009
Subject: Re: your message in Amtrak This Week

We send it directly to Donna McLean and Tom Carper, per their request. I'm at the doctor's and can't view the list from the Bberry, so I asked Josh about it. He told me that last week we had a snafoo and he had to rebuild the list, so Carper may not have received what we've sent out this past week.

When this issue has come up in the past, it's been decided not to send board members ATW and employee advisories unless they ask for it. Because we've inquired again (just now), John Carten is checking with Eldie. Would you like them to receive Amtrak This Week and Special Employee Advisories?

Thanks.

Margaret

----- Original Message -----

From: Boardman, Joseph
To: Sherry, Margaret
Cc: Jackson, Julius D; Mantzouranis, Athanasia (AJ); Shaw, Pat
Sent: Tue May 05 10:46:14 2009
Subject: Re: your message in Amtrak This Week

Margaret. Do we send this to each Board member? Joe

----- Original Message -----

From: Sherry, Margaret
To: Boardman, Joseph
Cc: Shaw, Pat; Raymond, Joshua
Sent: Mon May 04 06:21:18 2009
Subject: Re: your message in Amtrak This Week

Thank you!

----- Original Message -----

From: Boardman, Joseph
To: Sherry, Margaret
Cc: Shaw, Pat; Raymond, Joshua
Sent: Sun May 03 23:22:07 2009
Subject: RE: your message in Amtrak This Week

Thanks,,, made the comments.. joeb.

From: Sherry, Margaret
Sent: Sunday, May 03, 2009 5:14 PM
To: Boardman, Joseph
Cc: Shaw, Pat; Raymond, Joshua
Subject: your message in Amtrak This Week

Joe,

Attached is a draft of Monday's Amtrak This Week, which includes a message from you. I've surmised what some of your experiences have been, so please correct them or add anecdotes. Please send your edits/approval to me and Josh Raymond, as I'll be in Wilmington a good part of the day tomorrow. I know you're busy, so we can get this out on Tuesday if need be.

Thank you and safe travels.

Margaret

Amtrak Strategic Guidance and FY 2010-2014 Five Year Financial Plan

Summary

Amtrak's [Strategic Guidance](#) discusses the opportunities and challenges presented by the current passenger rail environment and describes the activities being undertaken to reshape, renew and rebuild the railroad. It establishes broad goals and creates key performance indicators to measure Amtrak's progress as it pursues a growth-oriented mission to maximize unprecedented federal and state support for more passenger rail service.

The [FY 2010-2014 Five Year Financial Plan](#) serves as a companion document to, and provides additional detail for, the Strategic Guidance. The Plan for the first time provides financial projections for Amtrak's revenue, operating costs, capital programs and debt service obligations. It also describes specific investments, actions and initiatives Amtrak is planning to take to advance the goals of the railroad and details key performance indicators with targets. It is bound by the authorized funding levels as stated in the Passenger Rail Investment and Improvement Act of 2008 (PRIIA); however, Amtrak's vision extends beyond these constraints.

The Strategic Guidance sets the foundation for the Five Year Financial Plan, and together they encompass the strategy for continuing the growth Amtrak has seen since 2002 and better positions the company to capitalize on this historic moment in passenger rail and secure its leadership position in an increasingly competitive industry. The two documents combined create a new vision that supersedes Amtrak's 2005 Strategic Reform Initiatives and align Amtrak's goals with those passed by Congress in PRIIA and in the Obama administration's Vision for High-Speed Rail in America.

Strategic Guidance

Over the course of the last decade, economic and social trends have led to an increase in the demand for passenger rail. In a period during which airport and highway congestion is growing, fuel prices are volatile, urban centers are expanding and concerns about environmental sustainability are affecting city planning, Congress responded and passed PRIIA.

PRIIA gives states more control over the development and expansion of passenger rail and sets objectives for Amtrak to serve as the nation's intercity passenger rail provider. In addition, the American Recovery and Reinvestment Act (ARRA) provides Amtrak economic stimulus funds with which to make and advance significant investments, while providing states funds to expand service and develop high-speed passenger rail corridors.

It is within this context that Amtrak has set six fundamental strategic goals to be safer, greener and healthier and to improve financial performance, customer service and meet national needs. Amtrak will advance these goals by improving current service and by partnering with states. To track its progress toward these goals, Amtrak will use nine Key Performance Indicators.

Amtrak's Strategic Guidance also outlines several values that its workforce must embody in order to achieve its goals and remain competitive. Recognizing the value of every employee, and understanding that each employee makes his or her own contribution to the company's well-being and success, the company will strive to foster a working environment that calls for safety and integrity, and encourages qualities such as teamwork, innovation and customer focus.

Development of Intercity Passenger Rail and High-Speed Corridors

PRIIA assigns many roles to Amtrak including being the operator of the national intercity passenger rail network, operator and steward of the Northeast Corridor, operator of high-speed rail, and partner of choice for intercity passenger rail development. Amtrak's role in these partnerships will be that of planner, service provider and expert adviser. With Amtrak's help, the states will strategically plan rail service and the federal government will integrate state plans into a national plan and administer the capital grant program. Amtrak will bring knowledge, expertise, and capacity to these partnerships.

In addition, Congress appropriated \$8 billion in intercity and high-speed passenger rail funding as part of the ARRA. This will begin funding the PRIIA vision and the associated grant programs, and it will require close cooperation between Amtrak and the states to accelerate the pace of development and investment. Amtrak must leverage its experience as the nation's only operator of high-speed trains to support projected growth in new high-speed services.

Funding

During the FY 2010-2014 period, Amtrak will fund 80 percent of its operating need from revenues, a share that will increase as costs shift onto state partners in compliance with federal law. The company will, however, continue to require federal funding for both operating and capital costs.

Ridership and Ticket Revenue

Amtrak aims to increase ridership to 31.4 million passengers by FY 2014, representing a 15 percent jump from 27.2 million in FY 2009. In addition, the railroad expects ticket revenue to grow 20 percent by the end of FY 2014, exceeding \$2 billion annually. Amtrak intends to achieve these goals with the successful implementation of the many initiatives described below.

Safer: Operate the safest passenger railroad in America

Amtrak is undertaking two revolutionary initiatives that will work hand in hand with more traditional approaches to safety. The Safe-2-Safer program strengthens the emphasis on safety within the corporate culture by promoting a more collaborative working environment and ensures a higher reliability of safe behaviors at all levels of the railroad. Amtrak also will implement Positive Train Control across its system to bring the most modern information technologies to the task of controlling and protecting train movements to prevent collisions and other accidents.

Also, passengers will see a more interactive police and security presence with greater emphasis on random and unpredictable patrols, baggage screenings and other activities in stations and on trains. Amtrak will continue to expand its K-9 explosive detection teams, harden more stations and strengthen cooperative inter-agency operations with local, state, and federal law enforcement and counterterrorism partners.

Greener: Increase efficiency, reduce emissions, and make better use of resources

Passenger rail has a smaller carbon footprint than its competitors and Amtrak is proving that it can draw riders from both air and auto in places like the Northeast Corridor, the Midwest and California. Amtrak also is taking action to improve its own Green bottom line by pursuing the following initiatives:

- Conserve energy at buildings and other facilities and reduce diesel locomotive fuel consumption;
- Reduce greenhouse gas emissions by diesel locomotive operations;
- Expand recycling program at facilities, stations and aboard trains and incorporate alternative energy sources such as solar cells and wind turbines where it makes sense to do so;
- Extend electrification to additional routes to utilize low-emission energy generation sources; and
- Purchase more energy-efficient locomotives and extend the life of the existing fleet as warranted.

Healthier: Improve the condition, durability and wholesomeness of every aspect of the company

The health of the company relates to its vital signs — ridership and revenue, the condition of its infrastructure and fleet, financial stability, cost savings and new revenue opportunities, improved business processes and systems and sustained workforce and customer satisfaction.

Amtrak is making enduring investments in all areas of the company to become healthier and grow. To that end, during the next five years, Amtrak will:

State-Supported Services

Building upon existing and developing new partnerships with states to offer new and expanded rail service is a key objective for Amtrak over the next five years. In FY 2008, approximately 47 percent of Amtrak's daily train departures were state-supported, and Amtrak is leveraging its expertise and experience to capitalize on the demand for passenger rail and the opportunities presented by the availability of funds through the American Recovery and Reinvestment Act for passenger rail corridors and high-speed rail.

- Establish agreements for eight service expansions (frequency increases and/or route extensions) through existing state partnerships;
- Form at least two new state partnerships; and
- Increase ridership on state corridors and state financial support as required by federal law.

Reliability

- Maintain Amtrak-owned tracks, infrastructure and equipment in a state of good repair to minimize malfunctions and associated train delays;
- Replace equipment that has reached the end of its life span including 130 single-level long-distance cars, 20 single-level cab cars and 20 electric locomotives;
- Order 470 new single-level cars to replace coaches approaching the end of their life span as funding sources are identified;
- Modernize and replace outdated Information Technology systems and business processes critical to the delivery of service such as for internal business processes and for external reservation and ticketing.

Customer Service: Improve the quality and attractiveness of our service for passengers

Amtrak must offer riders an experience that is convenient, competitive, and pleasant. Convenience and competitiveness are products of trip time and reliability, but customer experience is a product of a range of factors such as accessibility, food service, comfort, and service delivery.

In addition, customer service is at the heart of Amtrak's objective to maintain and forge new agreements with state and commuter service partners. Amtrak strives to exemplify qualities typically attributed to excellent customer service, such as responsiveness, anticipating needs and a high degree of professionalism in its approach to its relationships with its partners. Because of its depth of knowledge and experience, Amtrak serves as expert advisor as well as service provider.

Through FY 2014, Amtrak will:

- Continue with the "Mobility First" accessibility program to create barrier-free pathways from streets/parking areas to platforms and trains;
- Advance self-service reservation booking and ticket delivery programs to implement eTicketing, enhance current Quik-Trak ticket kiosks, better customize the Amtrak.com Web site, and enable ticket retrieval by mobile device;
- Install Wi-Fi Internet access first on *Acela Express* trains and subsequently to other services;
- Continue its Route Performance Improvement Program, which determines best opportunities for improvement on targeted routes; and
- Automate and streamline its Food and Beverage Management System to improve product availability aboard trains.

Financial Performance: Improve our bottom line

Amtrak is a government-supported business, and it must not lose sight of the responsibilities that come with taxpayer support. The company has a positive responsibility to ensure that federal and state money is spent in an economical and efficient manner that provides the nation with effective intercity passenger service and protects the investment the nation has made in its railroad. To this end, Amtrak must ensure that capital money is invested in those projects that return value and that sustain our infrastructure and that operating funds be spent efficiently and return the maximum obtainable benefit for the lowest cost consistent with the need to attract customers and develop new business.

In addition, Key Performance Indicators established in the Strategic Guidance will measure the return on investments made by the company such as cost per available seat mile, customer service index of performance, on-time performance, and ridership growth, among others.

National Needs: Participate and assist with disaster relief and mobilization efforts and help advance national policies and plans

Amtrak was created to provide an essential national service and must support the government in moments of national need as demonstrated by agreements with the Federal Emergency Management Agency to provide services during periods of disaster relief and with the Department of Defense to transport troops. In addition, the railroad is expected to support national policies such as increasing the role of passenger rail as part of a more balanced transportation network. To achieve this goal, Amtrak is supporting the development and expansion of intercity and high-speed rail networks and is partnering with states to provide the required expert analysis and advice needed to advance these plans.

As Amtrak grows, so does its capacity to meet national needs, such as contributing to national emergency response, congestion mitigation, emissions reduction, and reduction in the demand for foreign oil.

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2009

Collateral

Dear co-workers,

Amtrak has both a major win and a major loss in commuter rail operations in the past couple of weeks. Amtrak welcomes the return of the Southern California “Metrolink” operation after having lost the contract in 2002. Conversely, Amtrak bids goodbye to the Northern Virginia VRE operation after having operated it for the past 17 years. Both of these operations need to have final details completed before a change-over occurs next summer.

All of us at Amtrak must understand that the same opportunities that we’re pursuing thanks to stimulus funds and unprecedented support for passenger rail are also appealing to others looking to enter the U.S. passenger and commuter rail markets. We’re seeing very clear evidence of that today and we expect more to come.

In addition, along with the competition’s interest in operating the rail service is the interest in supplying the trains, the signal systems, the consulting services, the logistics and many other services that railroads need to operate.

This is not the passenger rail environment of yesteryears — we’re in the midst of a transformational chapter for Amtrak and passenger rail, and the competition is very real. Amtrak must get better at competing by improving the way we work together as a company, and I believe we can and we will. We must look for the products we need in this country and we must support the jobs our nation needs to prosper for the future, but in that we must be better, and we need to take care of each other and of our customers so that we grow stronger and more competitive. As such, we must capitalize on this historic moment in passenger rail and secure our leadership position as the operator of choice in an increasingly competitive industry.

Thank you for the work you do every day of the year to make this the safest railroad in the world. We can stand toe-to-toe with anyone on the high-speed rail, commuter rail, long-distance and corridor service we provide.

Sincerely,

Joe Boardman
President and CEO

Dear co-workers,

Amtrak has both a major win and a major loss in commuter rail operations in the past couple of weeks. Amtrak welcomes the return of the Southern California “Metrolink” operation after having lost the contract in 2002. Conversely, Amtrak bids goodbye to the Northern Virginia VRE operation after having operated it for the past 17 years. Both of these operations need to have final details completed before a change-over occurs next summer.

All of us at Amtrak must understand that passenger rail in the United States is being targeted by foreign-owned interests that wish to operate what they know will be part of the balanced answer for American mobility for the future. Along with that interest in operating the rail service is the interest in supplying the trains; the signal systems; the consulting services; the logistics; and many other services that railroads need to operate. Many are fond of saying that they employ the U.S. workforce to do that, and to some extent that may be true, but today we do not have even one domestic manufacturing enterprise in the United States that builds heavy-duty rail cars used for passenger transportation.

The company that will take over here in Northern Virginia is part of a global conglomerate that currently operates over a dozen companies in the United States that support rail operations, and they are part of one of Europe’s largest High Speed Train manufacturers. Those are not jobs for the United States, they are jobs for the Global mantra of Least Cost Country and maximum profit for the Global conglomerate.

This is not the passenger rail environment of yesteryears — the competition is very real. Amtrak must get better at competing by improving the way we work together as a company, and I believe we can and we will. We must look for the products we need in this country and we must support the jobs our nation needs to prosper for the future, but in that we must be better, and we need to take care of each other and of our customers so that we grow stronger and more competitive. As such, we must capitalize on this historic moment in passenger rail and secure our leadership position as the operator of choice in an increasingly competitive industry.

Thank you for participating in the Safe-2-Safer initiative and for the work you do every day of the year to make this the safest railroad in the world. We can stand toe to toe with anyone on the high-speed rail, commuter rail, long-distance and corridor service we provide. **We can and we will get better and focus on safety excellence which will improve all of our lives.**

Joe Boardman

special employee advisory

April 2, 2009 • Page 1 of 1

Federal Income Taxes Temporarily Reduced

Beginning April 3, employees may notice that their paychecks are slightly higher than normal due to a reduction in the amount of federal income taxes withheld.

The reduction is part of the “Making Work Pay” income tax credit included in the American Recovery and Reinvestment Act, which was signed into law on Feb. 17.

The reduction provides a \$400 individual income tax credit (\$800 for joint filers) for 2009 and 2010. Rather than taxpayers claiming the credit when they file their federal tax returns, the law directs employers to reduce the amount of income taxes withheld from paychecks at a pro-rated amount throughout the tax year.

Checks issued on April 3 will have both the current pay period federal income tax reduction as well as the retroactive amount due for the time period since Feb. 17.

The credit begins phasing out at a modified adjusted gross income (AGI) above \$75,000 (\$150,000 for joint filers) and no credit is given to employees with a modified AGI of \$95,000 (\$190,000 for joint filers) or more.

Employees do not need to fill out a new Form W-4 unless they feel that the new tax tables will cause them to have taxes under-withheld by the end of the year. In particular, married couples with both spouses earning wages and individuals working multiple jobs at one time may want to file a new Form W-4 and claim either fewer withholding allowances on line 5 or request additional amounts to be withheld on line 6.

For additional help, employees may get the IRS Publication 919, “How Do I Adjust My Tax Withholding?” or visit the IRS website at www.irs.gov and use the “Withholding Calculator.”

To change their Form W-4, employees should contact their local Payroll offices.



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special employee advisory

March 30, 2009 • Page 1 of 1

Federal Income Taxes Temporarily Reduced

Employees will notice their April 3 paychecks are higher than normal due to a reduction in the amount of federal income taxes withheld.

The reduction is part of the “Making Work Pay” income tax credit included in the American Recovery and Reinvestment Act, which was signed into law on Feb. 17.

The reduction provides a \$400 individual income tax credit (\$800 for joint filers) for 2009 and 2010. Rather than taxpayers claiming the credit when they file their federal tax returns, the law directs employers to reduce the amount of income taxes withheld from paychecks at a pro-rated amount throughout the tax year.

For 2009, tax tables were designed to compress the entire credit into the time remaining after the law was signed. Employees checks issued on April 3 will have both the current pay period federal income tax reduction as well as the retroactive amount due for the time period since Feb. 17.

The credit begins phasing out at a modified adjusted gross income (AGI) above \$75,000 (\$150,000 for joint filers) and is totally phased out at a modified AGI of \$95,000 (\$190,000 for joint filers).

Employees do not need to fill out a new Form W-4 unless they feel that the new tax tables will cause them to have taxes under-withheld by the end of the year. In particular, married couples with both spouses earning wages and individuals working multiple jobs at one time may want to assess their Forms W-4 federal income tax withholdings. IRS Publication 919 provides additional guidance for tax withholding or visit www.irs.gov to use the “Withholding Calculator”.

To change their Form W-4, employees should contact their local Payroll Operations office.



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April 13, 2009 • Page 1 of 1

Transportation Policy Authority To Join Executive Team

Amtrak today announced the appointment of former Senate Commerce Committee staffer Stephen J. Gardner to the position of vice president, Policy and Development, effective today.

Gardner replaces Vice President of Strategic Partnerships and Business Development Anne Witt, who left the company on April 11. Gardner will report to President and CEO Joe Boardman.

As Vice President, Policy and Development, Gardner will be the lead executive responsible for formulating the policies necessary to carry out Amtrak's mission and strategic plan. Gardner will also oversee the railroad's general development and planning activities as Amtrak pursues growth and improvement through new business opportunities and partnerships. More detailed information about the department will become available as certain functions of the prior organization are integrated with other departments.

President and CEO Joe Boardman, said, "We are very fortunate to have Stephen join our executive team. His extensive transportation policy experience and practical knowledge of railroading make him the best person to help Amtrak formulate and execute the plans that will enable our railroad to grow and develop into a safer, greener, and healthier transportation company."

A recognized authority on transportation policy and legislation, Gardner was the lead surface transportation Democratic professional staff for the U.S. Senate Committee on Commerce, Science, and Transportation's Subcommittee on Surface Transportation and Merchant Marine Infrastructure, Safety, and Security. In this capacity, Gardner directed all legislative and oversight activities related to the safety, security, infrastructure, and operations of railroads, motor carriers, pipelines and hazardous materials

transportation, including overseeing all related Federal agencies.

During his five-year tenure in the Senate, he served on behalf of former Commerce Committee Chairmen Ernest F. Hollings and Daniel K. Inouye, and current Chairman John D. Rockefeller. Prior to his work with Commerce Committee, Gardner worked as legislative assistant for transportation to both Sen. Tom Carper and Rep. Bob Clement.

Prior to his policy work on Capitol Hill, Gardner held various railroad operating positions for Guilford Rail Systems and the Buckingham Branch Railroad.

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April 2, 2009 • Page 1 of 1

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April 13, 2009 • Page 1 of 1

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April 27, 2009 • Page 1 of 1

Amtrak Closely Monitoring Swine Flu Outbreak

The outbreaks of swine flu are being closely monitored by Amtrak's Health Services, and Environmental Health and Safety departments and its cross-departmental Pandemic Flu Task Group.

While at this time, about 20 cases of swine flu have been reported in the United States, the domestic and international situation warrants preparedness and serious attention.

Front line employees are directed to review the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 "Serious Communicable Disease Procedures" on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, "Public Health Guidelines," Section C). The manuals are posted on the Intranet, under "Library," "Wiki," and "Service Standards."

In addition, starting today, all crew briefings are required to include a detailed review of the Serious Communicable Disease procedures and information about swine flu symptoms. Hard copies of the procedures and the attached guidance from the Centers for Disease Control will be made available.

Employees should also take precautions, such as thorough and frequent hand washing, and covering your mouth with your sleeve or a tissue when you cough. Human-to-human spread of swine flu occurs in the same way as regular seasonal flu, through the coughing or sneezing of infected people.

"As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin," said Amtrak's Corporate Medical Director Dr. Tim Pinsky.

If an employee assists a co-worker or passenger who appears to have a respiratory illness and who may have traveled from an

area with confirmed cases of swine flu (at this time, Texas, Kansas, New York, California, Ohio, and Mexico), he or she should try to keep the ill person separated from others as much as possible (three to six feet). All employees should notify CNOC at (800) 424-0217 or ATS 734-2307 if they encounter someone who is exhibiting symptoms of the swine flu. CNOC will serve as a central clearinghouse for this information for trains and Amtrak locations.

Amtrak retains the right to refuse travel or remove from a train any passenger who poses a health hazard to other passengers or employees. Employees should follow proper procedures for doing so in a professional and discreet manner. This policy is printed on the back of each ticket and posted on Amtrak.com.

"We're taking this issue seriously and are working closely with the appropriate federal and state authorities. I am confident that our employees are capable of watchfully managing this kind of situation in a calm and deliberate manner," said Chief Operating Officer William Crosbie.

At this time, no cases of swine flu have been reported on Amtrak trains or facilities.

Amtrak will continue to monitor the situation and will keep you informed as needed.

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April 28, 2009 • Page 1 of 1

Retroactive Wage Adjustment To Be Issued May 1

This week, approximately 17,000 employees will receive the remaining 60 percent payment of the retroactive wage adjustment resulting from the 2008 contract settlements between Amtrak and the following unions:

ARASA (Maintenance of Equipment)
ARASA (Maintenance of Way)
ATDA
BLET
BMWE
BRS
IAM
IBB
IBEW
JCC
NCFO
SMWIA
UTU – Train Service
UTU – Yardmasters
UTU – Stewards

In a *Special Employee Advisory* dated March 19, President and CEO Joe Boardman announced that the retroactive wage payment would be made on May 1, 2009, on the 38th anniversary of Amtrak. “The original plan was to issue back pay on a union-by-union basis like the first round of payments, meaning some of you would not receive your check until July. But we want to get the money to you sooner rather than later,” said Boardman.

Please take note of the following reminders:

When the first 40 percent payments were made in 2008, employees who performed service under more than one union contract may have received separate checks/direct deposit statements and summary statements for adjustments made under different contract settlements. The payment made on May 1 will consist of a single check/direct deposit statement, consolidating the 60 percent payment due under all summary statements and contract settlements.

For your reference, the summary statements issued in 2008 reflect the 40 percent payment, the 60 percent payment being made this week and the sum of the two. If you do not have the summary statements sent to you last year, you may obtain a replacement by contacting your local field Payroll Office.

Only hours paid for or worked are included — payments for things such as differentials, meal allowances and travel reimbursements are not included in the wage adjustments.

In accordance with the terms of the contract settlements, Amtrak did not deduct contributions toward your 401(k) plan from the retroactive wage adjustment checks. In addition, this payment is subject to the federal 25 percent supplemental payment tax withholding rate, as well as any percentage-based creditor or tax levy deductions, such as state and local taxes. Depending on the state in which you reside, a mandatory supplemental state tax rate may apply as well. Railroad Retirement taxes are deducted at the same percentage as normal up to the annual maximum.

Garnishments related to child support are exempt unless the employee is behind on or in arrears on required payments. If this is the case, then a deduction was made for child support.

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April 27, 2009 • Page 1 of 1

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At this time, no cases of swine flu have been reported on Amtrak trains or facilities.

Amtrak will continue to monitor the situation and will keep you informed as needed.

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August XX, 2009 • Page 1 of 1

O'Connor Selected To Lead Police and Security Department

Amtrak Chief of Police John O'Connor has been chosen to head the Police and Security department, effective Sept. xx.

The consolidation of the Amtrak Police Department and the former Office of Security Strategy and Special Operations began in late May, which O'Connor managed on an interim basis.

As chief and vice president of Corporate Security, O'Connor will oversee all law enforcement and security activities at Amtrak, consisting of Patrol, Special Operations Corporate Security divisions. He will continue to report to Chief Operating Officer William Crosbie.

“Placing these functions under one cohesive structure yields a unified approach to policing and security,” said Crosbie. “Among other accomplishments, Chief O'Connor has established ties with local, state and federal agencies to extend the reach of the APD — it's that kind of vision and leadership that he will also apply to counterterrorism polices and strategies.”

O'Connor joined Amtrak in 1998 as commanding officer of the Metropolitan Division in New York. Before joining the Amtrak, he served with the Long Island Rail Road Police Department for 25 years.

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October xx, 2009 • Page 1 of 2

Message From Joe Boardman

Dear Co-Workers,

Next month, I'll be celebrating my first year anniversary as president and CEO of Amtrak.

Over the course of the last 11 months, I have learned a great deal from many of you. I know that you are enthusiastic about what the future holds for Amtrak but may be uncertain about how it all comes together. We continually face an identity crisis because it's not always clear what Amtrak is supposed to be. I don't blame you — for a host of reasons, it's not always been clear.

That is in large part why I made developing our strategic vision a priority when I joined the company. We have compiled a document that establishes broad goals, creates key performance indicators to measure progress, and outlines the opportunities and challenges facing Amtrak as we pursue a growth-oriented mission.

Our strategic vision, along with the five year financial plan we submitted to Congress on Oct. 1, encompasses our strategy for continuing the growth we've seen since 2002 and better positioning ourselves to maximize this historic moment in federal and state support for more passenger rail service.

As you know, we're in the midst of a midst of a transformational chapter for Amtrak and passenger rail. We have laws in place that provide the direction set by policymakers, and unprecedented support for growth of passenger rail. The goals are aligned with the Passenger Rail Investment and Improvement Act of 2008 and by the Obama administration's Vision for High-Speed Rail in America.

On our own and with the help of stimulus funds, we are making and will continue to make significant and enduring investments in areas such as equipment, infrastructure and stations; the technologies that power our business processes; and our workforce.

The six goals are to be safer, greener and healthier and to improve its financial performance, its customer service, and meet national needs.

Clear goals are of vital importance for a company; values are just as important because they guide how we go about achieving those goals. Safety, Customer Focus, Continuous Improvement, Teamwork Employee Involvement, Integrity, Employee Development, Innovation and Goodwill.

Safer PTC and Safe-2-Safer
Greener
Healthier

- Financial health
- growth in state supported service, like the new partnership with Virginia and new service to Lynchburg and Richmond in Dec. additional Piedmont service in North Carolina and Cascades (eight frequency increases and/or route extensions, two new partnerships 2010-2014 (also customer service improvement) reliability SOGR infrastructure, fleet (fleet plan with grant and leg request), technology infrastructure/efficiencies, such as – SAM to integrate the key operational, financial and human resources business processes and technologies, replacing outdated systems (improved inventory management, etc.), next generation reservations system and e-Ticketing

Customer Service improving overall experience Mobility First to advance removing physical barriers to train access and boarding for mobility-impaired passengers. E-ticketing and reservations systems, route performance improvement programs, on-board wi-fi, Amtrak.com Financial Performance responsibility to operate efficiently as possible using Key Performance Indicators – ticket revenue growth of 20% from 2010-2014 National Needs

Challenges – national economy, condition of state budgets,



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October 12, 2009 • Page 2 of 2

Think of it as our own state of the railroad and the opportunities and challenges we face.

FY 2010-2014 Five Year Financial Plan

moment of great opportunity and how we harness

It's difficult to be part of something if the mission is unclear.

We can have the best strategy in the world, but it's no good if we don't own it and live it. Otherwise it's a hollow gesture.

It's our own state of the railroad

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special employee advisory

October xx, 2009 • Page 1 of 2

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Next month, I'll be celebrating my first year anniversary as president and CEO of Amtrak. Over the course of the last 11 months, I have learned a great deal from many of you. I know that you are enthusiastic about what the future holds for Amtrak but may be uncertain about how it all comes together. We continually face an identity crisis because it's not always clear what Amtrak is supposed to be. I don't blame you — for a host of reasons, it's not always been clear.

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As you know, we're in the midst of a midst of a transformational chapter for Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act of 2008 (PRIIA) provides the direction set by policymakers, and we're seeing unprecedented support for growth of passenger rail. The goals are aligned with the and by the Obama administration's Vision for High-Speed Rail in America.

Our strategic vision is built on six fundamentals goals to be safer, greener and healthier and to improve financial performance, customer service and meet national needs.

On our own and with the help of stimulus funds, we are making and will continue to make significant and enduring investments toward those goals.

We're creating a safer environment with Safe-2-Safer and installation of Positive Train Control. We're pursuing multiple avenues to be better stewards of our environment.

We're striving to become healthier by increasing ridership and pursuing growth in state-supported service, like the new partnership with the Commonwealth of Virginia, a second Amtrak *Cascades* roundtrip to Vancouver and impending additional *Piedmont* service in North Carolina. We're investing to bring our equipment and infrastructure to a state of good repair and making progress toward improving station accessibility for those who are mobility impaired. With Strategic Asset Management, we're revamping the technologies that power our key operational, financial and human resources business processes to replace outdated systems and redundant or inefficient processes with integrated systems.

We're also aiming to improve customer service with a next-generation reservations system and e-Ticketing and the soon-to-be re-launched Amtrak.com.

As Amtrak grows, so does our capacity to meet national needs, such as national emergency response, congestion mitigation, emissions reduction, and reduction in demand for foreign oil.

Clear goals are of vital importance for a company; values are just as important because they guide how we go about achieving those goals. Many of the investments we're making call for a new way of thinking and working together.

Our future together is not without challenges — the state of the national economy and condition of state budgets are a few factors that could hamper our growth.

We also need you. We can have the best strategy in the world, but it's no good if we



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special employee advisory

October 13, 2009 • Page 2 of 2

don't own it and live it. It's difficult to be part of something if the mission is unclear, so take the time to understand the opportunities and challenges we face.

That's why I encourage you to visit the Intranet or Amtrak.com to read our Strategic Mission and our FY 2010-2014 Five Year Financial Plan. In an effort to be greener, we've printed a couple copies for a number of locations, but if you would like your own printed copy, please call or e-mail to request one.

Please distribute at all safety meetings and post on all employee bulletin boards.



special employee advisory

December 4, 2009 • Page 1 of 1

Wage Expense and Tax Changes Will Impact Payroll for Agreement Workers

Effective Jan. 1, Amtrak will be making changes to wage codes and begin withholding taxes from certain payments to employees in accordance with current IRS regulations.

The changes will impact how employees input wages and expenses into the payroll system. Tax withholdings required by the IRS will primarily affect some employees in the Engineering and Mechanical departments.

Per diem allowances for meals for employees in travel status (away over night) will continue to be considered a non-taxable reimbursement. However, payment of per diems and meals for employees who are not in travel status (not in lodging), including meals provided to employees in connection with working overtime must be considered taxable income according to IRS regulations. Additionally, weekly travel allowances must also be considered taxable income.

Uniform allowances will remain non-taxable as long as the employee certifies uniform maintenance expenses quarterly.

It is important to note that there are no changes to any labor contracts.

Over the coming weeks, Finance will transition to the new wage code system and provide training for timekeepers in order to implement this change for the first payroll of 2010.

Attached to this advisory is an information sheet detailing the new wage code system and the associated tax implications. Employees may want to consult with a tax advisor for assistance on ways they may be able to deduct these payments on their personal tax filings.

For questions and concerns, contact Amtrak Payroll at 877-268-7251.

Please post on bulletin boards and distribute at safety briefings.



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December 14, 2009 • Page 1 of 1

Congress Passes Amtrak Appropriations for FY 2010

Amtrak's FY 2010 Appropriations bill has been approved by Congress and is expected to be signed by the president as early as today. The Departments of Transportation and Housing and Urban Development, and Related Agencies Appropriations Act of 2010 contains \$1.565 billion in federal support for Amtrak, comprising \$563 million for operating, \$594 million for capital, \$264 million for debt service, and \$144 million to be used for ADA compliance.

While it is the highest appropriation in Amtrak history, it falls short of the \$1.8 billion that was authorized by Congress in the Passenger Rail Investment and Improvement Act and what was subsequently requested by Amtrak in February 2009.

The bill also contains a provision that requires Amtrak to implement the procedures necessary to provide storage and carriage of firearms in checked baggage cars and at Amtrak stations that accept checked baggage, within one year of the bill's enactment. Amtrak's current policy prohibits all firearms, ammunition and other weapons aboard its trains. This includes any being carried on the person, in carry-on baggage or in checked baggage, and applies regardless of whether a passenger has a permit to carry a firearm or weapon.

The current policy remains in effect until it is announced that Amtrak will begin accepting firearms in checked baggage, as required by December 2010. Given the media coverage on this issue and the potential for confusion, guidance to front line employees is being issued this week. Further information will be provided as developments occur.

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The changes will impact how timekeepers input wages and expenses into the payroll system. Tax withholdings required by the IRS will primarily affect Engineering and Mechanical employees in only a small number of cases.

Per diem expenses that will now be taxed include those for lodging, travel allowances and overtime meals paid as required by labor agreements when an employee does not actually require such lodging or has undocumented travel allowances or overtime meal allowances for his or her work assignment.

Uniform allowances will remain non-taxable as long as the employee certifies uniform maintenance expenses quarterly.

It is important to note that there are no changes to any labor contracts.

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February 11, 2009 • Page 1 of 1

New CFO Appointed

D.J. Stadler has been appointed to serve as the chief financial officer. Stadler joined Amtrak as chief of staff to President and CEO Joe Boardman last month. Stadler has 20 years of experience in federal financial management and most recently served as deputy CFO at the Federal Railroad Administration.

The appointment follows the departure of William H. Campbell from Amtrak yesterday. Campbell had served as CFO since he joined the company on May 21, 2007.



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February 10, 2009 • Page 1 of 1

Acting CFO Appointed

D.J. Stadler has been appointed to serve as acting chief financial officer. Stadler joined Amtrak as chief of staff to President and CEO Joe Boardman last month. Stadler was most recently the director in the Office of the Budget at the Federal Railroad Administration.

The appointment follows the departure of William H. Campbell from Amtrak yesterday. Campbell served as CFO since he joined the company on May 21, 2007.

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special employee advisory

February 12, 2009 • Page 1 of 1

Final Version of Stimulus Bill Scheduled for Vote

The economic stimulus legislation is currently slated for votes by the House and Senate by week's end and is expected to be signed by President Obama early next week.

The legislation is expected to contain capital funds aimed at creating jobs that will help enhance and improve passenger rail service provided by Amtrak and in partnership with states. The money may only be used to fund or accelerate capital projects.

The company is extremely pleased that Congress has provided significant capital in the bill that would help Amtrak attain a state of good repair and provide more efficient and reliable customer service while providing jobs to workers.

Once the legislation is passed, Amtrak will reconcile its priority list with the bill's final provisions. Information about those details will be shared once it's available.



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January 7, 2009 • Page 1 of 1

Update: Important Information for Inauguration Day

Amtrak is preparing for an exceptional day on Jan. 20, when an unprecedented number of people will travel by train to and from Washington Union Station for Inauguration Day. The multi-faceted operation, coupled with the extraordinary security measures in place that day, will be one for Amtrak's history books, as well as the nation's.

"Being part of this historic event and playing such an important role in bringing people to Washington is a once-in-a-lifetime opportunity," said Chief Operating Officer William Crosbie. Part of the overall inaugural experience for many people will involve Amtrak, and it will be a lasting memory.

Be Part of History

While Jan. 20, 2009, is considered a full working day, volunteers are needed at New York Penn, Philadelphia, Wilmington, Baltimore and Washington that day. Volunteers will be given a special commemorative button, and be provided lunch at the end or start of their respective shifts. Employees who want to volunteer should first check with their supervisor; managers are encouraged to allow their direct reports to volunteer when possible.

A large number of employees will be needed in Washington. Those who sign up to volunteer at Union Station may attend — **but are not required to** — an optional walk-through on Jan. 19.

To volunteer in New York, contact Mike Gallagher at ATS 521-7278 or GallagMk@amtrak.com. For Philadelphia or Wilmington contact Rick Gadbois at ATS 728-2151 or GadboiR@amtrak.com. To volunteer at Baltimore or Washington, contact Ken Wiedel at ATS 777-3078 or WiedelK@amtrak.com.

Getting To and From Work

Employees in the D.C. area should plan their commutes to and from work in advance. Build extra time in anticipation of delays due to road and bridge closures, and crowding. Check www.inauguration.dc.gov and your local

news for information about your commuting options, as they are subject to change. The Union Station garage is expected to remain open, but accessible only via H St. In addition, parking is available at the Ivy City coach yard, where a special shuttle train will be available to take employees to and from the station.

MARC and VRE commuter trains will be all-reserved service on Jan. 20; however, MARC is permitting Amtrak employees reporting for work that day to ride free using their flash pass.

VRE has informed Amtrak that all employees who plan to use VRE on Inauguration Day to come to work will need to submit information to be issued a ticket. There will be no flash passing on VRE.

To obtain a VRE ticket for Jan. 20, employees must supply the following information to Human Resources Service Manager Elisha Lewis via e-mail (LewisE@Amtrak.com) by Jan. 9:

- Employee Name
- Departure and Destination Stations
- Train Number and Time of Departures

This information will be forwarded to VRE and tickets will be issued. Once the information has been submitted to VRE, instructions will be provided on where employees can pick up their tickets. Flash passes will not be accepted on VRE.

Because contractors do not have rail travel privileges and will not be allowed to submit a VRE ticket request or use their badge for MARC travel, contractors will be required to make their own arrangements on Jan. 20.

Both services will operate on adjusted schedules and not all stations will be served. Amtrak employees are expected to stand on full trains. Normal flash pass privileges will apply to Amtrak trains.

Displaying proper Amtrak identification while on the property is always required, and it must be visible and worn above the waist.



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**Please post on all bulletin boards
and distribute at all safety briefings.**

special employee advisory

January 14, 2009 • Page 1 of 1

Inauguration Day Information

The company is prepared for a historic day on Jan. 20 and will execute a well-orchestrated security, operational and customer service plan to manage the crowds headed to and from Washington Union Station.

Getting To and From Work in D.C.

Employees should plan their commutes to and from work in advance. Build extra time in anticipation of delays due to road and bridge closures, and crowding. Monitor www.inauguration.dc.gov and your local news for information about your commuting options, **as they are subject to change.**

“We know that getting to work for most of us in the D.C. area is going to require extra effort and planning,” said President and CEO Joe Boardman. “If you haven’t yet planned your commuting options, you should do so and please let your supervisor know immediately if you have concerns about getting into work on the 20th.”

The Union Station Metro stop will be open and will run service from 4 a.m. to 2 a.m. The Union Station garage is expected to remain open, but accessible only via H St. Employees should be prepared to show their Amtrak ID to park.

Employees at 10 G Street must show their Amtrak ID and their Sensormatic card to enter the building. Amtrak monthly parkers at 10 G will have access to the garage via their Sensormatic card. The garage will be closed to all other vehicles.

In addition, parking is available at the Ivy City coach yard, where a special shuttle train will be available to take employees to and from the station. Between Jan. 19 at 10 p.m. and Jan. 21 10 a.m., the shuttle will leave the Ivy City Commissary parking lot at 40 minutes past the hour, and from Track 30 to the parking lot 10 minutes past the hour (please see attached schedule for details).

MARC and VRE commuter trains will be all-reserved, will operate on adjusted schedules and will not serve all stations. Where possible, employees are encouraged to ride Amtrak trains, and normal flash pass privileges will

apply. MARC is permitting Amtrak employees reporting for work that day to ride free using their flash pass.

Flash passes will not be accepted on VRE. Employees who requested VRE tickets and received an e-mail confirmation from Elisha Lewis should pick up tickets today through Friday, Jan. 16, **at window 15 in Washington Union Station** between 12 noon and 4 p.m. Employees will need to show ID and sign for the tickets. Please ask for Ms. Faye Hinton.

In all cases, Amtrak employees are expected to stand on full trains. Because contractors do not have rail travel privileges (and were not allowed to submit a VRE ticket request or use their badge for MARC travel), they must make their own travel arrangements.

Volunteering at Stations

Thank you to all of the employees that have answered the call to volunteer at New York Penn, Philadelphia, Wilmington, Baltimore and Washington on Jan. 20.

Because of the special circumstances at Union Station on Inauguration Day, volunteers in Washington are encouraged to attend a walk-through at the Starlight Room on Jan. 19. You’ll be contacted directly about your shift assignment and what time the walk-through will take place. If you can’t make it, you will be briefed before your shift. After reporting to the Starlight Room on Jan. 20, volunteers will be paired with a law enforcement officer who will serve as their zone captain and be assigned a post for the duration of their shift.

Employees who have committed to working should return the volunteer form to Ken Wiedel no later than tomorrow. If you did not sign up to volunteer in Washington and would still like to do so, please call or e-mail Ken at [ATS 777-3078](tel:777-3078) or WiedelK@amtrak.com.

As of 2 p.m. on Jan. 20, most of Union Station, including the food court and retail shops, will be closed to the public and Amtrak employees (this does not include the offices).

As always, displaying proper Amtrak identification while on the property is required, and it must be visible and worn above the waist.



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special employee advisory

January 30, 2009 • Page 1 of 1

Board of Directors News

The following press release is being issued today:

Amtrak Board Names Thomas Carper of Illinois as Chairman

Former Chairman Donna McLean Becomes Vice Chairman

At its regularly scheduled meeting yesterday, Amtrak's Board of Directors unanimously agreed to name Thomas Carper of Illinois as Chairman of the Board. Carper, who has served in various Illinois state and local government positions, including Mayor of the City of Macomb, has been a director on the Amtrak board since March 2008. At the same meeting former Chairman Donna McLean was named Vice Chairman, replacing Hunter Biden, who remains as a board member.

Carper said, "Everything we have done as a board, we've done as a unified body, and this change in our hierarchy is no exception. That this was a unanimous and non-contentious decision is testimony to that fact. I look forward to tackling the exciting challenges and opportunities that lie ahead. Amtrak is ready to play a growing role in strengthening our transportation system and our economy."

The five-member board consists of four voting members, two Democrats, Carper and Biden, and two Republicans, McLean and Nancy Naples. Amtrak President and CEO Joseph Boardman is a non-voting member of the board.

Former Chairman McLean, who was named Vice Chairman, said, "With the change in administration, it's best for the company to have Tom as Chairman. I am pleased to be able to work with Tom and the rest of the board as we face the exciting and challenging years ahead."

As part of the Passenger Rail Investment and Improvement Act of 2008, the Board of Directors of the National Railroad Passenger Corporation (Amtrak) is expected in 2009 to expand to nine members from its current allotment of seven positions, five of which are currently occupied. The President nominates and the U.S. Senate confirms Amtrak Board members.



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special employee advisory

July 2, 2009 • Page 1 of 1

Amtrak Ethical Conduct and Non-Retaliation Notice

As part of Amtrak's commitment to ethics and compliance, all directors, officers and employees of Amtrak have a duty to promptly report any actual or suspected misconduct.

Failure to fulfill this duty is a violation of Amtrak's Code of Ethics and may result in disciplinary measures up to and including dismissal in appropriate cases. Failure to report actual or suspected misconduct also may expose the company and its directors, officers and employees to potential criminal and civil penalties, and damages to the company's reputation.

If you have questions about the Code of Ethics or concerns about someone's workplace conduct, first contact your manager. If you do not feel comfortable doing this, you may contact other Amtrak resources available to you:

- The Amtrak Ethics Information Hotline, or
- Amtrak's General Counsel and Corporate Secretary, or
- Amtrak's Office of Inspector General

Amtrak also has a non-retaliation policy that prohibits retaliation against an employee for raising a concern or reporting actual or suspected misconduct in good faith. Anyone may contact the Amtrak Ethics Information Hotline (1-866-908-7231) if they have compliance questions or concerns, and callers

have the right to remain anonymous, if they wish.

Investigations will be conducted in as confidential a manner as possible, depending upon the circumstances presented. Additionally, all employees should be free from fear of retaliation or reprisal, and are authorized to report actual or suspected misconduct to members of Congress, and freely answer questions from Congress without notifying management, if they so desire, regarding the misconduct.



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special employee advisory

July 14, 2009 • Page 1 of 1

A Message from President and CEO Joe Boardman

Dear Southern California Amtrak
Employees:

I thought it might be helpful for you to get a note from me about what we have been doing to grow our business in Southern California.

For those of you that haven't heard yet, we have been working hard to demonstrate Amtrak's interest in operating the Metrolink service to the SCRRA Board of Directors. We believe they have listened to our message and that we've helped them think through many of the issues and challenges that exist if they assume operation of their trains in-house.

First and foremost, we have put forth our belief that Amtrak has the people, the skills, and the experience to be the best operator of the Metrolink services. This strength and experience comes from the men and women of this company, and it not only includes each of you in Southern California, but all of those that work for Amtrak across the United States. We can bring expertise from any one of thousands of people to help address challenges if needed, and we do so on a frequent basis.

When I visited you this past spring, I tried to get out and see as much of our operations that I could, and when I came in contact with you, I both thanked you for your work and said that I would work to pay attention to West Coast issues. I said you were important to me and to our future. I spent a week parked right in the middle of the L.A. Union Station, staying overnight on the Beech Grove

business car so that I would see what we were doing close up and meet more of you in the process. Amtrak is ready to grow, and to provide even greater mobility and connectivity to our nation. We'd like to see the men and women who operate trains for Metrolink today join our Amtrak family and we are working hard to do that in a professional way.

Wherever you work for us in Southern California please know that our future is bright and that we are here to be the safest passenger railroad in the world. I know, and I believe that we all know, that to be a safer, greener, and healthier Amtrak, we need to work together as a company and with our partners. No matter how the SCRRA decides to go forward on Metrolink operations, we will work with the men and women that are employed there to make things better.

Thank you, for everything you do and I will see you this fall for the PSSA program.

Sincerely,



Joe Boardman



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special employee advisory

July 30, 2009 • Page 1 of 1

Incoming Chief Mechanical Officer Selected

Deputy Chief Mechanical Officer Mario Bergeron has been chosen for the position of chief mechanical officer, replacing Vince Nesci, who will officially retire on Oct. 2 after 33 years at Amtrak.

Starting his new position on Aug. 1, Bergeron will work hand-in-hand with Nesci through the transition.

“Mario’s collaborative leadership style and thorough knowledge of the business will help position Amtrak as the provider of choice for passenger rail fleet and mechanical services in this era of growing demand for passenger rail,” said Chief Operating Officer William Crosbie.

Bergeron has more than 20 years of experience in the railroad industry. Before joining Amtrak as deputy chief mechanical officer in 2005, he served in a number of headquarter and field-based Mechanical Services positions at CP Rail, including director of Locomotive Maintenance and Planning and director of Car Maintenance and Planning.

Please distribute at all safety meetings and post on all employee bulletin boards.



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Starting his new position on Aug. 1, Bergeron will work hand-in-hand with Nesci through the transition.

“Mario’s leadership qualities and thorough knowledge of the business are, and will continue to be, assets to Amtrak, particularly as we prepare for increased demand for equipment,” said Chief Operating Officer William Crosbie.

Bergeron has more than 20 years of experience in the railroad industry. Before joining Amtrak as deputy chief mechanical officer in 2005, he served in a number of headquarter and field-based Mechanical Services positions at CP Rail, including director of Locomotive Maintenance and Planning and director of Car Maintenance and Planning.

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July 31, 2009 • Page 1 of 1

Safe-2-Safer Kicks Off in August

*Implementation To Take Place in
Phases Over the Coming Months*

Beginning with an employee survey in August, Amtrak will begin implementing over the course of the next few months a company-wide initiative to reduce safety and security risks.

Safe-2-Safer aims to reduce injuries by creating a more collaborative environment in which employees are enabled to change at-risk behaviors to safe behaviors.

“Safe-2-Safer isn’t meant to replace good safety and security practices in place now. It will make them more effective by changing the way managers and employees work together to make sure we all go home safely every day,” said Vice President of Transportation Richard Phelps, who has been tapped to lead its implementation.

Starting Monday and over the course of the next three weeks, all employees will be asked to complete a voluntary survey that will help drive the areas of focus for Safe-2-Safer. The surveys will be completed anonymously, and no answers can be traced back to any individual.

Safe-2-Safer will be implemented in phases, kicking off first in the Mid-Atlantic region, and rolled out in other parts of the country over the next six months.

While Amtrak has made great strides in reducing injuries — a 60 percent reduction since 2004 — the

goal is to reduce injuries even further, as the name suggests.

“Our senior management team and I are fully committed to making Amtrak safer and healthier. We’re seeking support and participation from our unions, our managers and you to get there,” said President and CEO Joe Boardman.

Safe-2-Safer centers on creating a work environment where employees replace at-risk actions with safe ones while removing any barriers that may hinder an employee’s ability to work safely. This is accomplished through training, ongoing coaching and greater accountability for supervisors; and broader employee engagement through peer-to-peer feedback.

Employees in the operating departments will be most directly involved with Safe-2-Safer, but everyone benefits from a safer and more collaborative working environment. Research shows that companies that sustain excellent safety records also perform better overall.

“This is a process and things aren’t going to change overnight,” said Phelps. “But if we all stay open minded and get behind this program, I have no doubt that we can make lasting improvements. At the end of the day, this is about keeping everyone safe, not statistics.”

For additional information, please read the Q and A that accompanies this advisory (also available on the Intranet under “Safety.”)

Please print and distribute this advisory and the attached Q and A to all employees who do not have Amtrak e-mail accounts.



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June 11, 2009 • Page 1 of 1

H1N1 Flu Outbreak Elevated to Phase 6 Pandemic

The World Health Organization today raised the H1N1 flu pandemic alert level to Phase 6 in response to the ongoing spread of the virus. According to the Centers for Disease Control, the Phase 6 designation, which indicates that a global pandemic is underway, was issued only because the virus is spreading geographically, not because the illness caused by the H1N1 virus has become more severe.

Over the past several weeks, the virus has spread to more than 70 countries. In the U.S., most infected persons have recovered without medical treatment; however, CDC anticipates more cases, more hospitalizations and more deaths in the coming weeks.

“Even though the outbreak is garnering less visibility in the media, it is still a very serious issue and we must all continue to exercise vigilance and caution,” said Chief Operating Officer William Crosbie. “Our Pandemic Flu Emergency Plan is still in effect and the Task Group continues to meet on a regular basis.”

Crosbie emphasized that Amtrak operations continue as normal, but employees should continue to follow the protocol set up for handling customers, passengers and co-workers who show symptoms of the virus. As a reminder, all potential cases should be reported to CNOC at (800) 424-0217 or ATS 734-2307. CNOC is serving as the central clearinghouse for all suspected cases of H1N1 flu on board trains or in Amtrak facilities.

H1N1 symptoms include a sudden onset of fever greater than 100°F AND coughing, sore throat and/or stuffy or runny nose.

Front line employees should still be implementing the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 “Serious Communicable Disease Procedures” on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, “Public Health Guidelines,” Section C). The manuals are posted on the Intranet, under “Library”→ “Wiki”→ “Service Standards.”

Each employee is urged to thoroughly wash his or her hands on a regular basis and to always cover his or her mouth with a sleeve or tissue when coughing or sneezing.

Please distribute at all safety meetings and post on all employee bulletin boards.



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June 18, 2009 • Page 1 of 1

Amtrak Inspector General to Retire

Fred E. Weiderhold, Jr. served Amtrak for 35 years

Amtrak Inspector General Fred E. Weiderhold, Jr. today informed the Chairman of the Amtrak Board of Directors that he is retiring after 35 years of loyal service to the railroad.

“As Amtrak’s first and only Inspector General, Fred has made important contributions in helping the Board of Directors understand key issues facing the railroad and made useful recommendations to improve how we do business,” Amtrak Chairman Thomas Carper stated. “We thank him for his dedicated service to Amtrak and wish him well in his retirement.”

Carper added that under the federal Inspector General Act, the Amtrak Inspector General is appointed by the Chairman of the Board of Directors. Carper said he takes this responsibility seriously and will soon undertake a search for a replacement that can continue to maintain the integrity, independence and objectivity required of the position.

In addition, Carper said that he has confidence in the Inspector General staff and expects them to carry on their important work during this interim period, including providing effective oversight of how Amtrak is handling the stimulus funds it received from the American Recovery and Reinvestment Act.

Mr. Weiderhold has been the only person to serve as the Amtrak Inspector General since former Amtrak Chairman W. Graham Claytor, Jr. asked him to

establish the Amtrak Office of Inspector General (OIG) in 1989. Previously, he was Amtrak's first Special Assistant to the chairman for Employee Relations, conducting special investigations and acting as the company's first employee ombudsman. He has been one of the longer serving Inspectors General within the OIG community.

Chairman Carper has appointed as interim Inspector General the Honorable Lorraine A. Green, vice president of Human Resources and Diversity Initiatives who will temporarily leave her position to establish an appropriate distance from day-to-day management decisions. She previously was a Senate confirmed deputy director of the federal Office of Personnel Management and served on the President’s Council on Integrity and Efficiency with all the Inspectors General who are appointed by the President.

Paula Porter, assistant vice president of Human Resources, will serve as the acting head of the Human Resources and Diversity Initiatives department.

Please distribute at all safety meetings and post on all employee bulletin boards.



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Message from Joe Boardman

When I came here last November, one of the first things I said I wanted was a more collaborative working relationship within this company. We cannot create a safer, greener or healthier company without working together to do it. Our world today is often about being self-sufficient and self-focused, but that is not the reality of how we live and work — it takes all of us to run this railroad.

We all know that being safer is a worthwhile goal, and railroading has a long history of developing work rules that, when followed, provide for a safer and more secure workplace.

Amtrak has a good safety record, but it could be better. The rules of compliance will remain as required by the Federal Railroad Administration and others, but to really make the kind of improvements we need to make, we must make changes to how we do our jobs.

From the time I walked in the door, I believed that I would find wonderful people at Amtrak that I not only would come to trust and depend upon, but that are also ready to become involved in the importance of what we do for our nation and in improving our workplace.

I've now traveled around our system (don't worry, if I have not been where you are yet, I'm not done traveling) and based on my conversations with employees, I believe that we are capable of improving safety in a different way. After several months of planning and preparation, Chief Operating Officer Bill Crosbie and I have asked Vice President of Transportation Richard Phelps to lead a transition to a completely new approach to safety and security.

We'll be embarking on a multiyear risk-reduction approach to safety and security that will involve every level of management — starting with me and the executive team — to supervisors and front line employees, and then back up through management to me. The centerpiece of this involves training, coaching and accountability for managers and supervisors; and broader engagement on your part. **The tragic Metrorail accident here in Washington, D.C., earlier this week underscores the importance of safety and reaffirms my commitment to this effort.**

We're not going to eliminate safety and security practices that work. We're not going to ease our focus on compliance. But it's about engaging all of us in a new way.

While there will be a particular focus on the operating departments, all departments are going to benefit. It's no coincidence that companies that sustain safety excellence are also high performing organizations.

It won't be perfect, and that's true because we are human and those two things (perfect and human) just don't belong together. But it will be backed by a commitment from me, Bill Crosbie, Richard Phelps and senior management to improve our safety and our interaction through collaboration on this railroad. It's about a fundamental and enduring shift in the way we work together, and that won't happen overnight.

You'll be hearing more about this in the coming months. It will take all of us to make Amtrak safer, greener and healthier. I look for your support; you have mine.

Sincerely,

Joe Boardman
President and CEO

Message from Joe Boardman

When I came here last November, one of the first things that I said I wanted was a more collaborative working relationship within this company. We cannot provide a safer, greener or healthier company without working together to do it. Our world today is often about being self-sufficient and self-focused. But that is not the reality of how we live and work — it takes all of us to run this railroad.

We all know that being safer is a worthwhile goal, and railroading has a long history of developing work rules that when followed provide for a safer and more secure workplace. Amtrak has a good safety record, but it could be better. The rules of compliance will remain as required by the Federal Railroad Administration and others, but to really make the kind of improvements we need to make, we must make changes to how we live our jobs.

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You'll be hearing more about this in the coming months. It will take all of us to make Amtrak safer, greener and healthier. I look for your support, you have mine.

Jb.

special employee advisory

June 26, 2009 • Page 1 of 1

A Message from Joe Boardman Major safety initiative to begin soon

Dear Co-workers,

When I came here last November, one of the first things I said I wanted was a more collaborative working relationship within this company. We cannot create a safer, greener or healthier company without working together to do it. Our world today is often about being self-sufficient and self-focused, but that is not the reality of how we live and work — it takes all of us to run this railroad.

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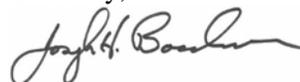
We're not going to eliminate safety and security practices that work. We're not going to ease our focus on compliance. But it's about engaging all of us in a new way.

While there will be a particular focus on the operating departments, all departments are going to benefit. It's no coincidence that companies that sustain safety excellence are also high performing organizations.

It won't be perfect, and that's true because we are human and those two things (perfect and human) just don't belong together. But it will be backed by a commitment from me, Bill Crosbie, Richard Phelps and senior management to improve our safety and our interaction through collaboration on this railroad. It's about a fundamental and enduring shift in the way we work together, and that won't happen overnight.

You'll be hearing more about this in the coming months. It will take all of us to make Amtrak safer, greener and healthier. I look for your support; you have mine.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June xx, 2009 • Page 1 of 2

Fpay increase

One of the things that really struck me as I traveled around the system is how welcoming Amtrak employees have been toward me.

I'd like to think that it's me they're happy to see, but I think it goes deeper than that. I think people are recognizing that things are really looking up for passenger rail and Amtrak, and that you've got a person in charge that is committed to

People feel good when they feel like they're part of something that's moving forward.

And people are seeking us – we're hiring enthusiastic, skilled and bright individuals that see a future for Amtrak that's real. We're keeping conductors, etc.,

Please welcome those people and show them the best that Amtrak can be. We've not always been good about helping new people along, and maybe you didn't get the introduction to Amtrak you'd expected. But don't let that cloud your thinking and affect the spirit of the new generation

We need to be putting money into the network in anticipation of the demand that's coming.

We are currently in the midst of the most dynamic period in Amtrak history. With unprecedented political support, federal resources for growth and improvement of passenger rail, the infusion of stimulus funds for capital improvements we've had to put aside for years and direction from Congress that enables us to plan beyond the current fiscal year, together we're writing a new chapter in the Amtrak story.

As I travel throughout the system, I meet employees who seem excited about our future — they're happy they work for Amtrak. Most of you

feel a degree of pride in what you do that is hard to find in other sectors. And we are moving forward. We have a lot of improvements to make and they won't all change things overnight. But the truth is that we're

It's challenging when equipment is run down, or systems aren't integrated,

Part of that new chapter involves building a workforce enthusiastic and bright men and women joining Amtrak for the first time. We receive thousands of resumes every day from people who dream about working here. If you are a recent new hire, welcome aboard. If you are a new XXXposition, your skills and talents rose above XXnumber of applicants. Or maybe you're a XXposition — you beat XXX number others competing for your job.

The skeptics will argue that we're attracting intelligent and qualified people because of the state of the economy. Not so. While there is certainly a larger applicant pool, there are people who see a future for Amtrak and they want to be part of it.

If you're an Amtrak veteran, please help show our new hires the ropes and introduce them to the system. Maybe you didn't get the benefit of someone taking you under his or her wing or even give you a mere introduction, and that is a shame. But I ask you to rise above that and to welcome our new hires with open arms.

We are positioning ourselves as the employer of choice

Skeptics will say that the state of the economy is the reason. That's possible.



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special employee advisory

June 26, 2009 • Page 2 of 2

We have added 222 employees to our engineering force to deal with ARRA-related expansion

ARRA funding has allowed us to add 52 mechanical employees at our Bear Delaware facility and another 108 employees at our backshop in Beech Grove, Indiana.

advance the transformational vision for passenger rail service in the United States.

5

Maybe it's because I'm the CEO and I'm still in my honeymoon period, but I hope not.

personally they're happy to see, which In uncertain times for so many Americans, we are fortunate to not only see the potential but actually seize the potential that's before us.

Whether you notice it or not, we are building the Amtrak of the future.

I know that most employees have pride in the work they do – it's one of our strongest value characteristics enriches our collective values.

**Please distribute at all safety meetings
and post on all employee bulletin boards.**



special employee advisory

March 6, 2009 • Page 1 of 1

A Message from President and CEO Joe Boardman

Dear Co-workers,

Today, Congress approved \$1.49 billion in federal support for Amtrak for the current fiscal year. Up until this point, we'd been operating under a Continuing Resolution (essentially last year's funding level) in the absence of an appropriation for current fiscal year.

The \$1.49 billion includes \$940 million in capital funds, of which \$285 million is for debt service; and \$550 million in operating funds, of which \$75 million is dedicated to the remainder of the retroactive pay. There's another \$90 million for Federal Railroad Administration capital grants to states.

Since I joined Amtrak in November, I have conveyed to labor leaders and employees that it is among my highest priorities to seek the funds we need from Congress for the second installment of backpay. The remaining backpay totals \$145 million. While we asked Congress for \$114 million; we're being provided with \$75 million.

I want you to know that we're going to meet our commitment to deliver the backpay this year. I have the full support of the board of directors on this. We will identify the source of the operating funds that we'll use to begin payment in May. Keep in mind that we cannot use capital funds (typically used for investments in the company), including any of the funds from the stimulus legislation, for backpay.

I have met with labor leaders and I will continue to do so regularly, to ensure that we keep our lines of communication open on this and other issues.

Just as I feel it's important to communicate openly and frequently, I also believe that there are many ways Amtrak invests in its resources — one of the most important of which is our employees.

We have a dedicated workforce and I value the work you do — delivering on the backpay is one way we can show our commitment to you. Thank you for your support.

Sincerely,



Joseph Boardman
President and Chief Executive Officer

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special employee advisory

March 10, 2009 • Page 1 of 1

A Message from President and CEO Joe Boardman

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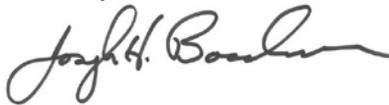
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President and Chief Executive Officer

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March 10, 2009 • Page 1 of 1

Witt To Leave Amtrak

Vice President of Strategic Partnerships and Business Development Anne Witt will be leaving Amtrak on April 11.

“Anne has played a critical role in cultivating and expanding our relationships with state, freight and real estate partners,” said President and CEO Joe Boardman. “While I am saddened by her decision, we wish her well in her future endeavors.”

Over the next four weeks, Witt will assist with the transition and provide input on the future structure of the department.

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March 11, 2009 • Page 1 of 1

A Message from President and CEO Joe Boardman

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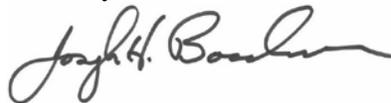
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Joseph Boardman
President and Chief Executive Officer

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March 11, 2009 • Page 1 of 1

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March 19, 2009 • Page 1 of 1

A Message from the CEO

Dear Co-workers,

The board of directors just concluded its March meeting here in Washington where one of the matters discussed was back pay. I'm pleased to announce that the board unanimously supported our decision to pay the remaining 60 percent of retroactive wage payments — a total of \$145 million — on Friday, May 1, the company's 38th anniversary.

All eligible employees who received the first retro payment will receive the remaining 60 percent in a separate check, even if they have retired, or retire, before May 1.

The original plan was to issue back pay on a union-by-union basis like the first round of payments, meaning some of you would not receive your check until July. But we want to get the money to you sooner rather than later.

With that in mind, the executive team and I worked very hard to find a way to make all the payments on May 1 and the board fully supported our effort.

It is critical that we all work together as we begin to invest an unprecedented \$2 billion in stimulus and FY '09 funding for capital programs, and I look forward to seeing us live up to our collective potential.

Sincerely,



Joe Boardman

President and Chief Executive Officer



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March 25, 2009 • Page 1 of 1

Final Stimulus Project List Released

After Vice President Joe Biden announced key capital programs that will be funded by \$1.3 billion in stimulus grants for Amtrak at Washington Union Station on March 13, the full list of projects has been unveiled.

Well over 500 projects will begin across the country over the coming weeks as part of the American Recovery and Reinvestment Act, including approximately 100 for security and life safety improvements and over 400 projects for operating infrastructure, rolling stock and business systems.

“We’re beginning an exceptional chapter in our company’s history,” said Joe Boardman, president and CEO. “The surge in funding for capital improvements is unprecedented and the benefits will be enduring. It is encouraging to see the direction our country is taking to improve our national mobility, reduce our dependence on imported energy and make a stronger, healthier passenger rail system.”

The projects meet all the objectives of the ARRA and the goals of connecting America in safer, greener, healthier ways. Specifically, they aim to improve operating efficiency, increase access for passengers with disabilities, improve safety and security, and reduce energy needs. Approximately 6,000 jobs will be created in the process; some positions will be internal but most will be created by vendors and contractors to support Amtrak project work.

Highlights include replacement of the Niantic River Bridge in Conn., construction of maintenance facilities in

Los Angeles and Seattle, restoration of Amfleet equipment and locomotives, as well as improvements to more than 200 stations across the country.

Security and life safety investments totaling \$450 million will enhance fire detection and mitigation systems and fund security improvements at facilities such as stations, maintenance buildings, bridges and tunnels. These funds also include expansion of Positive Train Control systems on the Northeast Corridor and the Michigan Line.

Complete ARRA project-by-project information broken down by state and by project category, along with a narrative summary, can be found on the Intranet under “How We Work” → “Finance” → “Economic Stimulus Guidelines” or on Amtrak.com under “Inside Amtrak” → “Other Reports.”

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March 26, 2009 • Page 1 of 1

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A Message from the CEO: Employee Appreciation Day on May 1

Dear Co-workers,

May 1 will mark the 38-year anniversary of our company. You and I are part of a railroad that is a vital piece of our national transportation system — a railroad that began as a collection of pieces from other companies but has turned into a cohesive operation that carries 29 million passengers per year thanks to your hard work and dedication. You're perseverance has created a railroad that the Vice President of the United States recently called "a national treasure."

What's exciting is that things are only going to get better. Last week, we announced the full list of projects that will begin with stimulus funding from the American Recovery and Reinvestment Act. This funding, along with backing from the White House and last year's PRIIA legislation, gives us the support and resources to improve our company in ways that have never been possible before.

So to celebrate what's been accomplished over the last 38 years and the progress we're about to make, May 1 will be a company-wide Employee Appreciation Day, with events at stations and facilities across the country. We will also be remembering our 73 colleagues who have lost their life in the line of duty.

We want these to be meaningful and beneficial to you — so rather than just buying pizza or doughnuts for everyone, we'll provide information, tools and resources to become safer, greener, healthier employees, both personally and professionally. Details will vary by location, but events might include advice from finance professionals on retirement planning, health and wellness screenings, special offers on products and services, giveaways, prizes and more. Executives and other company representatives will also be on hand to answer questions and listen to your concerns.

Since joining the company back in November, one of my highest priorities has been getting to know this railroad those of you that make it run on a day-to-day basis. I've been traveling the system, visiting crew bases, meeting with union leadership and reviewing employee survey data. Employee Appreciation Day is just one small gesture to show that I am committed to building an even better, more unified company. We have such an opportunity in front of us — but we have to seize it together.

Sincerely,

Joe Boardman
President and Chief Executive Officer

A Message from Joe Boardman

Dear Co-workers,

Vice President Joe Biden was here at Washington Union Station a couple of weeks ago, announcing the availability of \$1.3 billion in stimulus funds we will be receiving for capital projects to spur the economy while making long-lasting investments in Amtrak.

There's naturally a good deal of interest in the projects, so we posted the FRA-approved list and a number of related documents on Amtrak.com and the Intranet for you to take a look at. These capital projects will help advance our goals by improving our stations, facilities, infrastructure, equipment and systems in ways that would not have been possible this year. This is an opportunity to go beyond the quick fixes we're all too familiar with, and to make enduring, real improvements.

That's one meaningful contributing factor to a safer, greener, healthier Amtrak. But I recognize that the difference between potential and realizing that potential is leadership, vision and a committed workforce. It's driven by you individually and us together as a unit.

That's why I am dedicating our anniversary — May 1 — to you. May 1 will be a company-wide Employee Appreciation Day, with events at stations and facilities across the country. We will also be remembering our 73 colleagues who have lost their lives in the line of duty.

I'm getting to know many of you as I travel and I've read the feedback from the employee surveys we've conducted. Our workforce works hard, is dedicated and wants to see Amtrak do well, but as an organization we have some hurdles to jump. Improving and consolidating our systems so that we don't have 25 different ones — to improve efficiency, teamwork and communication between employees and departments — is just one example of how we're addressing your concerns.

Better communicating what resources are available to you as an employee is another way we can express our commitment to you. We want the events on May 1 to be meaningful and beneficial to you — so rather than just buying pizza or doughnuts for everyone, we'll provide information, tools and resources to become safer, greener, healthier employees, both personally and professionally. Details will vary by location, but events might include advice from financial professionals on retirement planning, health and wellness screenings, and employee discounts on products and services. Executives and other company representatives will also be on hand to answer questions and listen to your concerns.

One of my objectives is getting to know you, listening to your ideas and your concerns, and communicating openly and regularly. I've been traveling the system, visiting crew bases and meeting with union leadership. Employee Appreciation Day is just one small gesture to show that I am committed to building an even better, more unified company.

Look for more information about Employee Appreciation Day in the coming weeks, and thank you for your dedication and support.

Sincerely,

Joe Boardman
President and Chief Executive Officer

special employee advisory

March 30, 2009 • Page 1 of 1

A Message from Joe Boardman: Employee Appreciation Day

Dear Co-workers,

The recent weeks and months have been full of events that will help advance our company in ways that haven't been possible in a long time. Vice President Joe Biden was at Washington Union Station a couple of weeks ago, announcing the availability of \$1.3 billion in stimulus funds for Amtrak to help spur the economy while making long-lasting investments in Amtrak. This is an opportunity to go beyond the quick fixes we're all too familiar with, and to make enduring, real improvements. We've posted the list and a number of related documents on Amtrak.com and the Intranet to keep you informed.

The recent Passenger Rail Investment and Improvement Act also allows us to plan beyond just the coming year and provides clear direction from Capitol Hill on the future of Amtrak. All this, along with a supportive administration and Congress, presents a great deal of potential for driving us toward a safer, greener, healthier Amtrak.

But I recognize that the difference between potential and realizing that potential is leadership, vision and a committed workforce. It's driven by you individually and us together as a unit.

That's why I am dedicating our 38th anniversary on May 1 to you. May 1 will be a company-wide Employee Appreciation Day, with events at stations and facilities across the country. We will also be remembering our 73 colleagues who have lost their lives in the line of duty.

I'm getting to know many of you as I travel and I've read the feedback from the employee surveys we've conducted. Our people work hard, are dedicated and

want to see Amtrak do well, but as an organization we have some challenges to overcome. Improving and consolidating our incompatible business systems is just one example of how we're addressing some of your concerns about efficiency and teamwork between departments.

Better communicating what resources are available to you as an employee is another way we can express our commitment to you. We want the Employee Appreciation Day events to be meaningful and beneficial to you so we'll provide information, tools and resources to become safer, greener, healthier employees, both personally and professionally. Events will include health and wellness screenings, employee discounts on products and services, information on safety and environmental initiatives and more. Executives and other company representatives will also be on hand to answer questions and listen to your concerns.

Employee Appreciation Day is just one gesture to show that I am committed to building an even better, more unified company. Look for more information about Employee Appreciation Day in the coming weeks, and thank you for your dedication and support.

Sincerely,



Joe Boardman
President and Chief Executive Officer

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special employee advisory

May 8, 2009 • Page 1 of 1

Update on H1N1 Flu Outbreak

On May 1, Amtrak activated its Pandemic Flu Contingency Plan in response to outbreak of H1N1 flu in the United States. The company's Pandemic Flu Task Group has been continuously monitoring the situation and following recommendations of the Centers for Disease Control (CDC) as appropriate to safeguard the well-being of its employees and passengers.

Amtrak operations are continuing as normal, but employees should continue to be mindful of the threat of the H1N1 virus. Background information for the public has been posted on Amtrak.com and can be viewed by clicking the "2009 Flu Outbreak" icon on the bottom right of the home page.

Employees are reminded to follow the protocol set up for handling customers, passengers and co-workers that show symptoms of the H1N1 virus. It is critical that employees notify CNOC at (800) 424-0217 or ATS 734-2307 if they encounter a customer, passenger or employee exhibiting symptoms of H1N1. CNOC is serving as the central clearinghouse for all suspected cases of H1N1 flu on board trains or in Amtrak facilities.

H1N1 symptoms include a recent onset of fever greater than 100°F AND coughing, sore throat and/or stuffy or runny nose.

Front line employees are directed to implement the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 "Serious Communicable Disease Procedures" on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, "Public Health Guidelines," Section C). The manuals are posted on the Intranet, under

"Library" → "Wiki" → "Service Standards."

If an employee is sick with symptoms of H1N1, he or she should not come to work and should seek medical attention in accordance with the Pandemic Influenza Leave Policy (see attached).

Each employee is urged to thoroughly wash his or her hands on a regular basis and to always cover his or her mouth with a sleeve or tissue when coughing or sneezing.

At this time, the CDC advises that use of facemasks or respirators is not necessary for the general public. Accordingly, employees may not wear masks while on duty unless they are called for or allowed as part of the job function. Amtrak safety procedures require that all respirators or facemasks used by employees must be provided by the company to maintain compliance with the OSHA Respirator Standard.

Based on the information available, current cleaning and disinfecting practices for facilities and equipment is effective against the H1N1 virus. Amtrak's approved disinfecting chemicals for equipment kill all harmful viral and bacterial microorganisms (including H1N1). A mechanical bulletin is being distributed with additional reminders on cleaning procedures.

Please visit www.cdc.gov/h1n1flu/ for more information. Amtrak's plan is posted on the Intranet under "Safety" → "Health" → "Pandemic Flu Contingency Plan."

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May 14, 2009 • Page 1 of 1

Pandemic Flu Plan No Longer in Effect

Based on the Centers for Disease Control announcement that xxxxxx, the emergency situation declared by Amtrak on April 30 is no longer in effect. Accordingly, the Pandemic Flu Contingency Plan and the 2009 Pandemic Leave Policy have been withdrawn.

Amtrak's Environmental Health and Safety department, Health Services and the cross-functional Pandemic Flu Task Group will continue to monitor the situation as appropriate to safeguard the well-being of its employees and passengers.

Because H1N1 is currently considered no more severe than a typical flu virus at this time, employees should not report common flu symptoms to CNOC and/or deny carriage to passengers who exhibit common flu symptoms. However, employees are reminded to follow the protocol set up for handling customers, passengers and co-workers who show symptoms of any serious communicable disease or present a serious medical situation.

While the severity of the threat of H1N1 has subsided at this time, employees should always practice good hygiene, which includes thorough and frequent hand washing and covering the mouth with a sleeve or tissue when coughing or sneezing.

Please distribute at all safety meetings and post on all employee bulletin boards.



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May 22, 2009 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

With Memorial Day upon us, I'm writing to extend a sincere "thank you" to all the men and women within the Amtrak family who have defended our great nation through military service.

At our board of directors meeting this week, Chairman Tom Carper and I had a chance to reflect upon our own military service in Vietnam and share stories of the bravery and honor we were fortunate enough to witness in so many of our fellow soldiers. On behalf of Mr. Carper and myself, I want to express how appreciative and grateful we are for the sacrifice of everyone who has served our nation.

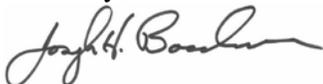
I know many of you have family members and friends fighting overseas right now. Our thoughts are with them and we pray for their safe return.

I encourage all of you to relax and enjoy this holiday weekend. Spend time with your families and have fun. But at some point, please take a moment and reflect on the service and sacrifice of those who have put themselves in harm's way to give us our freedom.

Corporately, we will pay tribute to all our servicemen and women by sounding train horns at 3 p.m. local time on Memorial Day, which will be followed by a moment of silence.

Thanks and have a great holiday.

Sincerely,



Joe Boardman

President and Chief Executive Officer



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special employee advisory

May 27, 2009 • Page 1 of 1

Chief O'Connor Appointed Interim Head of OSSSO

Plans for Integrated Police and Security Department Underway

Effective today, Amtrak Police Department Chief John O'Connor will oversee the Office of Security Strategy and Special Operations (OSSSO) in an interim capacity. Bill Rooney, who served as vice president of Security Strategy and Special Operations, is leaving his position with Amtrak today.

“Bill Rooney has helped give shape to a security strategy that has led to significant advancements, including the launch of Counterterrorism Units and forging ties with domestic and international counterterrorism officials,” said Chief Operating Officer William Crosbie. “We thank him for his service and wish him well in his future endeavors.”

Crosbie added that Amtrak will continue to build on those advancements to safeguard the safety and security of its employees, passengers and assets.

O'Connor will oversee OSSSO operations on a temporary basis, while an integrated Police and Security department that encompasses APD and OSSSO functions takes shape.

The planned integration of the two functions is expected to yield a fully integrated and cohesive structure, and a more unified approach to policing and security.

Please distribute at all safety meetings and post on all employee bulletin boards.



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November 5, 2009 • Page 1 of 1

Chairman Carper Announces Appointment of Amtrak Inspector General

Following a comprehensive national search conducted over the past three months, Amtrak Chairman Tom Carper today announced that he has appointed Theodore (Ted) Alves as the incoming Amtrak Inspector General. Alves' start date with the Amtrak Office of Inspector General will be determined shortly.

Carper engaged a leading executive search firm to assist with the search process, and appointed a Selection Committee chaired by Amtrak Board member Nancy A. Naples and comprised of Amtrak Board Vice Chairman Donna McLean, former DOT IG Ken Mead and former Federal Deposit Insurance Corporation IG Gaston Gianni.

"Ted Alves is highly respected in the inspector general community and will provide the leadership, integrity, independence and objectivity required for the position," Carper said.

Alves comes to the Amtrak Office of Inspector General with 35 years of federal service, and is a 2009 recipient of a "Presidential Rank Award" for his exceptional service to the American people and in recognition of his "sustained extraordinary achievement."

He served in the U.S. Department of Transportation Office of Inspector General for eight years in several executive positions until he retired in Jan. 2009. As the Deputy Inspector General from 2006 to Jan. 2009, Alves was responsible for providing executive-level leadership and direction of all Office of Inspector General audits and investigations, as well as for overseeing

operational support activities for that office. From 2001 to 2006, Alves held three progressively responsible executive positions at the U.S. DOT, culminating in the position of Principal Assistant IG for Audits and Evaluations. He also has extensive audit experience at the Federal Emergency Management Agency, the U.S. Agency for International Development and the Government Accountability Office, where he spent 22 years.

Prior to his work at DOT, Alves worked in auditing positions at the Federal Emergency Management Agency, the U.S. Agency for International Development and the U.S. Government Accountability Office, where he spent 22 years.

Acting Inspector General Lorraine Green, who temporarily held the position while a search was being conducted, will be returning as a vice president on the Executive Committee and will report to President and CEO Joe Boardman.

**Please distribute at all safety meetings
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Dear Co-workers,

Today is Veteran's Day. We observe it on Nov. 11, the anniversary of the armistice that ended the First World War. This day has become a traditional occasion for us to remember the living and the dead who served in the nation's armed forces in time of war. It is a day of gratitude and peace, and it will quickly give way to the holidays that remind us how fortunate we are to live in an age of safety and plenty — holidays such as Thanksgiving, Hannukah and Christmas.

As Americans, we enjoy all the comforts and freedoms our age has to offer. We enjoy them in part because another generation of Americans is serving as many of us once did for the safety of our country. Many are abroad and serving in the field; some are at work in our stations and along our rights-of-way, ensuring the safe passage of our trains. Some of them even combine the exacting work of the railroad with the obligations of the citizen-soldier. Some, although they may not even know it yet, will someday join our ranks here at Amtrak, and when they come, we will be glad to have them.

It is impossible to distill the essence of military life into a sentence, but easy to compress it into a word: that word is "service." We speak of service on the railroad, too, just as we think in terms of "divisions," and this is no accident. The railroad business has always drawn veterans, many of whom find in our company the dedicated fellowship that comes from the pursuit of a demanding business with high standards of performance and individual responsibility. Run through the ranks of Amtrak, and you will find plenty of former soldiers, sailors, airmen and Marines in our shops, bases, trains and stations. We are proud of them, and we're committed to taking care of them, too.

At its foundation, Amtrak was filled with veterans of the Second World War and of the two conflicts that followed it. Since 1971, America has faced two major wars and a host of minor actions, and the end of each has brought new people into the industry.

Chairman Carper and I served in Vietnam, and incredible as it now seems to us, the veterans of the Second World War whom we knew as teachers, elder colleagues and commanders are now leaving us, and will soon rejoin the young friends they left overseas. When we walk through stations and shop floors we still see plenty of grey heads — but the grey hair belongs to the Vietnam veterans now, and the young men and women who are coming to Amtrak from the service are veterans of a different war in other places. That war, like all wars, continues to take its regrettable toll, and while we honor the survivors today, we must not forget the dead. Only the living can know the fullness of their sacrifice, for the years and the lives they gave up are their last great gift to us. Many of us are graying now, and when we look back across years filled with work, family, and happiness to the scenes of our youth, we hope for two things: one, that all of us can look back on the lives we had led with satisfaction, pride, and gratitude; and two, that we can find it in ourselves today to thank God for the sacrifices of the men and women who gave up their lives so that we could enjoy our own.

Sincerely,

Joe Boardman
President and CEO

special employee advisory

November 10, 2009 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Tomorrow is Veteran's Day. We observe it on November 11, the anniversary of the armistice that ended the First World War. This day has become a traditional occasion for us to remember the living and the dead who served in the nation's armed forces in time of war. It is a day of gratitude and peace, and it will quickly give way to the holidays that remind us how fortunate we are to live in an age of safety and plenty — holidays such as Thanksgiving, Hanukah and Christmas.

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Sincerely,



Joe Boardman
President and Chief Executive Officer



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special employee advisory

November 16, 2009 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Last summer, I promised that I would communicate the Safe-2-Safer survey results once the report was provided to me. Before I get into the survey findings, I want to thank the nearly 10,600 employees who took the time to complete the survey and the 800-plus employees who participated in focus groups held across the country late this summer.

I know that in the past you may not have heard back about surveys you completed, and maybe some of you guessed that it would be the same thing all over again. That's not the case. Attached is the Executive Summary of the report, which is the result of the survey and more than 80 focus groups across the system. The report was prepared by Behavioral Science Technology, Inc., the vendor that conducted the survey and that is helping us implement Safe-2-Safer.

The first recommendation in the BST report is to share the findings with you, along with a commitment to improve. You have both my commitment, along with that of our senior management, to do so. Keep in mind that what we and BST are examining are employees' current perceptions of safety and security at Amtrak, in an effort to strengthen our commitment to safety.

Naturally, people are inclined to ask how we're going to address the issues raised by the report. I just recently received the final report myself and I don't want to rush to produce an Amtrak plan just to say that we did. It is very important that we dedicate time and resources to putting together a plan that is thoughtful and meaningful, and that involves additional input from employees. That alone should serve as an indication to you of my commitment.

You provided us with your perceptions and valuable input, and I will

(and do) treat your views with the respect they deserve. I take this very seriously.

The entire report is more than 200 pages long, so in the interest of being green, we have posted it on the intranet home page, as well as under "Safety." Please ask your supervisor to print it out (double-sided) for you, if you want a copy. I've sent supervisors a memo instructing them to print out copies if employees want to see it. Please treat this summary and the report as internal documents — they may not be distributed outside the company. They are intended for internal review so we can decide how to implement improvements that will work for Amtrak.

I know that most of you work hard to maintain a safe and secure Amtrak. We have a good safety record — BST advised me that Amtrak's survey results are above average when compared to the other Class 1 railroads and transit agencies that also used the survey. But we can do better, and we can do that by changing the ways we relate to safety and security, and to one another. I expect Safe-2-Safer to help accomplish that.

We're all in this together. What binds us is a love for what we do and for the railroad, and that is a strong bond. We must build on that to drive enduring changes that help position us as the provider of choice in an increasingly competitive industry.

You'll be hearing more from me in the coming months about steps we'll be taking to address the results. In the meantime, I thank you for the work you do and please work safely.

Sincerely,



Joseph Boardman
President and Chief Executive Officer



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October 1, 2009 • Page 1 of 1

Message from Joe Boardman on Free Seasonal Flu Shots for Employees

Dear Co-Workers,

Over the past year, you've heard me talk about creating a safer, greener, healthier company. My motivation for doing so stems from my belief that a company should be much more than just a business operation. A company is a collection of people that have a responsibility to create value for each other, for customers and for the communities in which it operates.

To that end and given the potentially severe flu season the Centers for Disease Control and Prevention (CDC) is predicting, we will be providing free seasonal flu vaccinations — for the first time ever — to all employees who wish to protect themselves from the seasonal flu. Keep in mind that this is for the seasonal flu, not the for the H1N1 flu virus.

Vaccinations will be available in one of two ways: at an on-site clinic set up at work locations (the preferred method), or by using a pre-paid voucher to get a flu shot at a participating pharmacy or other entity offering flu shots near you. Either way, make sure you have your Amtrak employee ID (SAP) number.

Work locations with 30 or more employees will host at least one on-site clinic between now and Nov. 15. A list of locations is attached for your reference, but look for flyers and e-mails with information about the dates and times and where to sign up for a vaccine at your location.

For those of you who will not be able to visit one of the on-site clinics, please take advantage of the voucher system. You will need to register for the voucher online or by phone. Please

follow the information provided in the AllOne (the vendor who is administering the vaccinations) Voucher Information Sheet that accompanies this message and please register for, or obtain your voucher by Oct. 15. The information is also posted on the Intranet home page.

Getting a flu vaccination is completely voluntary; however, I encourage everyone to take advantage of the offer. Supervisors and their direct reports should coordinate to make sure employees can get the shot while the on-site clinic is at your location. The CDC advises that getting vaccinated is the most important step in avoiding the seasonal flu virus, and I'll be signing up for mine as soon as the date and time is posted.

We are working with the Federal Emergency Management Agency to see if we qualify for H1N1 vaccinations for employees. We will keep you updated on our progress. Also, please remember that the vaccine is for Amtrak employees — family members and contractors should use their health care coverage for vaccinations.

As always, please remember to wash your hands frequently with soap and water to avoid spreading germs. Covering your mouth and nose when sneezing or coughing is also important.

Providing you the opportunity to get a free flu shot is another way Amtrak can show its commitment to you. Please do your part to keep the flu virus from spreading and stay healthy this fall and winter season.

Sincerely,

Joe Boardman
President and CEO



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October 2, 2009 • Page 1 of 1

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Sincerely,



Joe Boardman
President and CEO



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October 6, 2009 • Page 1 of 1

President Obama to Nominate Two New Board Members

Yesterday afternoon, the White House announced President Obama's intent to nominate two individuals to the Amtrak board of directors.

Bert DiClemente has served as vice president of CB Richard Ellis, Inc., the largest real estate company in the world, since 2003. Previously, he worked at Insignia/ESG and Jackson Cross & Associates as director and associate director, after serving as state director on the staff of then-U.S. Sen. Joe Biden for 20 years.

Anthony Coscia was appointed chairman of the Board of Commissioners of the Port Authority of New York and New Jersey in 2003, where he has broad oversight responsibility in connection with the agency's varied transportation businesses. Coscia is also a partner at Windels Marx Lane & Mittendorf, LLP, one of the New York region's oldest law firms.

Once nominated and confirmed, DiClemente and Coscia would fill two of the four currently open seats on the board. The size of the board was expanded to nine members in April, in accordance with a provision in the Passenger Rail Investment and Improvement Act of 2008.

Once the nominations are officially made, they will require confirmation by the U.S. Senate.

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October 13, 2009 • Page 1 of 1

Pacific, Southwest Divisions Merged

The Pacific and Southwest Divisions under the Transportation department have been combined to xxxxx.

Joe Deely, who served as the Pacific Division general superintendent left his position with Amtrak today/yesterday.

Anything to say about joe deely

“Joining the two divisions means what,” said Chief Operating Officer William Crosbie.

As a result of the consolidation, General Superintendent Joe Yannuzzi will be managing the day-to-day operations of both divisions, effective today.

“Because the two divisions work so closely together, Joe Yannuzzi is very familiar with the operation and will be working closely with the very capable managers and employees in that region,” said Richard Phelps.

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October 16, 2009 • Page 1 of 1

Seasonal Flu Shot Voucher Deadline is Next Week

The deadline for Amtrak employees to register for a free seasonal flu shot voucher/coupon has been extended to 5:00 p.m. EDT time on Oct. 20. (The deadline has been extended from the previously announced Oct. 15). The deadline for redeeming the vouchers remains Oct. 22, and employees are strongly encouraged to take advantage of the offer as soon as possible due to shortages of the seasonal flu vaccine in some areas. The voucher program cannot be extended past Oct. 22, 2009.

Amtrak was informed today by AllOne Health, its flu vaccination provider, that because of supply problems with seasonal vaccine, all on-site clinics slated for the next two weeks must be postponed until mid-November, when more vaccines are expected to be made available by their supplier.

While Amtrak still expects to host all on-site flu shot clinics originally scheduled for work locations throughout the system, it is possible that the shortage of vaccines will require cancellation of some of the clinics. Based on the information from AllOne Health, the availability of the vaccine now or later in the season is not guaranteed, so employees should take advantage of the voucher/coupon offer as soon as possible to better ensure they are vaccinated.

Further announcements about specific on-site flu clinics will be made as they are rescheduled and information on vaccine availability is known.

Instructions for registering for a voucher online or by phone are attached to this advisory.

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October 16, 2009 • Page 1 of 1

Amtrak Statement on Virginia Railway Express Recommendation

Amtrak issued the following statement today following the Virginia Railway Express (VRE) Operations Board's recommendation to award its commuter rail operations and maintenance services to another bidder. The recommendation is being made to VRE's parent commissions, the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission, for consideration at their Nov. 5, 2009, meetings.

“Amtrak and VRE have had a long and positive working relationship since before the commuter railroad began operations. Amtrak is saddened and disappointed in the recommendation as our employees have invested a great deal of heart, energy, and effort in providing excellent service to VRE passengers since 1992.”

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October 23, 2009 • Page 1 of 1

Seasonal Flu Vaccine Supply Issues Force Adjustments to Program

Amtrak has been informed by its flu vaccination program provider, AllOne Health, that on-site flu shot clinics at Amtrak work locations must be cancelled because AllOne Health was unable to acquire the necessary supply of vaccine doses.

In an effort to maintain its commitment to providing free seasonal flu vaccine to employees, Amtrak will reimburse employees up to \$40 if they choose to get a seasonal flu vaccination on their own.

“AllOne told us today that they are not able to secure vaccine doses from their manufacturers or suppliers,” said Roy Deitchman, vice president, Environmental Health and Safety. “We are extremely disappointed that these external supply factors, which are outside of our control, have prevented AllOne from carrying out our program as planned. But we hope employees will take advantage of the reimbursement option.”

Employees who have not already been vaccinated but still wish to do so are encouraged to find a seasonal flu shot provider as soon as possible because national supplies are reportedly limited.

Upon receiving a seasonal flu vaccination, employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental
Health and Safety
40 Mass. Ave. NE
3W-104
Washington, D.C. 20002

Receipts must be submitted by Nov. 20. The vaccination cost, up to \$40, will be reimbursed tax-free in the employee’s paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1, and the program is only for Amtrak employees.

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October 23, 2009 • Page 1 of 2

A Message from Joe Boardman on Commuter Contracts

Dear Co-workers,

Today, the Southern California Regional Rail Authority (SCRRA) board of directors voted to execute a Memorandum of Understanding that essentially lays the groundwork for a contract with Amtrak to operate the Metrolink commuter rail service, starting July 1.

We will be working on the final agreement in the coming weeks, and hope to sign a contract no later than Dec. 11. Amtrak would supply Train and Engine crews, and related management and support staff to operate the Los Angeles-area service.

As some of you may recall, we'd operated this service before, from 1992 to 2005. According to the SCRRA board, they chose to proceed with sole source procurement — meaning not putting the contract out for competitive bid — because it recognizes that Amtrak “provides a depth of relevant experience and of management support for Metrolink operations that is unique in the current passenger rail environment.”

It is our experience and depth of expert knowledge that makes Amtrak the right choice. But we now live in a new era of passenger rail. The opportunities that are being made available thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others to enter new markets. Don't kid yourself — we have competition and we must work and act like it.

We were all saddened and disappointed when we learned last

Friday of the Virginia Railway Express (VRE) Operations Board's recommendation to award its commuter service contract to another bidder. Our T and E crews provide outstanding service and they maintained an excellent safety record for the 17 years Amtrak has operated the service. In a letter I sent to those employees today, I described how proud I am of the work they do, and that I value their dedication to providing safe and reliable service. I sincerely hope they will choose to remain part of the Amtrak family when the contract with VRE ends on June 30.

This is not the passenger rail environment of yesteryears — the competition is real. While we have expertise and experience that stands up to competition, we are also making (and will continue to make) significant investments to better position ourselves not simply as a provider, but as the provider of choice. But getting there also involves changing the way we think. When I first came to Amtrak, it seemed as though we only thought about why we couldn't do something. Thinking about what we can do and what we need to do to get there is how we remain competitive and beat out the other guys.

In the past, we seemed focused on survival; today our survival relies on being focused on growth. We all — management and agreement-covered alike — must think big, be innovative and pursue opportunities and decisions that make good business sense. It's incumbent on us to shape a company that thinks beyond just tomorrow and that sets the stage for the newer members of the Amtrak family because



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special employee advisory

October 23, 2009 • Page 2 of 2

they represent our future, and they deserve their chance at building a career of service and contributing to the advancement of Amtrak's mission. I think we all envision the Amtrak that we can be. No matter what your job, each and every one of us can contribute to a changing mindset and attitude.

I'll keep you informed about the status of the Metrolink contract. In the meantime, thank you for the work you do and please work safely.

Sincerely,



Joseph Boardman
President and Chief Executive Officer

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special employee advisory

October 26, 2009 • Page 1 of 1

AT & T Outage Affects Arrow, Network Across System

Due to an AT & T outage, Amtrak's network is down across most of the system, affecting reservations and ticketing (including Quik-Trak kiosks) operations at most stations, with the exception of Washington and Philadelphia. A few stations — Washington, Philadelphia and New York Penn — have e-mail. Amtrak.com is unaffected. There is currently no estimated time of resolution.

While the connectivity at call centers and Julie are down, reservations agents are advising passengers to use Amtrak.com to book reservations and to use their confirmation page as a ticket until the outage is resolved.

Notice of the outage and information about ticketing procedures are being communicated via CNOC pages. General superintendents and district managers are being asked to ensure that they advise station personnel in their respective territories. Conductors will accept e-mail or Amtrak.com confirmations.

Updates will follow when they become available.

Please distribute at all safety meetings and post on all employee bulletin boards.



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October 29, 2009 • Page 1 of 2

Message From Joe Boardman

Dear Co-Workers,

Next month, I'll be celebrating my first-year anniversary as president and CEO of Amtrak. Over the course of the last 11 months, I have learned a great deal from many of you. I know that you are enthusiastic about what the future holds for Amtrak but may be uncertain about how it all comes together. We continually face an identity crisis because it's not always clear what Amtrak is supposed to be.

That is in large part why I made developing our strategic vision a priority when I joined the company. To that end, we have compiled a Strategic Guidance document that establishes broad goals, creates key performance indicators to measure progress, and outlines the opportunities and challenges facing Amtrak as we pursue a growth-oriented mission. (This document supersedes Amtrak's 2005 Strategic Reform Initiatives.) At the end of the day, our goals are all aimed at better positioning Amtrak to be the provider of choice.

Our Strategic Guidance sets the foundation for the Five Year Financial Plan we submitted to Congress on Oct. 1, and together they encompass our strategy for continuing the growth we've seen since 2002, and for maximizing this historic moment in federal and state support for more passenger rail service.

As you know, we're in the midst of a transformational chapter for Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act of 2008 (PRIIA) provides the direction set by policymakers, and we're seeing exceptional support for growth of passenger rail.

This is not the passenger rail environment of yesteryears — the opportunities that are being made available to us thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others to enter new markets. The investments we're making and the steps we're taking to improve are designed to secure our leadership position in the industry and to stand out from the competition.

Our strategic vision is built on six fundamental goals to be safer, greener and healthier and to improve financial performance, customer service and meet national needs. On our own and with the help of stimulus funds, we are making and will continue to make significant and enduring investments toward those goals.

We're creating a safer environment with Safe-2-Safer and installation of Positive Train Control. In addition, we're pursuing multiple avenues to be better stewards of our environment.

We're striving to become healthier by increasing ridership and pursuing growth in state-supported and commuter service, like the new partnership with the Commonwealth of Virginia, the second Amtrak *Cascades* roundtrip to Vancouver, the proposed additional *Piedmont* service in North Carolina next year, and the recent progress toward a final contract to operate the Los Angeles-area Metrolink service.

We're also becoming healthier by investing to bring our equipment and infrastructure to a state of good repair, and we will be producing a fleet plan and request for federal support for equipment procurement in February. We're also making progress toward improving station accessibility for those who are mobility impaired. With



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special employee advisory

October 29, 2009 • Page 2 of 2

Strategic Asset Management, we're revamping the technologies that power our key operational, financial and human resources business processes to replace outdated systems and redundant or inefficient processes with integrated systems that will improve efficiency.

We're also aiming to improve customer service with a next-generation reservations system and e-Ticketing and the recently re-launched Amtrak.com. In addition, we must exemplify qualities typically attributed to excellent customer service, such as responsiveness, anticipating needs and a high degree of professionalism in our approach to our state and commuter service partners.

As Amtrak grows, so does our capacity to meet national needs, such as contributing to national emergency response, congestion mitigation, emissions reduction and reduction in the demand for foreign oil.

Our future together is not without challenges — the state of the national economy and condition of state budgets are a few factors that could hamper our growth. In addition, those looking to enter the passenger rail market will eat our lunch if we don't raise the ante on our competitive edge.

Clear goals are of vital importance for a company; values are just as important because they guide how we go about achieving those goals. Many of the investments we're making call for a new way of thinking and working together. Together and as individuals, we need to stop thinking about what we can't do, and start putting into action what we can do.

I think we all envision the Amtrak that we can be. Each and every one of us can contribute to a changing mindset

and attitude. We need you to be part of this — we can have the best strategy in the world, but it's no good if we don't own it and live it.

It's difficult to be part of something if the mission is unclear, so take the time to understand the opportunities and challenges we face — our strategy is your strategy.

That's why I encourage you to visit our intranet or Amtrak.com to read our Strategic Guidance and our FY 2010-2014 Five Year Financial Plan. (Both can be found on the intranet under "Library," then "Reports.") In an effort to be greener, we've printed a limited number of copies for a number of locations, but if you can't access the Internet or you would like your own printed copy, please call Charlotte Berry in the Government Affairs department (202 906-3918 or ATS 777-3918) or e-mail BerryC@amtrak.com to request one. The attached summary should also help you better understand our vision and plans.

Thanks for your support and please work safely.

Sincerely,



Joe Boardman
President and CEO

Please distribute at all safety meetings and post on all employee bulletin boards.



special employee advisory

October 30, 2009 • Page 1 of 1

Amtrak Statement on Letter to VRE

Amtrak today issued the following statement:

“Today, Amtrak sent a letter to VRE challenging their notice of intent to award a contract to Keolis Rail Services on the basis of potential improper scoring of proposals and such other bases as may not be known until we gain access to the relevant records previously requested.

The VRE request for proposal was to be scored 80 percent on performance/experience, but the foreign-owned Keolis has no experience operating a railroad in the U.S. or under this country’s strict rail safety and security regulations that are designed to protect the traveling public and the employees operating the trains.

We ask for this challenge to be considered before final action is taken by the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission.”

Please distribute at all safety meetings and post on all employee bulletin boards.



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Employee Communications

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special employee advisory

September 2, 2009 • Page 1 of 2

2009 PSSA Recipients Announced

Today, Amtrak announces the recipients of the 2009 President's Service and Safety Awards (PSSA). Each year, the company honors employees and external partners who have made exceptional contributions to Amtrak during the previous calendar year.

The following award winners will be honored this fall at ceremonies in Sacramento, Calif. (Oct. 6); Los Angeles (Oct. 8); Chicago (Oct. 12); Beech Grove, Ind. (Oct. 13); Providence, R.I. (Oct. 27); New York (Oct. 28); Washington, D.C. (Nov. 3); Philadelphia (Nov. 9); and Jacksonville, Fla. (Dec. 3).

Also being honored at the events are employees who have completed 30 and 35 years of service in 2009.

Achievement

*Richard J. Brodecki, Jr.
Gilbert E. Isaac
Christopher J. Madden
Jamison Sorensen*

Business Diversity

Renee A. Strolis

Champion of the Rails

Robert Wilbur
Texas Eagle Marketing
and Performance Organization*

Christina Anderson
Will Bozeman*
Steve and Susan Dauenhauer*
Ray Dunbar*
Matt Fels*
Dennis and Betty Glaze*
Glenn and Alta Jones*
Peter LeCody*
Joe Littlejohn*
William Pollard*
Fred and Dale Springer**

Trails and Rails Volunteers

Coy Grainger
Fern Harrington*
Charlie and Lou Lane*
Adolpho Reyes*
Patricia Warren**

Environmental Achievement

Esposito/Liddle Environmental Team

*Gary P. Esposito
Justin S. Liddle*

Project Excellence

John J. Raila

High Speed Rail Service Engineer Team

*David P. Byrne
Tudorel Caliga
Sithseng Chan
George Chavesta
Anthony Cheeyou
Saluka N. Kulasinghe
Yevgeny Kuroschepov
Paul C. Marin
Randy L. Scott
Kenneth A. Viera
George A. Warner
Robert L. Wilhelm*

New Bank Deposit Structure Team

*Jeffrey R. Carnicelli
Kevin J. Dant
Keith Warchol*

Safety Achievement

*William H. Bates
Susanne J. Gilmer*

Safety Committee of the Year

Wilmington Maintenance Facility

*J. Robert Duncan
DeWitt C. Foster
Walter J. Green
Gary F. Kravitz
Christopher J. Lento
Frank J. Lombardo
Richard J. Pantalino
Michael J. Reilly
William T. Steward
David K. Swain
Linda J. Turcol*



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special employee advisory

July 30, 2009 • Page 2 of 2

State Partner

*Jeffrey D. Knuettel**

Sustained Excellence

*Merlin D. Blevins
Jeanine M. Boggs
Sandra L. Brown
Samuel P. Calicotti
Fred A. Calinsky
Loretta Carr
Maria V. Castro-Leon
Cynthia A. Cole
Justin A. Collins
Robert J. Connell
Douglas A. De Lia
Douglas A. Diedrick
Sue G. Dwelle
Michael J. Frazier
Karen M. Geter
Danny J. Gregg
Lino Gutierrez
Barbara A. Hanna
Robert L. Hayhurst
Gail A. Hendrix
Terrence J. Henry
Patrick Hershkowitz
Everston L. Ifill
David C. Irish
Shreal A. Jackson
Michael P. Jerew
Janice Kavanagh
John D. Kennedy
Darryl A. Kent
Robert D. Klein
Marc O. Lambert
Carmen R. LaSanta
Farrel J. LeCompte, Sr.
David K. Lee
David Lloyd
Amy Lo
Joseph F. LoPresti
MaryAnn Lorimer
Milton F. Lundy
John J. McCann, Jr.
Gerald D. McDonald
Geneva F. McLeod
Anne A. Merritt
Nancy J. Miller
Sherman Mitchell, Sr.
Mitchell W. Moore*

*Kyong Y. Park
Alan B. Phillips
Donald A. Reilly
Harold D. Richie
Melvin E. Rodgers, Jr.
Charles B. Roebuck, III
Yong A. Roop
Dianne V. Ross
Roy T. Runkles
Robert L. Ryan
Astrid J. Schettini-Rodriguez
Roger S. Seitzinger
Lawrence A. Shimko
James F. Simpson
Eugene Stewart
Susan A. White
Edward H. White, Jr.
Christopher Worley*

Valor

*Norman W. Nicholson
Lamb/Johnson Team
Shane E. Johnson
James C. Lamb*

*External Nominee

**Please distribute at all safety meetings
and post on all employee bulletin
boards.**



special employee advisory

September 17, 2009 • Page 1 of 1

Pandemic Flu Update

The Centers for Disease Control anticipates a particularly severe flu season this fall and winter as a result of the spread of seasonal and H1N1 viruses.

Amtrak asks all of its employees to practice healthy habits, including thoroughly washing hands on a regular basis, covering a cough or sneeze with a sleeve or disposable tissue and avoiding touching the eyes, nose or mouth.

In addition, Amtrak will be providing free seasonal flu vaccines for employees who wish to protect themselves from the seasonal flu at many locations or a voucher to obtain the vaccine at a local clinic or pharmacy, starting in October. Look for more details about the voluntary program in the coming weeks.

“Getting the seasonal flu vaccine is an excellent way to protect yourself from getting sick and spreading the flu virus,” said Amtrak’s corporate medical director Dr. Tim Pinsky.

The Pandemic Flu Plan activated by Amtrak in May is still in effect, requiring protocols for reporting employee and passenger flu cases, and instituting procedures for front-line employees.

As a reminder, all flu cases involving customers, passengers and employees should be reported to CNOc at (800) 424-0217 or ATS 734-2307. CNOc is serving as the central clearinghouse for all suspected cases of the flu on board trains or in Amtrak facilities.

Front line employees should still be implementing the Serious Communicable Disease Procedures in the Service Standards manual for Train

and On-Board Service (Chapter 2, Section B, number 2 “Serious Communicable Disease Procedures” on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, “Public Health Guidelines,” Section C). The manuals are posted on the Intranet, under “Library”→ “Wiki”→ “Service Standards.” **An updated Operations Standard Advisory and Arrow message are also being issued today.**

Flu symptoms include a fever of 100°F or higher AND coughing, sore throat and/or stuffy or runny nose.

Please review the accompanying Q and A, which serves as a comprehensive guide for employees during the pandemic, and stay informed.

The company’s Pandemic Flu Task Group will continue to monitor the situation and follow recommendations of the Centers for Disease Control (CDC) as appropriate to safeguard the well-being of its employees and passengers. Stay tuned — as the situation evolves, so will the policies and procedures associated with the pandemic flu.

Please distribute at all safety meetings and post on all employee bulletin boards.



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September 18, 2009 • Page 1 of 1

Pandemic Flu Update

The Centers for Disease Control anticipates a particularly severe flu season this fall and winter as a result of the spread of seasonal and H1N1 viruses.

Amtrak asks all of its employees to practice healthy habits, including thoroughly washing hands on a regular basis, covering a cough or sneeze with a sleeve or disposable tissue and avoiding touching the eyes, nose or mouth.

In addition, Amtrak will be providing free seasonal flu vaccines for employees who wish to protect themselves from the seasonal flu at many locations or a voucher to obtain the vaccine at a local clinic or pharmacy, starting in October. Look for more details about the voluntary program in the coming weeks.

“Getting the seasonal flu vaccine is an excellent way to protect yourself from getting sick and spreading the flu virus,” said Amtrak’s corporate medical director Dr. Tim Pinsky.

The Pandemic Flu Plan activated by Amtrak in May is still in effect, requiring protocols for reporting employee and passenger flu cases, and instituting procedures for front-line employees.

As a reminder, all flu cases involving customers, passengers and employees should be reported to CNOC at (800) 424-0217 or ATS 734-2307. CNOC is serving as the central clearinghouse for all suspected cases of the flu on board trains or in Amtrak facilities.

Front line employees should still be implementing the Serious Communicable Disease Procedures in the Service Standards manual for Train

and On-Board Service (Chapter 2, Section B, number 2 “Serious Communicable Disease Procedures” on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, “Public Health Guidelines,” Section C). The manuals are posted on the Intranet, under “Library”→ “Wiki”→ “Service Standards.” **An updated Operations Standard Advisory and Arrow message are also being issued today.**

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September 21, 2009 • Page 1 of 1

Pandemic Flu Update

The Centers for Disease Control and Prevention (CDC) anticipates a particularly severe flu season this fall and winter as a result of the spread of seasonal and H1N1 viruses.

Amtrak asks all of its employees to practice healthy habits, including thoroughly washing hands on a regular basis, covering a cough or sneeze with a sleeve or disposable tissue and avoiding touching the eyes, nose or mouth.

In addition, Amtrak will be providing free seasonal flu vaccines for employees at many locations or a voucher to obtain the vaccine at a local clinic or pharmacy, starting in October. Look for more details about the voluntary program in the coming weeks.

“Getting the seasonal flu vaccine is an excellent way to help protect yourself from getting sick and spreading the flu virus,” said Amtrak’s corporate medical director Dr. Tim Pinsky.

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As a reminder, all flu cases involving customers, passengers and employees should be reported to CNOC at (800) 424-0217 or ATS 734-2307. CNOC is serving as the central clearinghouse for all suspected cases of the flu on board trains or in Amtrak facilities.

Front line employees should still be implementing the Serious Communicable Disease Procedures in the Service Standards manual for Train and On-Board Service (Chapter 2, Section B, number 2 “Serious

Communicable Disease Procedures” on page 2-17, version 4.2 of the manual) and Station Service Manual (Chapter 10.01, “Public Health Guidelines,” Section C). The manuals are posted on the Intranet, under “Library”→ “Wiki”→ “Service Standards.” An updated Operations Standard Advisory and Arrow message will be issued in the coming days.

Flu symptoms include a fever of 100°F or higher AND coughing or sore throat. Other symptoms may include runny or stuffy nose, head and body aches, fatigue, diarrhea or vomiting.

Please review the accompanying Q and A, which serves as a comprehensive guide for employees during the pandemic, and stay informed.

The company’s Pandemic Flu Task Group will continue to monitor the situation and follow recommendations of the CDC as appropriate to safeguard the well-being of its employees and passengers. Stay tuned — as the situation evolves, so will the policies and procedures associated with the pandemic flu.

Please distribute at all safety meetings and post on all employee bulletin boards.



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September 30, 2009 • Page 1 of 1

Message from Joe Boardman on Free Seasonal Flu Shots for Employees

Dear Co-Workers,

Over the past year, you've heard me talk about creating a safer, greener, healthier company. My motivation for doing so stems from my belief that a company should be much more than just a business operation. A company is a collection of people that have a responsibility to create value for each other, for customers and for the communities in which it operates.

To that end and given the potentially severe flu season the Centers for Disease Control and Prevention (CDC) is predicting, we will be providing free seasonal flu vaccinations — for the first time ever — to all employees who wish to protect themselves from the seasonal flu. Keep in mind that this is for the seasonal flu, not the for the H1N1 flu virus.

Vaccinations will be available in one of two ways: at an on-site clinic set up at work locations (the preferred method), or by using a pre-paid voucher to get a flu shot at a pharmacy or other entity offering flu shots near you. Either way, make sure you have your Amtrak employee ID (SAP) number.

Work locations with 30 or more employees will host at least one on-site clinic between now and Nov. 15. A list of locations is attached for your reference, but look for flyers and e-mails with information about the dates and times and where to sign up for a vaccine at your location.

For those of you who will not be able to visit one of the on-site clinics, please take advantage of the voucher system. You will need to register for the voucher online or by phone. Please follow the information provided in the

AllOne (the vendor who is administering the vaccinations) Voucher Information Sheet that accompanies this message and please register for, or obtain your voucher by Oct. 15. The information is also posted on the Intranet home page.

Getting a flu vaccination is completely voluntary; however, I encourage everyone to take advantage of the offer. Supervisors and their direct reports should coordinate to make sure employees can get the shot while the on-site clinic is at your location. The CDC advises that getting vaccinated is the most important step in avoiding the seasonal flu virus, and I'll be signing up for mine as soon as the date and time is posted.

We are working with the Federal Emergency Management Agency to see if we qualify for H1N1 vaccinations for employees. We will keep you updated on our progress. Also, please remember that the vaccine is for Amtrak employees — family members and contractors should use their health care coverage for vaccinations.

As always, please remember to wash your hands frequently with soap and water to avoid spreading germs. Covering your mouth and nose when sneezing or coughing is also important.

Providing you the opportunity to get a free flu shot is another way Amtrak can show its commitment to you. Please do your part to keep the flu virus from spreading and stay healthy this fall and winter season.

Sincerely,

Joe Boardman
President and CEO



Produced by
Employee Communications

ecom@amtrak.com

**Please distribute at all
safety meetings and post on
all employee bulletin
boards.**

NOTICE TO INTERESTED PARTIES

**Notice to all present employees eligible to participate in the
Retirement Income Plan for the Employees of National Railroad Passenger Corporation**

An application is to be made to the Internal Revenue Service for an advance determination on the qualification of the following employee pension benefit plan:

1. Name of Plan: Retirement Income Plan for the Employees of National Railroad Passenger Corporation (the "Plan")
2. Plan Number: 001
3. Name and Address of Plan Sponsor: National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285
4. Employer Identification Number: 52-0910053
5. Name and Address of Plan Administrator: Pension Committee
c/o National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285

The application will be filed on January 30, 2009 for an advance determination as to whether the Plan meets the qualification requirements of Section 401 of the Internal Revenue Code of 1986, as amended, with respect to the Plan's amendment.

The application will be filed with:

EP Determinations
Internal Revenue Service
P.O. Box 12192
Covington, Kentucky 41012-0192

The employees eligible to participate under the Plan are, in general, the non-union employees of the National Railroad Passenger Corporation, or any wholly or majority-owned subsidiary of the National Railroad Passenger Corporation, who have completed one year of eligibility service, as defined in the Plan.

The Internal Revenue Service has previously issued a determination letter with respect to the qualification of this Plan.

RIGHTS OF INTERESTED PARTIES

You have the right to submit to EP Determinations, at the above address, either individually or jointly with other interested parties, your comments as to whether this Plan meets the qualification requirements of the Internal Revenue Code.

You may instead, individually or jointly with other interested parties, request the Department of Labor to submit, on your behalf, comments to EP Determinations regarding qualification of the Plan. If the Department of Labor declines to comment on all or some of the matters you raise, you may, individually, or jointly if your request was made to the Department of Labor jointly, submit your comments on these matters directly to EP Determinations.

REQUESTS FOR COMMENTS BY THE DEPARTMENT OF LABOR

The Department of Labor may not comment on behalf of interested parties unless requested to do so by the lesser of 10 Employees or 10 percent of the employees who qualify as interested parties. The number of persons needed for the Department of Labor to comment with respect to this Plan is ten (10) employees. If you request the Department of Labor to comment, your request must be in writing and must specify the matters upon which comments are requested, and must also include: (1) the information contained in items 1 through 4 of this Notice; and (2) the number of persons needed for the Department of Labor to comment.

A request to the Department of Labor to comment should be addressed as follows:

Deputy Assistant Secretary
Employee Benefits Security Administration
ATTN: 3001 Comment Request
U.S. Department of Labor,
200 Constitution Avenue, N.W.
Washington, DC 20210

COMMENTS TO THE INTERNAL REVENUE SERVICE

Comments submitted by you to the Internal Revenue Service must be in writing and received by March 16, 2009. However, if there are matters that you request the Department of Labor to comment upon on your behalf, and the Department of Labor declines, you may submit comments on these matters to the Key District Director to be received within 15 days from the time the Department of Labor notifies you that it will not comment on a particular matter, or by March 16, 2009, whichever is later, but not after March 31, 2009. A request to the Department of Labor to comment on your behalf must be received by it by February 14, 2009, if you wish to preserve your right to comment on a matter upon which the Department of Labor declines to comment, or by February 24, 2009 if you wish to waive the right.

ADDITIONAL INFORMATION

Detailed instructions regarding the requirements for notification of interested parties may be found in Sections 17 and 18 of Revenue Procedure 2008-6. Additional information concerning this application (including, where applicable, an updated copy of the Plan and related trust; the application for determination; any additional document dealing with the application that have been submitted to the Service; and copies of Section 17 of Revenue Procedure 2008-6 are available in the office of the Plan Administrator during normal business hours for inspection and copying. (There is a nominal charge for copying and/or mailing.)

If you have any questions about this Notice, please contact Rosemarie Tana at 202-906-2272.

NOTICE TO INTERESTED PARTIES

**Notice to all present employees eligible to participate in
Amtrak's Retirement Savings Plan for Agreement Employees**

An application is to be made to the Internal Revenue Service for an advance determination on the qualification of the following employee pension benefit plan:

1. Name of Plan: Amtrak's Retirement Savings Plan for Agreement Employees (the "Plan")
2. Plan Number: 003
3. Name and Address of Plan Sponsor: National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285
4. Employer Identification Number: 52-0910053
5. Name and Address of Plan Administrator: Savings Plan Committee
c/o National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285

The application will be filed on January 30, 2009 for an advance determination as to whether the Plan meets the qualification requirements of Section 401 of the Internal Revenue Code of 1986, as amended, with respect to the Plan's amendment.

The application will be filed with:

EP Determinations
Internal Revenue Service
P.O. Box 12192
Covington, Kentucky 41012-0192

The employees eligible to participate under the Plan are, in general, employees who 1) are permanent employees of the National Railroad Passenger Corporation, any majority or wholly owned subsidiary of the National Railroad Passenger Corporation, the Chicago Union Station Company, the Washington Terminal Company, or the Union Station Redevelopment Corporation, 2) are members of a unit of employees covered by a collective bargaining agreement, such unit having signed an agreement to participate in the Plan, and 3) have completed a year of service, as defined in the Plan.

The Internal Revenue Service has previously issued a determination letter with respect to the qualification of this Plan.

RIGHTS OF INTERESTED PARTIES

You have the right to submit to EP Determinations, at the above address, either individually or jointly with other interested parties, your comments as to whether this Plan meets the qualification requirements of the Internal Revenue Code.

You may instead, individually or jointly with other interested parties, request the Department of Labor to submit, on your behalf, comments to EP Determinations regarding qualification of the Plan. If the Department of Labor declines to comment on all or some of the matters you raise, you may, individually, or jointly if your request was made to the Department of Labor jointly, submit your comments on these matters directly to EP Determinations.

REQUESTS FOR COMMENTS BY THE DEPARTMENT OF LABOR

The Department of Labor may not comment on behalf of interested parties unless requested to do so by the lesser of 10 Employees or 10 percent of the employees who qualify as interested parties. The number of persons needed for the Department of Labor to comment with respect to this Plan is ten (10) employees. If you request the Department of Labor to comment, your request must be in writing and must specify the matters upon which comments are requested, and must also include: (1) the information contained in items 1 through 4 of this Notice; and (2) the number of persons needed for the Department of Labor to comment.

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Deputy Assistant Secretary
Employee Benefits Security Administration
ATTN: 3001 Comment Request
U.S. Department of Labor,
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Washington, DC 20210

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ADDITIONAL INFORMATION

Detailed instructions regarding the requirements for notification of interested parties may be found in Sections 17 and 18 of Revenue Procedure 2008-6. Additional information concerning this application (including, where applicable, an updated copy of the Plan and related trust; the application for determination; any additional document dealing with the application that have been submitted to the Service; and copies of Section 17 of Revenue Procedure 2008-6 are available in the office of the Plan Administrator during normal business hours for inspection and copying. (There is a nominal charge for copying and/or mailing.)

If you have any questions about this Notice, please contact Rosemarie Tana at 202-906-2272.

Major NEC Schedule Changes Beginning Soon

Beginning this month, Amtrak, Metro-North Railroad and New England Central Railroad will begin performing extensive track maintenance in the Northeast, resulting in several schedule changes from April through September that will affect *Acela Express*, *Northeast Regional*, *Adirondack*, *Empire Service*, *Ethan Allen Express*, *Maple Leaf*, *Keystone Service*, *Pennsylvanian* and *Vermont* services.

Accordingly, information for station employees, call center agents, On-Board Service and Train & Engine crews will be distributed this week in the form of an Operations Service Advisory (OSA) and Arrow message.

Schedules printed in the Fall 2008-Winter 2009 System Timetable and individual schedule cards for most trains operating in the Northeast will no longer be valid due to the magnitude of the track work and the extent of necessary service changes. In addition, schedules for many trains operating throughout the Northeast will not be published in the 2009 Spring-Summer System Timetable, which becomes effective May 11, 2009. However, up-to-date schedules will be available for download and printing at Amtrak.com.

Passengers will be notified of these service changes via station and on-board announcements, station notices, seat drops on certain routes and on Amtrak.com. Press releases will also be issued. For current information, passengers should be directed to visit Amtrak.com, call 1-800-USA-RAIL or speak with a ticket agent.

Randy Jackson Joins Amtrak for National Train Day *Celebrity spokesperson and musical entertainers announced*

American Idol Judge Randy Jackson will be the official spokesperson for the second annual National Train Day, and will kick-off the festivities in Washington, D.C., on May 9. Other major events will be hosted in Philadelphia, Chicago and Los Angeles, with many smaller events in communities nationwide.

“As one of the hosts of the most watched TV show in America, Randy is supporting our goal of raising the profile of train travel as an important part of American culture,” said Emmett Fremaux, vice president of Marketing and Product Management. “We aim to increase ridership by promoting rail travel’s promising future and its influence on the way people connect with each other in their personal and professional lives.”

“Showing support for Amtrak’s National Train Day reinforces my belief that trains are the backbone of America,” said Jackson.

The four major events will feature live musical performances from up-and-coming and local artists. The event in Washington will feature Grammy nominee Karina Pasian and a soon-to-be-announced headliner. In Philadelphia, Jon McLaughlin, singer of the Acedemy Award-nominated song “So Close” and singer-songwriter Rachael Yamagata will perform.

Daughter of legendary blues guitarist Johnny Copeland, Shemekia Copeland and emerging R&B artist, Unique, will take the stage in Chicago. And train enthusiasts in Los Angeles will enjoy performances by singer-songwriter Matt Costa and Chana, a new artist who is receiving accolades from several media outlets for her tropical sound.

Employees are encouraged bring their families to enjoy the interactive Eco Exhibit, displays of model railroads, as well as real Amtrak and historic train cars, paintings from notable train artist J. Craig Thorpe, and more. The AmtraKids Depot will feature educational hands-on activities, appearances by Radio Disney’s Rockin’ Road Crew, magicians and face painters.

Acela Express Pass Policy Reminder

In a letter to employees last week, Vice Presidents Emmett Fremaux and Richard Phelps reminded employees to adhere to the *Acela Express* pass policy to maximize the availability of revenue seats, citing continued demand and anticipated ridership increases resulting from new marketing initiatives.

Employees must have a ticket to ride *Acela* for both business and personal travel and flash-passing is never allowed. Personal travel is not permitted on weekday departures before 9 a.m. or between 2 and 6 p.m.

Trainiac Trivia

Over the next three weeks, *Amtrak This Week* will feature a National Train Day-related trivia question. Answer correctly and you could win a Trainiac prize package and have your photo and answer featured in the May issue of *Amtrak Ink*.

National Train Day commemorates the completion of the first transcontinental railroad in 1869, which joined how many miles of track?

- a.) 1,776
- b.) 1,898
- c.) 2,120
- d.) 2,547

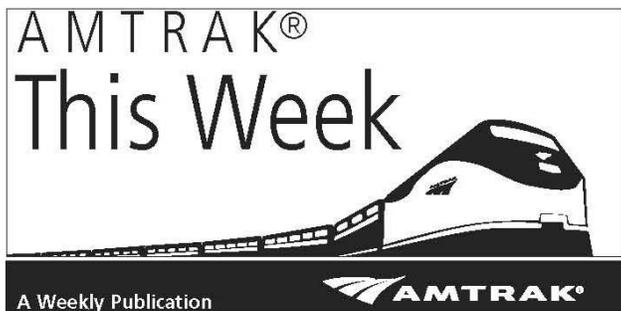
E-mail your answer to ecom@amtrak.com. A winner will be selected at random from those who respond correctly. *Hint: Answers can be found at NationalTrainDay.com.*

Engineering: The System Production Switch & Rail Gang, with the assistance of Mid-Atlantic Division Engineering forces, will begin the installation of 12 strings of curve patch rail on the Harrisburg Line's Track Nos. 1 and 4 west of Paoli this week. The gang will utilize 55-hour weekend outages over the next five weeks to complete the project.

Transportation: As of April 12, 559 *Acela Express* trains operated with a total on-time performance of 97.1 percent since March 23. Only 16 trains were lost in 21 days thanks to the collaborative efforts of Transportation, Engineering and Mechanical forces in the Mid-Atlantic and Northeast Divisions.

Ridership and Revenue: Due to a further decline in travel as a result of the economic downturn, system-wide ridership and ticket revenue for March fell by 10 and 11 percent, respectively, compared to last year. Total ticket revenue for the month was \$127.2 million.

Message From Joe Boardman



Transportation: Effective June 1, all Train and Engine and On-Board Service employees who work on trains that cross the Canadian border will be required to have documents compliant with the Western Hemisphere Travel Initiative established by the U.S. Departments of State and Homeland Security. Acceptable travel documents include a U.S. passport, a U.S. passport card or a state-issued enhanced driver's license.

Government Affairs: Chief Financial Officer DJ Stadler will testify on Amtrak's progress on American Recovery and Reinvestment Act projects at a House Transportation and Infrastructure Committee hearing on April 29.

Procurement: Vendors inquiring about projects funded by the American Recovery and Reinvestment Act should be directed to the new Procurement portal at <http://procurement.amtrak.com> for information and guidelines. Progress reports and information on ARRA projects can be found on the Intranet under "How We Work" → "Finance" → "Economic Stimulus Guidelines."

"Trainiac" Trivia

What is the name of the rail car that carried President Obama prior to his inauguration and will be on display in Washington on National Train Day?

- a.) Georgia 300
- b.) Dover Harbor
- c.) Cannon Ball
- d.) Greenwich Harbor

E-mail your answer to ecom@amtrak.com by noon EST on April 30. Respond correctly and you could win a Trainiac prize package and have your photo featured in the May issue of *Amtrak Ink*.

Last week's winner was NAME, TITLE, who correctly answered that National Train Day performer Jon McLaughlin sang at the 2008 Academy Awards.

Last Thursday I set off on the *Capitol Limited*, beginning a three-week cross-country journey to visit some of our locations, meet employees and call on state partners. In Chicago on Friday, I talked to employees in a Block Training class and visited the yards again. I told employees about the upgrades we'll be making to the mechanical facilities there, such as improving the heating system and replacing the roofs on some buildings.

On Saturday, I met Sen. Tester of Montana for a brief press conference during the *Empire Builder's* dwell time at Havre. One of the reporters asked what I have seen change, and I said take a look at the faces of the employees right here on the "high-line," they represent our strongest competitive advantage, and they are encouraged with the support that the President, Vice President and legislators like Sens. Tester and Baucus.

As we traveled through Glacier Park people at the Izaak Walton Inn held up a banner saying "We love Amtrak." How wonderfully they have treated us on our way to Seattle — it really makes such a memorable trip to be around committed employees and those who depend on our service.

Today I'm in Seattle, meeting employees and touring the yard. Our employees here do an excellent job of maintaining Amtrak *Cascades* and Sounder commuter service equipment as well as servicing the *Empire Builder* and *Coast Starlight*. Improvements at the Seattle yard are long overdue and we remain committed to building a new facility there.

Tomorrow, I'll take the *Coast Starlight* to Oakland. I'm looking forward to visiting the Oakland Maintenance Facility on Wednesday, as well as the San Jose mechanical facility where our employees provide repair and maintenance service for the Caltrain commuter service. I understand I will also get a chance to meet the crews of the two trains that we had a close call with in Oceanside, along with a planned barbeque for employees in San Diego.

Friday will be spent in Los Angeles, greeting employees at the station and offices there. I'm eager to check out the yard, which is slated for a new preventive maintenance facility for the Superliner equipment our employees work on thanks to stimulus funds. I'm sure I'll find Saturday's visit to the call center in Riverside interesting and maybe even get to listen in on some of our calls.

I'll spend Employee Appreciation Day on Friday in LA. On that day, 39 locations across the system will be holding events designed to provide you information and resources to be safer, greener and healthier employee. Smaller locations are observing that day in other ways as well. I designated May 1 Employee Appreciation Day, because while we might celebrate our 38th anniversary on that day, it's the people behind Amtrak that are to be recognized. That will also be the day those eligible will receive the 60 percent of the retroactive pay.

My travels afford me the opportunity to meet many of you and to remind you that we need to adjust our collective thinking to go beyond getting through the day or week. We are in the midst of an historic and pivotal period for passenger rail — think big, because America expects big things from us.

Sincerely,

Joe Boardman
President and CEO

ATW 2/23

Dear Co-workers,

As I travel across the country, I often meet people who tell me about how much potential Amtrak has. The truth is, Amtrak has seen a promising future since 1971. I know you think you've heard it before, but I'd like to tell you why it's true in 2009.

Three major reasons: For the first time in a long while, we have some clear direction from Congress on the future of Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act is our blueprint and aims to make lasting improvements in passenger rail.

As part of the stimulus bill signed by the president last week, we will receive \$1.3 billion to make significant strides on capital programs. Among other things, we'll return to service 100 cars that are currently sidelined, completely replace the Niantic River Bridge in Connecticut, install Positive Train Control and make major Americans with Disabilities Act modifications to our stations. The law also provides money for states to make rail investments of their own, and they're coming to us for our expertise.

And we have an administration that is forward-looking when it comes to rail and is more likely than any other in recent history to be open to making additional investments in passenger rail.

All of these elements combine to help us realize great potential. But that's just it — it's only potential if we don't believe in the direction we're taking and make it happen. Sometimes I wonder if we've become conditioned to low expectations over the years, thinking that no one expects big things from Amtrak. Well, I expect big things from us. We need to open our collective hearts and minds to the Amtrak we know we can be.

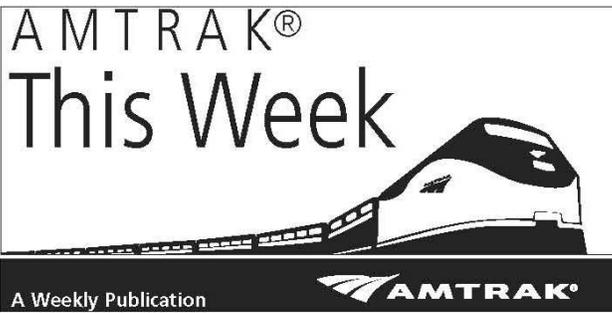
That's where vision and leading by example come in. I'm not just talking about forward movement, I'm taking the steps. Just last week, I met with vendors about the Viewliners we need to purchase for our long-distance fleet. I want to replace the electric locomotive fleet and am seeking the money to do that. I want to electrify the railroad to Richmond and I'll be studying the cost estimates on that next week. And I listen — we have a great deal of talent and dedication, and our employees have great ideas and they need to be heard.

The time to harness our future is now and we're moving full steam ahead with renewed energy. I care a great deal about this place and I know you do, too. We need to embrace the opportunities that are before us and run with them — for us, for our customers and for our country.

Sincerely,

Joe Boardman

p.s. By the way, I know everyone wants to know what our list of capital programs is, I'll share it with you as soon as we've finalized it with the FRA — I wouldn't want to mislead you.



Engineering: The System Production Track Laying Machine begins its summer production season at Hunter Interlocking, west of Newark, N.J., installing nearly 5,000 concrete ties over the next four weeks.

Government Affairs: The Senate confirmation hearing for Joseph Szabo, a former United Transportation Union official and President Obama’s nominee for FRA Administrator, will take place on April 22.

Employee Appreciation Day Reminder: Amtrak’s 38th anniversary on May 1 has been dedicated as Employee Appreciation Day. Special events to help employees become safer, greener and healthier — personally and professionally — will take place at 39 locations across the country.

Be a Part of National Train Day

The second annual National Train Day is on May 9, and employee volunteers are needed to serve a variety of roles. Volunteers will receive a complimentary National Train Day polo shirt and refreshments.

To volunteer at a major event, send your name, department, shirt size and contact information to:

- Chicago: Tracy Robinson, Robi3181@amtrak.com
- L.A.: Don Wong, WongD@amtrak.com
- D.C.: Saunya Connelly, ConnelS@amtrak.com
- Phil.: Kecia Babb-Jordan, JordanK@amtrak.com

“Trainiac” Trivia

Which one of this year’s National Train Day performers sang at the 2008 Academy Awards?

- a.) Shemekia Copeland b.) Matt Costa
- c.) Rachael Yamagata d.) Jon McLaughlin

E-mail your answer to ecom@amtrak.com. Respond correctly and you could win a Trainiac prize package and have your photo featured in the May issue of *Amtrak Ink*. *Hint: The answer can be found at NationalTrainDay.com.*

Last week’s winner was Jim Gordon, foreman II, Beech Grove Maintenance Facility, who correctly answered that Philadelphia is hosting a major National Train Day event for the first time.

President Obama Unveils Strategy for High-Speed Rail

On April 16, Secretary of Transportation Ray LaHood and Vice President Biden joined President Obama to announce the administration’s strategic plan for the development of high-speed rail (HSR). Obama said his plan builds on the highway and aviation development models used over the last century to create a clean, energy-efficient rail system that will fuel economic expansion through public-private partnerships.

The \$8 billion set aside for passenger rail in the American Recovery and Reinvestment Act will be used to jump-start the process by funding infrastructure projects that will improve existing service, corridor capital programs and HSR corridor development.

Amtrak is eligible to apply for ARRA funding for HSR corridor development independently and can apply for infrastructure projects in cooperation with states.

Grants for projects will be given to those that are ready to begin, have completed environmental and preliminary engineering work, and have an emphasis on near term job creation.

“Amtrak applauds the major investment and higher-speed passenger trains called for by the President,” said President and CEO Joe Boardman. “We look forward to partnering with federal and state governments to advance new, faster and more frequent train service.”

On-Board Recycling Begins Nationwide

An interdepartmental initiative to recycle newspapers, bottles and cans in every food service car across the system is on schedule to be completed this week. Passenger awareness campaigns will also launch aboard certain trains to promote the “greener” service.

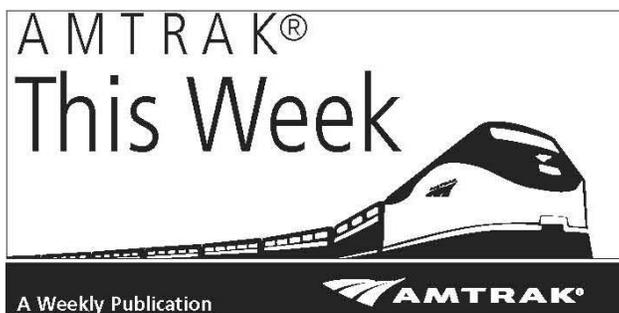
“Earth Day is this week (April 22) so there couldn’t be a more appropriate time for this project to come to fruition,” said Roy Deitchman, vice president, Environmental Health and Safety.

The project is a joint effort between Environmental Health and Safety, Marketing and Product Management, Mechanical, Engineering, Transportation and Government Affairs.

Some food service cars have had existing trash receptacles re-labeled for recycling, while others have been fitted with custom-built containers. The cross-functional team found solutions to meet the needs of on-board crews while also meeting the requirements of FRA fire and safety codes.

“This is a major step forward in making Amtrak service greener and it took a tremendous amount of teamwork,” said Chief Operating Officer William Crosbie. “It’s great for the environment and it helps build passenger loyalty.”

Message From Joe Boardman



Last Thursday I set off on the *Capitol Limited*, beginning a three-week cross-country journey to visit some of our locations, meet employees and call on state partners. In Chicago on Friday, I talked to employees in a Block Training class and visited the yards again. I told employees about the upgrades we'll be making to the mechanical facilities there, such as improving the heating system and replacing the roofs on some buildings.

On Saturday, I met Sen. Tester of Montana for a brief press conference during the *Empire Builder's* dwell time at Havre. One of the reporters asked what I have seen change, and I said take a look at the faces of the employees right here on the "high-line"; they represent our strongest competitive advantage, and they are encouraged with the support that the President, Vice President and legislators like Sens. Tester and Baucus.

As we traveled through Glacier Park people at the Izaak Walton Inn held up a banner saying "We love Amtrak." How wonderfully everyone has treated us along the way — it really makes such a memorable trip to be around committed employees and those who depend on our service.

Today I'm in Seattle, meeting employees and touring the yard. Our employees here do an excellent job of maintaining Amtrak *Cascades* and *Sounder* commuter service equipment as well as servicing the *Empire Builder* and *Coast Starlight*. Improvements at the Seattle yard are long overdue and we remain committed to building a new facility there.

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Sincerely,

Joe Boardman
President and Chief Executive Officer

Transportation: Effective June 1, all employees who work on trains that cross the Canadian border will be required to have documents compliant with the Western Hemisphere Travel Initiative established by the U.S. Departments of State and Homeland Security. Acceptable travel documents include a U.S. passport, U.S. passport card or a state-issued enhanced driver's license.

Government Affairs: Chief Financial Officer DJ Stadler will testify on Amtrak's progress on American Recovery and Reinvestment Act projects at a House Transportation and Infrastructure Committee hearing on April 29.

Procurement: Vendors inquiring about projects funded by the American Recovery and Reinvestment Act should be directed to the new Procurement portal for information and guidelines at <http://procurement.amtrak.com>. Progress reports and information on ARRA projects can be found on the Intranet under "How We Work" → "Finance" → "Economic Stimulus Guidelines."

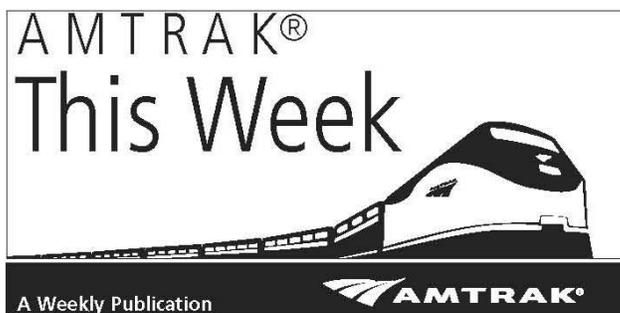
"Trainiac" Trivia

What is the name of the rail car that carried President Obama prior to his inauguration and will be on display in Washington on National Train Day?

- a.) Georgia 300 b.) Dover Harbor
c.) Cannon Ball d.) Greenwich Harbor

E-mail your answer to ecom@amtrak.com by noon EST on April 30. Respond correctly and you could win a Trainiac prize package and have your photo featured in the May issue of *Amtrak Ink*.

Last week's winner was Michael Schmidt, engineer, Facility Maintenance, who correctly answered that National Train Day performer Jon McLaughlin sang at the 2008 Academy Awards.



Engineering: Bridge Rehab Gang R-905 is ahead of schedule and nearing completion of two bridge deck conversions on Track 2 of the Hudson Line in Castleton, N.Y. The gang is replacing the concrete bridge seats and backwalls, installing new high strength bolts, steel stringers, laterals and concrete deck slabs.

Government Affairs: The U.S. House of Representatives has passed legislation approving \$1.5 billion in Amtrak funding for FY '10 while the Senate is tentatively set to vote in September on a bill to provide \$1.57 billion. After that, members of each group will meet in a conference committee to reconcile the differences in each bill and authorize a final appropriation. Amtrak had requested \$1.84 billion plus \$144 million for ADA needs.

Beech Grove Completes First ARRA-Funded Car for Service in Midwest, West

Amtrak employees will join local and federal elected officials on Aug. 6 at the Beech Grove Maintenance Facility to commemorate the release of the first car rehabilitated with stimulus funding at the facility.

Superliner Sightseer Lounge #33016 is the first car restored for routes serving the Midwest and West using money from the American Recovery and Reinvestment Act. At a total cost of \$32 million, 21 long-distance passenger cars and 15 diesel P-40 locomotives will be returned to service over the next two years after being rehabilitated or overhauled at Beech Grove as a result of the infusion of stimulus funding.

To accommodate the increased workload, 108 employees have been hired at the facility, some of whom had been laid off by automotive and aviation manufacturers. Beech Grove now employs over 600 workers.

This project is in addition to ARRA-funded work being completed at the Bear Car Shops in Delaware. There, 60 Amfleet cars are being returned to service at a cost of \$59 million.

Safe-2-Safer Kicks Off This Week

Starting this week, employees throughout the company will be asked to complete a voluntary survey to support Safe-2-Safer, a new company-wide initiative to reduce safety and security risks. As described in the July 31 *Special Employee Advisory*, Safe-2-Safer will be rolled out on a regional basis over the next six months.

Most employees will be asked to complete the survey in paper form at their work location. Those employees with company e-mail accounts and Internet access may complete the survey online, the link to which will be emailed today. The surveys will be completed anonymously, and no answers can be traced back to any individual.

“For Safe-2-Safer to be effective, we need to know how employees think about safety and why. The surveys are being completed anonymously because we really want open and honest feedback,” said Vice President of Transportation Richard Phelps, who has been tapped to lead the initiative. Results of the survey will be published in October.

Safe-2-Safer will not replace any current safety practices, but aims to improve upon them by creating an environment in which employees at all levels work together to change at-risk behaviors to safe behaviors.

“Our senior management team and I are fully committed to making Amtrak safer and healthier. We’re seeking support and participation from our unions, our managers and you to get there,” said President and CEO Joe Boardman.

Safe-2-Safer will include training, ongoing coaching and greater accountability for supervisors, and broader employee engagement through peer-to-peer feedback. The initiative will be implemented in phases, first kicking off in the Mid-Atlantic region, then being rolled out in other parts of the country.

Employees in both operation and non-operating departments will benefit from a safer and more collaborative working environment. Research shows that companies that sustain excellent safety records also perform better overall.

For more information, please read the Q and A that accompanies this edition of *Amtrak This Week* (also available on the Intranet under “Safety.”)



A Message from Joe Boardman

Dear Co-workers,

The U.S. House of Representatives has approved \$1.5 billion in funding for FY '10, which begins Oct.1. The current Senate number, \$1.57 billion, will likely be taken up by the full Senate in September, and then the two will reconcile the figures for a final appropriation. These numbers fall short of our request and of what is authorized in the Passenger Rail Investment and Improvement Act (PRIIA). We asked for \$1.84 billion, plus \$144 million for ADA needs, and we'll continue to advocate for that funding level. In the meantime, we'll have to wait to see what the final outcome means for us, and I'll keep you posted.

The shortfall (as it stands now) is disappointing, considering the momentum we're experiencing with the support for rail and the infusion of American Recovery and Reinvestment Act (ARRA) funds. In addition to the investments we're making with \$1.3 billion in ARRA funds, more than half the states in the country are seeking to partner with us as they compete for \$8 billion in stimulus funds for capital investments in high-speed and intercity service.

It's an extraordinary time in our history, and we're making enduring investments while pursuing opportunities that make strategic and business sense to position Amtrak as the provider of choice. Don't kid yourself thinking that we don't have competition — we do.

Slowly but surely, we're also striving to create a more collaborative working environment and change the way we work together. Based on my travels across the system (if we haven't met yet, I hope we will soon), I think most employees are ready for positive changes.

A year ago, we began Strategic Asset Management (SAM), which rethinks how we do business and optimizes the processes, systems and tools that support the business. A multiyear investment, SAM will result in consolidated and compatible systems for Finance, Procurement, Human Resources, IT and Operations. These will be lasting improvements that alter the way we work together for the better.

We've just introduced Safe-2-Safer, an approach to safety and security that encourages a more open dialogue among employees, supervisors and departments. We're not replacing safety practices — we've got a good record (congratulations to Mechanical employees on the safety record in July!) but we need to be safer, creating a workplace where we can talk openly about our safety culture. It's about all of us going home the same way we came to work, not about "gotcha" tactics. I've completed the survey, and I hope you've made your voice heard by completing it as well.

Sincerely,

Joe Boardman
President and CEO

Mechanical: The Mechanical department ended the month of July with only four FRA-reportable injuries system wide — the least monthly total ever for the department — thanks to the dedication of its employees. A majority of locations had zero injuries for the month.

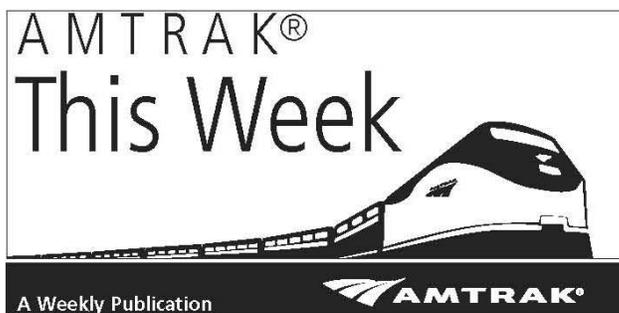
Your Feedback is Needed

Remember to take the Safe-2-Safer survey by Aug. 24. Feedback from employees throughout the company is critical to the full implementation of the initiative. Most employees can anonymously complete a paper survey at their work location. Those who have an Amtrak e-mail address *and* Internet access can take it online by clicking the link in the upper left corner of the Intranet home page.

Important Note for Non-Operating Department Employees

If completing the survey online, employees in the following departments should select "Administrative/Support" as their department, and "HQ and Business Field Offices" as their geographic region:

- Environmental Health and Safety
- Finance
- Government Affairs and Communications
- Human Resources
- Information Technology
- Labor Relations
- Law
- Policy and Development
- President's Office



Operations Changes: Due to continued track improvements in New Jersey, many *Acela Express*, *Northeast Regional* and *Keystone Service* trains will operate on a slightly later schedule beginning Aug. 17. Eastbound trains from Metropark, Newark International Airport and Newark N.J., will operate two to three minutes earlier.

Stimulus Update: Updated lists of stimulus-funded projects are posted on Amtrak.com under “Inside Amtrak” → “Other Reports.” The lists, which include projects recently approved by the FRA, are also available on the Intranet under “How We Work” → “Finance” → “Economic Stimulus.”

Station Improvement: Southwest Division Assistant Superintendent Joy Smith will help officially open a “Welcome Center” at the Ardmore, Okla., *Heartland Flyer* station this Saturday, Aug. 22, initiating six-day-a-week service by volunteer station hosts.

Safe-2-Safer Survey Closes Aug. 24

There is one full week left to complete the Safe-2-Safer survey, which closes on Monday, Aug. 24.

Don't miss this opportunity to share your perspective. Most employees can complete the paper survey at their work site, while employees who have an Amtrak e-mail address *and* Internet access can complete it online by clicking the link in the upper-left-hand corner on the Intranet home page.

New Amtrak *Cascades* Service Pilot Expands Service in Pacific Northwest

A second daily Amtrak *Cascades* roundtrip between Portland, Ore., Seattle and Vancouver, B.C., will begin as a pilot program on Aug. 19 and run through the conclusion of the 2010 Olympic Winter Games and the Paralympic Games at the end of March.

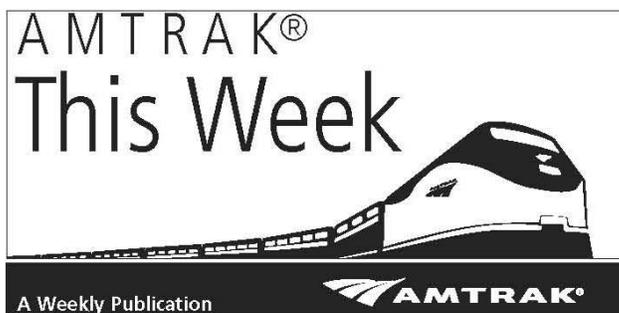
Northbound Train 516 is scheduled to depart Portland each day at 2:50 p.m., arriving in Vancouver at 10:45 p.m. Southbound Train 513 will depart Vancouver at 6:40 a.m. and reach Portland at 2:55 p.m.

“The new service is the result of a lot of hard work on the part of many employees throughout the company, particularly in negotiating an agreement that would work for all stakeholders,” said Pacific Division District Superintendent Kurt Laird.

Members of Transportation; Policy and Development; Amtrak Police and Security; and Government Affairs and Corporate Communications were involved in ironing out the details with the Canadian government, the Washington and Oregon Departments of Transportation, BNSF Railway and U.S. Customs and Border Patrol.

“More passenger train travel between Vancouver and Seattle is an important step towards helping boost cross-border tourism,” said British Columbia Minister of State for Intergovernmental Relations Naomi Yamamoto. “We’re very hopeful the expanded service will stay on the rails long past next March.”

In addition, Amtrak *Cascades* passengers will now benefit from the return of all of the route’s Talgo trainsets. Amtrak and WSDOT have completed refurbishment of the train interiors that began last summer.



Safe-2-Safer Survey Closes Today *Thank You to Those Who Participated*

Today is your last chance to complete the Safe-2-Safer survey, which closes today at 5 p.m. PDT.

It's not too late if you fill it out today — most employees can complete the paper survey at their work site, while employees who have an Amtrak e-mail address *and* Internet access can complete it online by clicking the link in the upper-left-hand corner on the Intranet home page.

In addition, more than half of the 82 Safe-2-Safer focus groups scheduled over the course of a six-week period across the country have taken place.

Thank you to the thousands of employees across the system who chose to share their perspectives by completing the survey and/or participating in the focus groups held so far. The results from the survey and focus groups will be published in October.

Your input will help drive Safe-2-Safer, which aims to reduce injuries and bolster security by creating a more collaborative environment.

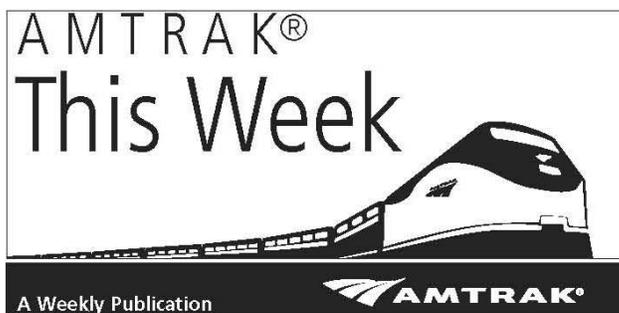


Operation Change: From Thursday, August 27 through Monday, September 7, *Empire Service* Trains 281, 283, 284 and 288 and *Maple Leaf* Trains 63 and 64 will make a special stop at the New York State Fair in Syracuse, N.Y.

Engineering: The Production Switch Exchange System, with the assistance of Mid-Atlantic Division Engineering forces, will be installing four wayside turnouts on the division in the coming weeks. This weekend the SES will be installing a #10 wayside turnout at the Mrs. Filbert's warehouse near Baltimore.

Information Technology: All non-agreement employees and contractors are reminded that they must complete the online Information Security Awareness Training course Log on to www.elementk.com/login.asp/ to access the course. Enter your eight-digit SAP number followed by "amtrak" as the user name (ex. 12345678amtrak) and "amtrak1" as the password.

Benefits: Employees with questions about their benefits should call the Amtrak Benefits Service Center at 800-481-4887 or log on to www.amtrakbenefits.com for more information.



Northeast Regional Tickets to Lynchburg Available

Tickets are now available for the new *Northeast Regional* service to Lynchburg, Va., that begins Oct. 1.

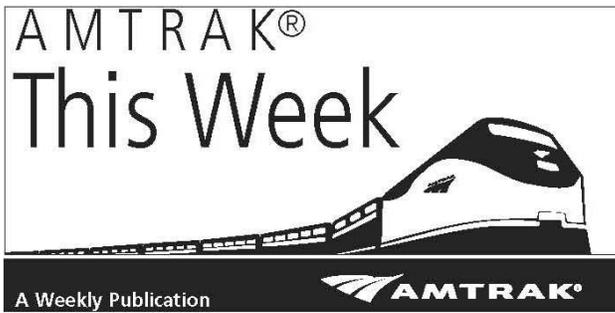
Thanks to a new partnership with the Commonwealth of Virginia, Amtrak will extend current *Northeast Regional* service to offer a Lynchburg-Washington roundtrip. The agreement increases the company's number of state partners to 15.

The agreement also includes a fifth *Northeast Regional* roundtrip to Richmond, which slated to launch in December.

Amtrak's other current state partners are California, Illinois, Maine, Michigan, Missouri, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Texas, Vermont, Washington, and Wisconsin.

Stimulus Updateance" → "Economic Stimulus."

-a-week service by volunteer station hosts.



Benefits: Amtrakbenefits.com will not be available from Dec. 14 through Jan. 3 in order to facilitate year-end processing activities. For questions or assistance regarding benefits during that time, call the Amtrak Benefits Service Center at 800-481-4887.

Marketing and Product Development:

An Amtrak model train will circle the National Christmas Tree outside The White House this year thanks to a partnership with the National Park Service, National Park Foundation and National Christmas Tree Railroad. The 1:22.5 scale model includes two P42 locomotives, four Amfleet cars and a café car.

Marketing and Product Development:

The deadline for employees to purchase discounted tickets to select performances of the *Radio City Christmas Spectacular* in New York is Dec. 10. To order, call 866-858-0007 or visit www.radiocitychristmas.com and use promotional code "AMTRAK."

Host Railroads: Representatives from Amtrak will be in Missouri on Dec. 8 to attend the official opening of a new \$8.1 million, 9,000-foot side track on the Union Pacific Railroad used by *Missouri River Runner* trains.

Human Resources: Non-agreement employees are reminded that leave time must be entered in SAP as it is taken. Any 2009 leave that has not been entered must be submitted by Dec. 31 in order to accrue full vacation entitlement next year.

Thanksgiving Performance Sets All-Time Record

The final performance report for Thanksgiving week — Amtrak's busiest week of the year — shows a ridership increase of 4 percent over last year and a ticket revenue increase of 1 percent. The 685,876 trips from Nov. 22 - 30 generated \$44.1 million in ticket revenue, which is the best weekly performance in company history.

"Once again, our performance illustrates the growing popularity of passenger rail service, which is a credit to our front line employees who operate a great railroad," said Emmett Fremaux, vice president, Marketing and Product Development. "To outperform our previous record from 2008, when gas prices were much higher, is a great accomplishment."

Estimates from AAA predicted that overall holiday travel would rise slightly from last year's sharp drop of 25 percent, but that air travel would still decline another 6 percent.

The substantial ridership was managed through a collaborative effort between the Transportation, Engineering and Mechanical departments across the system as additional departures, extended train consists and schedule changes were implemented to maximize availability.

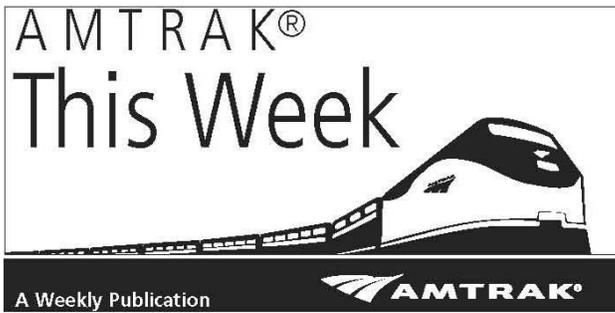
"On behalf of the entire executive team, I want to thank every employee for their dedication to safety and customer service during such a busy time," said President and CEO Joe Boardman.

Executives Participate in National Rail Conference

President and CEO Joe Boardman, Chief Financial Officer DJ Stadler and Vice President of Policy and Development Stephen Gardner attended a conference on domestic high-speed rail manufacturing hosted by U.S. Secretary of Transportation Ray LaHood on Dec. 4.

Described as a preliminary discussion on investment opportunities to support high-speed rail, the conference included government officials, business leaders, union representatives and industry groups.

"This was a valuable opportunity to share ideas about what the future of train travel could and should look like," said Boardman. "We will do everything we can to move that vision forward while positioning Amtrak as *the* provider of passenger rail service in America."



Human Resources: Non-agreement employees must enter leave time in SAP as it is taken. Any 2009 leave that has not been entered must be submitted by Dec. 31. In addition, HR is currently developing a solution to accommodate various non-standard work schedules. Look for more information on this soon.

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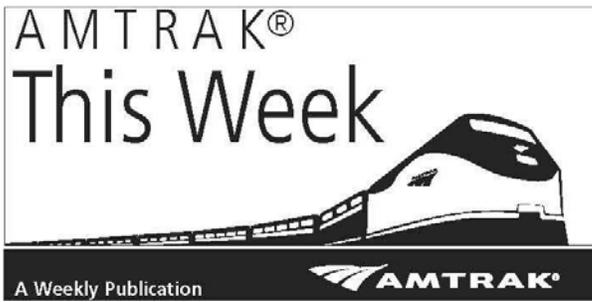
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Executives Participate in National Rail Conference

President and CEO Joe Boardman, Chief Financial Officer DJ Stadtler and Vice President of Policy and Development Stephen Gardner attended a conference on domestic high-speed rail manufacturing hosted by U.S. Secretary of Transportation Ray LaHood on Dec. 4.

Described as a preliminary discussion, the conference focused on investment opportunities arising from the economic stimulus program to create manufacturing jobs in the U.S. The group of government officials, business leaders, union representatives and other railroad industry groups also addressed ways to develop the country's high-speed and passenger rail network.



Safe-2-Safer Update from Richard Phelps

Dear Co-workers,

Since beginning the Safe-2-Safer program this summer, we have made a lot of progress thanks to your support. While many of you may have not yet witnessed the progress we're making, let me assure you that we have been successful in completing the first critical steps of this multiyear program.

Completing the survey and focus groups was a huge milestone and provided us with valuable insight that will help us maximize the effectiveness of Safe-2-Safer. (As a reminder, the full survey and focus group results are posted on the Safety page on the intranet.)

Additionally, all managers/supervisors within the Mid-Atlantic Divisions have completed their first coaching module and some have also started creating a personalized action plan for becoming better safety leaders. Managers in the Northeast Division and Mechanical shops are close behind and as we continue to roll-out systemwide, leaders within every division and department will follow suit.

At the heart of Safe-2-Safer is the Behavior Accident Prevention Process® (BAPP), which begins with local employee teams creating a comprehensive list of behaviors that can help prevent accidents and injuries that have occurred in that area. In locations where we have begun the Safe-2-Safer roll-out, I know many employees are excited about starting BAPP because they recognize how this new way of addressing risk reduction and relating to each other can yield benefits. For that reason we must be committed to doing it correctly rather than quickly.

BAPP hinges on effective *teams* of union workers *and* managers, so over the next several weeks, we will be meeting with every union's representative officers and soliciting from the General Chairmen their perspectives, contributions and insights to make BAPP as successful as possible. Our goal is to better understand the linkage between safety culture and unique safety issues confronting each craft so we can together identify the best fixes and ongoing procedures to accomplish our overarching goal of reducing risks and injuries.

We're committed to improve the way employees, management and labor leaders work together. The executive committee and I believe safety is not about statistics — it's about people. It's about being able to enjoy seasons such as this with our families and friends.

Safe-2-Safer has the potential to make our great railroad an even better place to work. I hope you're as encouraged as I am by what will be taking place and look forward to keeping you informed as we move forward. Please have a safe and happy holiday season.

Sincerely,

Richard Phelps
Safe-2-Safer Executive Sponsor
Vice President of Transportation

Real Estate: The Real Estate Development group recently closed on the purchase of the Sanford *Auto Train* facility property from CSX, a move that will greatly facilitate the ongoing capital projects at the station. This property had been under a short term lease with CSX.

Benefits: Amtrakbenefits.com will not be available from Dec. 14 through Jan. 3 in order to facilitate year-end processing activities. For questions or assistance regarding benefits during that time, call the Amtrak Benefits Service Center at 800-481-4887.

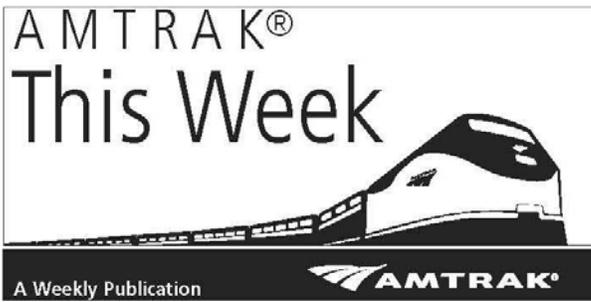
Marketing and Product Development: To meet passenger demand for a higher level of food service, dining car service is being restored on the New York-Chicago *Lake Shore Limited* beginning Dec. 14. Refurbished Heritage Dining Cars will replace the Diner Light cars that have been part of the consist since 2007.

Amtrak Begins Greenhouse Gas Emissions Survey

Select employees may soon be contacted by the Environmental Health and Safety department, as Amtrak conducts a comprehensive greenhouse gas (GHG) emissions inventory. The inventory is part of Amtrak's membership in The Climate Registry (TCR), a non-profit organization founded to set consistent and transparent standards for businesses and governments to calculate, verify and publicly report their GHG emissions.

Amtrak joined TCR this year as part of its continuing effort to reduce its carbon footprint.

The inventory process will require an assessment of GHG emissions throughout its system including those from diesel and electric locomotives, passenger cars, maintenance equipment, stations, offices and other facilities.



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With a new year and a new decade upon us, what better time for a new approach? We're committed to improve the way employees, management and labor leaders work together. The executive committee and I believe safety is not about statistics — it's about people. It's about being able to enjoy seasons such as this with our families and friends.

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Richard Phelps
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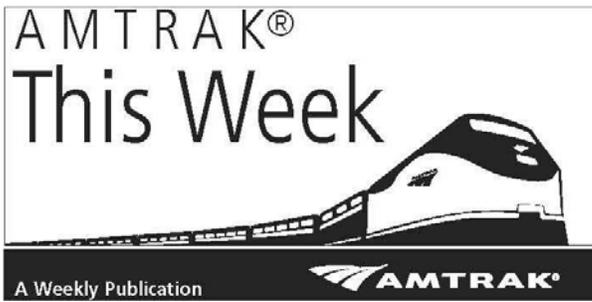
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Castleton/Fair Haven, Vt. Station?

TLM Production Results?

ARRA Equipment Refurb Update?

Operations Update:

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Awards: On Tuesday in (WHERE), the Committee for Employee Support of the Guard will present Amtrak with a Patriot Award in recognition of its strong support of employee participation in the Guard and Reserve through leadership and personnel policies. Acting Superintendent, Bear Car Shops, Lew Wood will accept the award on behalf of the company.

2010 Holiday Schedules

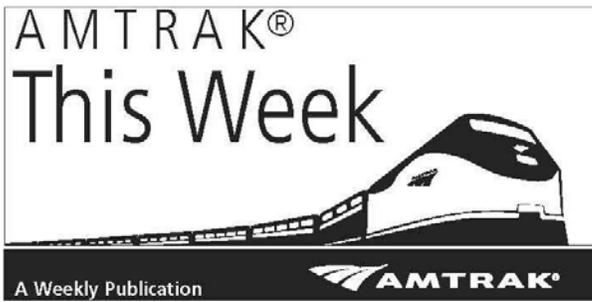
Amtrak will observe the following 2010 dates as holidays for non-agreement employees:

New Year's Day	Jan. 1
Martin Luther King, Jr. Day	Jan. 18
President's Day	Feb. 15
Memorial Day	May 31
Independence Day	July 4
Labor Day	Sept. 6
Veteran's Day	Nov. 11
Thanksgiving Day	Nov. 25

Because Christmas Day falls on a Saturday, current non-agreement employees will receive a third personal day to be used in 2010.

Holidays for agreement-covered employees are subject to each specific labor agreement. Employees should check with their union to be sure which holidays are included in each agreement. Some agreement-covered employees also receive personal holidays, the number of which varies by agreement.

For further information regarding holidays and personal days, please refer to the [Amtrak Policy and Instruction Manual](#), on the intranet under "Library"→"Policies".



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Employees Honored for Military Support

On Dec. 22 at Bear Car Shops, two Amtrak employees will be recognized for their commitment and service to the U.S. armed forces.

Superintendent Lew Wood will be presented with a Patriot Award by the Committee for Employee Support of the Guard, in recognition of his strong support of employee reservists and his leadership in facilitating their participation in the Guard and Reserve. Wood was nominated by Sgt. Michael Lawson, an Air National Guard reservist who is an electrician at Bear Car Shops.

Sgt. Lawson is also being recognized at the ceremony by the International Brotherhood of Electrical Workers with a letter of appreciation for his outstanding service to his country. Lawson is preparing for his third tour of duty in Iraq and Afghanistan.

“This award recognizes the Bear facility’s and Amtrak’s commitment to do our part to help and support the men and women who serve in the military and their families,” said Wood. “The employees at Bear gladly accept the responsibility to give those protecting us everything they need when they are away and when they come home.”

Dear Co-workers,

I want to tell you how proud I am that while the snow this weekend paralyzed the East Coast, Amtrak kept rolling thanks to the dedication of many employees. We’re nearly back to normal and we still have some digging out to do, but I want to extend my sincere thanks and appreciation to each of you who took part in keeping Amtrak operating.

The historic snowstorm that blanketed the Mid-Atlantic and New England regions this weekend wreaked havoc on roads, airports and pretty much anything that moves. Record snowfall from North Carolina to Boston left many travelers stranded, as airports shut down. Washington’s Metro system closed above-ground operations.

Although completely unrelated to the storm, across the ocean in France, Eurostar rail operations were suspended for the third day today due to technical failures associated with weather conditions, leaving a reported 90,000 travelers stranded this holiday season.

While Amtrak cancelled some service and experienced delays, trains were nonetheless operating on our railroad; although we experienced significant delays and problems when our trains left our territory south of Washington. It wasn’t easy and we had problems along the way, but the point is that we were operating.

Despite equipment and infrastructure challenges of our own, we still carried thousands of people to their destinations when others couldn’t move — and we did so safely. We accommodated numerous travelers who gave up on the airlines. We carried people home for the holidays while others are still waiting to dig out.

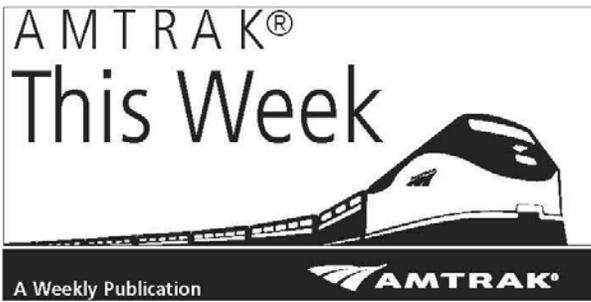
We operated because of the hard work of many employees on the front lines and behind the scenes. Employees who haven’t been home for days, others who battled the weather to make it in, system operations, Engineering crews, Mechanical employees, station personnel, and on-board service crews — your dedication is impressive.

Having been raised in upstate New York, I know what snowstorms like this can do. It takes a hearty and committed group to persevere. I know we encountered operational problems over the road and we have plenty of opportunities for lessons learned. It takes everyone — from coach cleaner to signalman — to make this railroad run. And it’s just not this event; we manage mudslides in the Pacific Northwest, hurricanes in the South, and other conditions that test our know-how and determination. It’s that experience, expertise, fortitude and dedication that makes Amtrak unique.

Thank you for everything that you do and please have a safe and happy holiday.

Sincerely,

Joe Boardman
President and CEO



Message from Joe Boardman

Dear Co-workers,

Many employees who responded to the Safe-2-Safer survey expressed uncertainty about which injuries should be reported and that at times they felt pressure to avoid reporting an injury. Some of that perceived pressure may stem from the strong emphasis Amtrak has put on the numbers over many years — the injury ratio, how many days an employee has worked injury-free — rather than the people and behaviors.

As a result of your feedback, and in line with Safe-2-Safer, we will no longer set safety goals in terms of a ratio, starting Dec. 31. 2009. While injury ratio will still be measured to comply with FRA requirements, our attention will be on the activities that prevent injuries.

With Safe-2-Safer, we're asking you to help us remove barriers to safe behaviors. The Executive Committee and I are committed to doing our part and discontinuing the long-held practice of measuring performance against the safety ratio and goal when it comes to our employees is one of the steps we're taking.

I care about people and reducing the causes of injuries, not about numbers. In fact, with the environment we're striving for through Safe-2-Safer, the numbers are likely to go up in the short run.

We're also in the process of developing a small set of metrics that focus on key injury prevention activities, as well as the lagging indicator of FRA injury rate. Instead of focusing on celebrating the number of days someone's been injury-free, we want to recognize employees who work hard to maintain a safe working environment and to learn from them what they've done to accomplish that.

Let there be no mistake: All injuries should be reported, and all managers first should be concerned with the welfare of the injured employee, and second be committed to learning how to prevent it in the future.

I sent out a letter to all employees about this last week — if you are a supervisor and for some reason have not shared the letter with your employees, please do so now. This is not a matter I or other members of the senior management team take lightly.

You'll be hearing more from me on all of these issues in the coming week and months. In the interim, I wish you and your families a happy and safe holiday season.

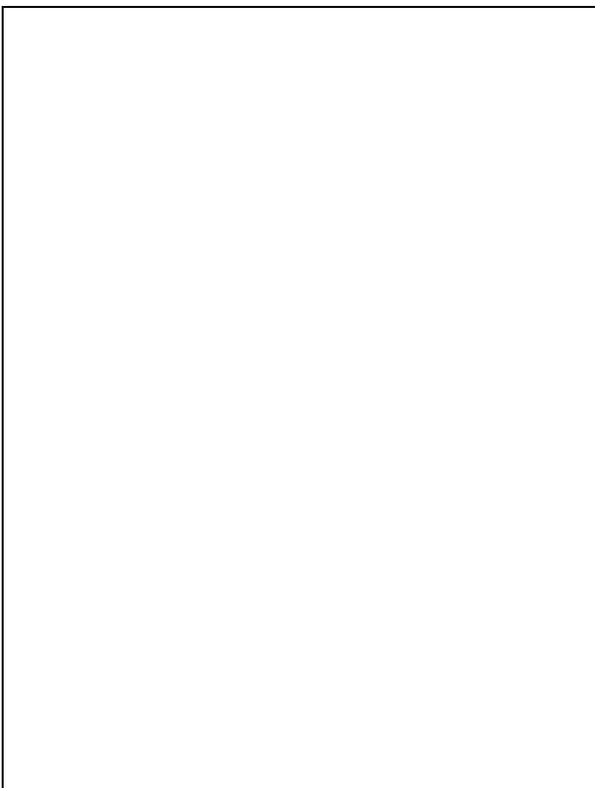
Sincerely,

Joe Boardman
President and CEO

Real Estate:

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Marketing and Product Development:



ATW 2/23

Dear Co-workers,

As I travel across the country, I often meet people who tell me about how much potential Amtrak has. The truth is, Amtrak has seen a promising future since 1971. I know you think you've heard it before, but I'd like to tell you why it's true in 2009.

Three major reasons: For the first time in a long while, we have some clear direction from Congress on the future of Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act is our blueprint and aims to make enduring improvements in passenger rail.

As part of the stimulus bill signed by the president last week, we will receive \$1.3 billion to make significant strides on capital programs. Among other things, we'll return to service 100 cars that are currently sidelined, completely replace the Niantic River Bridge in Connecticut, install more Positive Train Control systems and make major Americans with Disabilities Act modifications to our stations. The law also provides money for states to make rail investments of their own, and they're coming to us for our expertise.

And we have an administration that seems to be building a legacy defined in part by the development of high-speed rail. I believe that this administration is more likely than any other in recent history to be open to making additional investments in passenger rail.

All of these elements combine to help us realize great potential. But that's just it — it's only potential if we don't believe in the direction we're taking and make it happen. Sometimes I wonder if we've become conditioned to low expectations over the years, surviving from year to year, and thinking that no one expects big things from Amtrak. Well, I expect big things from us. We need to open our collective hearts and minds to the Amtrak we know we can be. That is the safer, greener and healthier Amtrak I envision.

That's where vision and leading by example come in. I'm not just talking about forward movement, I'm taking the steps. Just last week, I met with vendors about how quickly they can deliver the Viewliners we need for our long-distance fleet. I intend to replace the electric locomotive fleet and am seeking the funding to do that. I want to electrify the railroad to Richmond and I'll be studying the cost estimates on that next week. And I listen — we have a great deal of talent and dedication; our employees have good ideas and they need to be heard.

The time to harness our future is now and we're moving ahead with renewed energy. I care very much about our future and I know you do, too. Together, we must embrace the opportunities that are before us and run with them — for us, for our customers and for our country.

Sincerely,

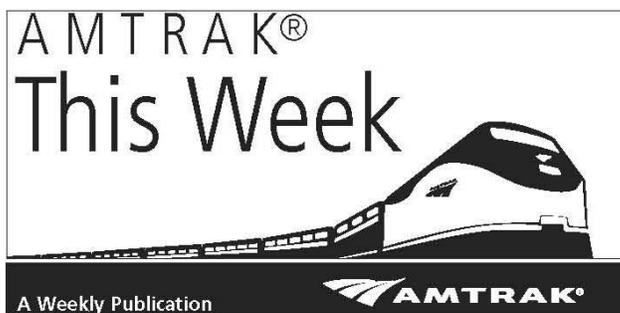
Joe Boardman
President and CEO

p.s. By the way, I know everyone wants to know the details of our proposed “stimulus” capital programs, I’ll share the list with you as soon as we’ve finalized it with the FRA — I wouldn’t want to mislead you.

Operational Change: *Crescent* Trains 19 and 20 are now operating on a regular schedule after operating on a modified schedule since Jan. 26, due to Norfolk Southern track work. The successful track work project is expected to lead to improved on-time performance and reduced slow orders.

Benefits Reminders: Employees are reminded to call the Amtrak Benefits Service Center at 800-481-4887, or log onto amtrakbenefits.com to discuss their benefits.

Human Resources: Nomination for the 2009 President’s Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at “Employees” → “Awards and Achievements” → “2009 PSSA Nomination Forms. PSSA posters are available by contacting Carolyn Stagger at ATS 777-3899 or staggc@amtrak.com.



Operation Changes: Through July 9, the *California Zephyr* is operating on an alternate route from Denver to Salt Lake City and motorcoach service is being provided to and from Grand Junction and Glenwood Springs. Service is not available to or from Provo, Helper, Green River Junction, Granby or Fraser-Winter Park. This is the first of six periods through September 24 that the train will detour due to Union Pacific track work.

Human Resources: Revisions have been made to the Professional Development Policy and the Employee Training and Career Development Policy. For information, contact your local Human Resources office or visit the “What’s New” tab on the Intranet home page.

Station Improvement: A dedication ceremony will take place on July 10 for the new train station in Durham, N.C. The 10,000 square foot facility, which includes a new platform and canopy, is a joint project between the North Carolina DOT and the City of Durham. The station currently serves four daily Amtrak trains, with two more being added this fall.

Amtrak Joins North American Coalition on Greenhouse Gas Emissions

Amtrak is the first railroad to sign on as a member of The Climate Registry, a non-profit organization founded to set consistent and transparent standards for calculating, verifying and reporting greenhouse gas emissions among North American states, provinces, territories and Native Sovereign Nations.

As a member, Amtrak has committed to the organization’s comprehensive reporting standards, allowing the company to record and manage greenhouse gas emissions throughout the system — including those from rolling stock, maintenance equipment, offices and facilities — in a standardized format.

By better understanding its total greenhouse gas emissions footprint, the company will identify improvement opportunities, which should lead to reduced overall environmental impact and notable energy cost savings.

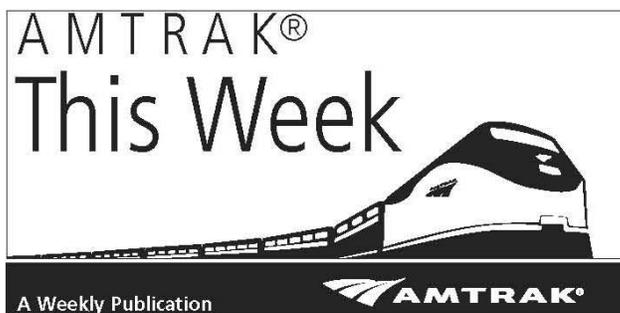
Joining The Climate Registry also helps Amtrak to be strategically prepared for future environmental regulation.

On June 26, the U.S. House of Representatives passed the American Clean Energy and Security Act, which, among other things, calls for broad improvements in energy efficiency and new emission standards for locomotives, ships and aircraft. The Senate is expected to consider the legislation later this summer.

“With the potential for enactment of this bill and others like it, we need to have an accurate, comprehensive understanding of our entire system’s environmental impact,” said Roy Deitchman, vice president, Environmental Health and Safety. “We now have access to tools, software and best practices that will help us progress much faster than if we attempted to do this independently.”

Amtrak’s first report will be for the 2010 calendar year and will include emissions data on all six internationally recognized greenhouse gases produced by diesel fuel usage, electricity consumption, refrigerants and other sources.

In 2003, Amtrak became a charter member of the Chicago Climate Exchange and committed to trim its diesel fuel emissions by 6 percent by 2010 — the largest voluntary commitment in the U.S. and the first by a transportation company. CCX, unlike The Climate Registry, is a “cap and trade” market that allows organizations to sell credits earned by exceeding its greenhouse gas reduction goals.



Operation Changes: Due to ongoing track work in the Northeast, schedule changes beginning July 13 will affect *Acela Express*, *Northeast Regional* and *Springfield Shuttle* services. In addition, *Empire Service* and *Maple Leaf* schedules will change due to CSX track work. *Adirondack*, *Empire Builder*, *Ethan Allen Express* and *Lake Shore Limited* schedules will be adjusted with the completion of Metro-North track work.

Expanded Service: Two new *Acela Express* departures will operate between New York and Boston on Sundays beginning July 19. Northbound Train 2258 will depart New York at 7:05 p.m. and southbound Train 2297 will depart Boston at 5:10 p.m.

Human Resources: The Federal Railroad Administration will be on-site in Washington, D.C., beginning July 21 to review the regulatory compliance of Amtrak's drug and alcohol programs. Employees may be asked questions by FRA field inspectors and should assist in any way possible. Amtrak's Drug and Alcohol Policy can be found on the Intranet under "Employees" → "Human Resources Health Services."

First Stimulus-Funded Car Returning to Service

Today, President and CEO Joe Boardman, U.S. Senator Tom Carper (D-Del.) and other elected officials were in Wilmington, Del., as the first car refurbished with funds from the American Recovery and Reinvestment Act departs Bear Car Shops on its way back to the active fleet.

"The real story today is about people – the Amtrak passengers who will ride in these rehabilitated cars and the workers who are doing a great job bringing them back to life," said Boardman, noting that the additional seating capacity on its trains will help connect families, further business relationships, and position Amtrak for expected future growth in ridership.

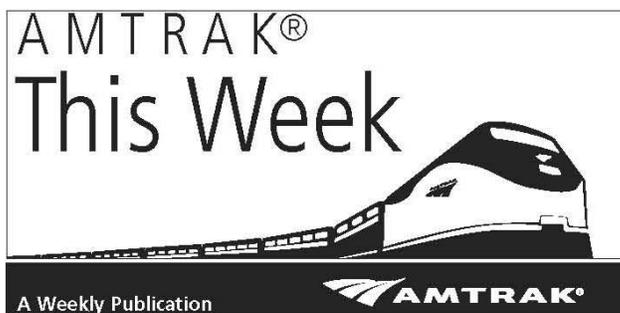
The car, Amfleet II Coach 25103, was built in 1982 but has been out of service since April 2005, when it was damaged in a rail yard accident in Florida. It is the first of 60 Amfleet cars that will be returned to service by early 2011.

The Amfleet I and II cars in the project are either being converted, rehabilitated from wreck status or undergoing a Level 3 overhaul. The cost per unit ranges from \$615,000 to \$1.4 million depending on the level of work being done.

Two additional ARRA-funded projects will put 15 diesel locomotives and 21 long-distance cars back in the fleet over the same time period. The combined cost of the three projects is \$91 million.

"An expanded fleet is a critical part of our ability to grow," said Vice President of Policy and Development Stephen Gardner. "We need these cars as we pursue new service in partnership with states and also to increase capacity along existing routes where demand exceeds what we can currently offer."

To meet the labor needs of refurbishing and overhauling nearly 100 cars in under two years, the Mechanical department has expanded its force by adding 160 new positions between facilities in Wilmington and Beech Grove, Ind. Competition was extremely high, as the company received 3,200 applications and conducted more than 400 interviews to fill the 160 positions.



Operation Change: Effective now through the end of the Track Laying Machine production season on the Northeast Corridor, Trains 190, 175 and 165 will honor all Shore Line East multi-ride tickets between Old Saybrook and New Haven, Conn., as part of the cross-honoring agreement with Connecticut DOT.

Engineering: The Production Team and New England Division Electric Traction and Signal teams have begun operating the second Track Laying Machine on the NEC. TLM Green, which is planned to install 79,000 concrete ties this year, is currently working west on Track 2 from Old Saybrook, Conn., toward New Haven.

Government Affairs: Amtrak officials will testify at a U.S. House of Representatives Transportation and Infrastructure Committee hearing on July 22 at 2 p.m. EST. The subcommittee on Economic Development, Public Buildings and Emergency Management will discuss a vision for the future intermodal use of Washington Union Station and surrounding community development. The hearing can be viewed live via Web cast at <http://transportation.house.gov>.

Corporate Communications: Look for the combined July-August issue of *Amtrak Ink* the first week of August.

Gulf Coast Service Report Submitted to Congress

Last week, Amtrak delivered its report to Congress detailing potential ways of resuming service between Orlando, Fla., and New Orleans, as required by the Passenger Rail Investment and Improvement Act. The report outlines three potential service options and their respective start-up costs, annual loss and implementation timelines.

Option 1 of the report is to restore the former tri-weekly *Sunset Limited*, Option 2 is an extension of the *City of New Orleans* on a daily schedule to Orlando using the same route as the former *Sunset Limited* and Option 3 is the establishment of a new stand-alone daily service between the two cities.

Option 1 could cost \$32.7 million and take 20 months to begin. Options 2 and 3 could both require up to 48 months to implement and projected startup costs of \$57.6 – \$96.6 million if new equipment is acquired. Capacity improvements that would be needed along this route have not been determined.

“As required by law, we have provided Gulf Coast service options to Congress, but we are not recommending any one option over the others,” said Vice President of Government Affairs and Corporate Communications Joe McHugh. “It’s up to Congress to determine which plan to pursue, if any, and provide the resources to make it happen.”

In addition to start-up costs, resuming service would require an investment of \$32 million for the installation of Positive Train Control. Options 1, 2 and 3 would also bring estimated annual operating losses of \$4.8 million, \$11.7 million and \$18.4 million, respectively.

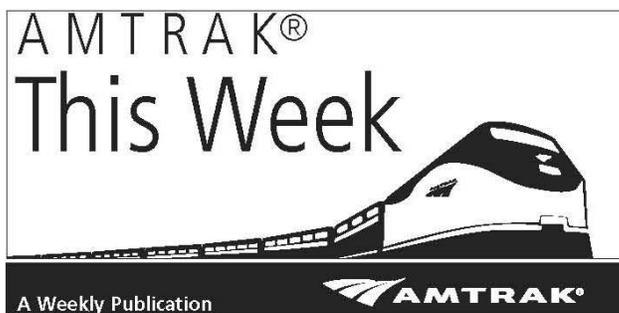
The full report is available on Amtrak.com at “Inside Amtrak” → “Other Reports” or on the Intranet under “News” → “Legislative.”

Credit Card Information and Data Security Reminder

As part of its current data security program, Amtrak is in the process of upgrading its IT systems and employee training related to the storage and handling of credit card information in accordance with standards set by the Payment Card Industry.

New training modules and policy revisions are in development now, along with a plan to deploy handheld credit card machines for on-board use by conductors.

Look for more information to be distributed this week via OSA, Arrow and other channels. In the meantime, employees are reminded to carefully safeguard all passenger credit card information and avoid writing or printing the information whenever possible. See Credit Card Security Policy 8.10 for details on the Intranet under “How We Work” → “Finance” → “Policies.”



Operation Change: *Pere Marquette* Train 371 will operate one hour and 35 minutes earlier due to CSX track work outside of Grand Rapids, Mich. The schedule change begins today and is effective on weekdays only (except Aug. 5) through Sept. 10.

Operation Change: On Saturdays beginning Aug. 1 through Sept. 7, *Ethan Allen Express* Train 296 (instead of 292) will stop at Saratoga at 6:57 p.m. to better serve passengers traveling for the 2009 season at the Saratoga Race Course. Each roundtrip ticket includes motorcoach transfers to and from the track and a copy of the Post Parade program.

Amtrak Credit Rating Upgraded

On July 21, Standard & Poor's Ratings Services raised the company's corporate credit rating to A- from BBB+, the highest rating for Amtrak in 11 years.

In its research update, S & P referred to Amtrak's outlook as "stable," citing a review of its stand-alone credit profile, recent initiatives to improve operating performance and business prospects, and increased support from Congress.

The report also cited Amtrak's important role in the U.S. economy as a public service, as well as a "demonstration of increased consensus on Amtrak's strategic direction."

Moody's Investor Service currently has Amtrak's corporate credit rating at A2, the highest level ever for the company.

Notable Events Planned for Coming Months

A number of high points slated for the next couple of months will provide momentum going into FY 2010, which begins on Oct. 1, as the company continues to push toward its goal of being a safer, greener, healthier organization. Among other things, these ventures will expand the system, make information more accessible to customers and improve employee efficiency.

As the company continues to pursue high-speed rail development opportunities with states, Board Chairman Tom Carper was in Chicago today for the Midwest High Speed Rail Summit at the invitation of U.S. Senator Dick Durbin (D-IL), Illinois Governor Pat Quinn and Chicago Mayor Richard Daley. The summit aimed to establish formal working relationships among Midwest states for the benefit of passenger rail development.

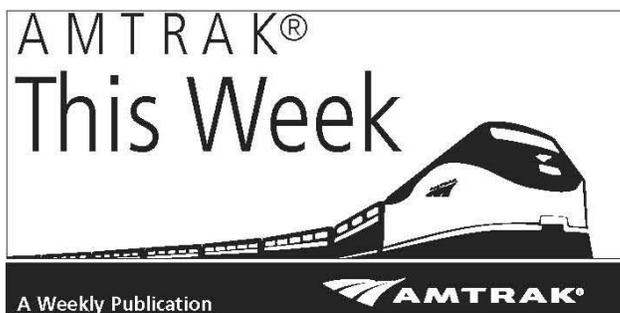
Other upcoming highlights include the Aug. 3 availability of Amtrak service on Google Transit. After entering a starting location and destination, the popular search engine tool provides directions by either driving, walking or by mass transit, an option that will now include some Amtrak trains.

Also in August, the company will host celebrations to commemorate the 35th anniversary of the *Adirondack* as well as the 25th anniversary of the *Pere Marquette*, both on Aug. 5.

After Bear Car Shops released the first stimulus-funded car into service earlier this month, the Beech Grove Maintenance Facility will complete the first Superliner rehabilitated with funds from the American Recovery and Reinvestment Act. An event is planned there for Aug. 6.

In addition, two notable pilot programs are set to begin in the coming months. A second daily Amtrak *Cascades* roundtrip to Vancouver, B.C., is slated to start this fall and run through the completion of the 2010 Vancouver Winter Olympics in mid-February. The other is a pilot program to test handheld credit card machines on *Keystone Service* trains as part of the company's effort to streamline on-board transactions for conductors and improve data security. The machines will be deployed system-wide through next summer.

Finally, a new extension of *Northeast Regional* service from Washington, D.C., to Lynchburg, Va., will begin in October. As part of a partnership with the Commonwealth of Virginia, the daily roundtrip will make intermediate stops in Alexandria, Burke Center, Manassas, Culpeper and Charlottesville.



Operation Change: *Pere Marquette* Train 371, funded by the state of Michigan, will operate one hour and 35 minutes earlier due to CSX track work outside of Grand Rapids, Mich. The schedule change begins today and is effective on weekdays only (except August 5) through September 10.

Operation Change: On Saturdays and Sundays beginning Aug. 1 through Sept. 7, *Ethan Allen Express* Trains 292 and 296 will be adjusted to better serve passengers traveling to and from Saratoga Springs for the 2008 season at the Saratoga Race Course. Each roundtrip ticket includes motorcoach transfers to and from the track and a copy of the Post Parade program.

Amtrak Credit Rating Upgraded

On July 21, Standard & Poor's Ratings Services removed Amtrak from CreditWatch and raised the company's corporate credit rating to A- from BBB+, the highest rating in 11 years.

In its press release, S & P said that Amtrak's outlook is now "stable," citing a review of its stand-alone credit profile and increased support from Congress. The release also stated Amtrak has an "important" role for the U.S. economy.

End of Fiscal Year Brings Milestones, Opportunities

Numerous project completions and other milestones that are slated for the next two months will help Amtrak close out the 2009 fiscal year strong and provide momentum going into FY 2010 as the company continues to push toward its goal of being a safer, greener, healthier organization. Among other things, these ventures will expand the system, make information more accessible to customers and improve employee efficiency.

As the company continues to pursue high-speed rail development opportunities with states, Board Chairman Tom Carper was in Chicago today for the Midwest High Speed Rail Summit at the invitation of U.S. Senator Dick Durbin (D-IL), Illinois Governor Pat Quinn and Chicago Mayor Richard Daley. The summit aimed to establish formal working relationships among Midwest states for the benefit of passenger rail development.

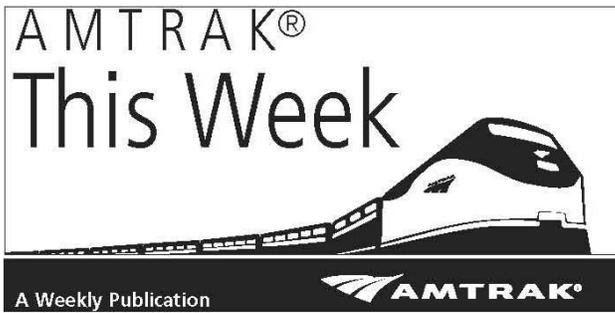
Other upcoming highlights include the Aug. 3 introduction of Amtrak service on Google Transit. After entering a starting location and destination, the popular search engine tool provides directions by either driving, walking or by mass transit, where Amtrak trains will now be included as an option.

On Aug. 5, the company will host celebrations to commemorate the 35th anniversary of the *Adirondack* as well as the 25th anniversary of the *Pere Marquette*.

After Bear Car Shops sent the first stimulus-funded car back into service earlier this month, the Beech Grove Maintenance Facility will complete the first Superliner rehabilitation funded by the American Recovery and Reinvestment Act. An event is planned there for Aug. 6.

Two notable pilot programs are set to begin in the coming months as well. A second daily Amtrak *Cascades* roundtrip to Vancouver, B.C., is slated to start this fall and run through the completion of the 2010 Vancouver Winter Olympics in mid-February. Results of the pilot could eventually lead to a permanent second daily train.

Finally, as part of its effort to streamline on-board transactions for conductors and improve data security, the company will launch a pilot program to test handheld credit card machines on *Keystone Service* trains. Conductors will be able to process ticket purchases and upgrades without the need for paper records. The machines will be deployed system-wide through next summer.



Information Technology: All non-agreement employees and contractors will now be required to take the new Information Security Awareness Training course annually. For details and FAQs, visit the IT page on the Intranet under “How We Work” and click “IT Customers Menu” → “Information Security” → “Security Education.”

Employee Feedback: In a letter to employees last week, President and CEO Joe Boardman requested feedback regarding Employee Appreciation Day on May 1. You can send him an e-mail with your thoughts and suggestions to the Employee Communications mailbox at ecom@amtrak.com.

High-Speed Rail Workshops Conclude This Week

A nationwide series of workshops sponsored by the Federal Railroad Administration (FRA) concludes this week with events in Chicago on June 1 and Philadelphia on June 2.

The goal of the “High-Speed Rail Outreach Tour” is to lay the foundation for strategic partnerships to implement President Obama’s vision for national intercity passenger rail, which is supported by \$8 billion in stimulus funding.

Vice President of Policy and Development Stephen Gardner and other company representatives have been participating in each workshop to present Amtrak’s role and capabilities in future rail development. Topics of discussion include infrastructure requirements, operating funds, equipment needs and policy development.

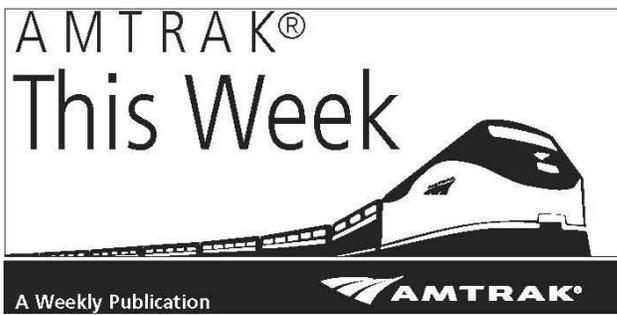
Attendees include key stakeholders such as state departments of transportation, regional transit authorities, elected officials and labor groups.

“These workshops have given us tremendous insight into the states’ intercity and high-speed passenger rail development plans and ambitions. We’ve brought significant value to these conversations and our participation will make us better prepared to meet the states’ requests for help and partnership during the Recovery Act application process,” said Gardner.

According to Gardner, Amtrak’s primary objective is to be the operator of the national high-speed rail system. To that end, the company is seeking partnerships with states to work on projects that are mutually beneficial and provide growth opportunities.

Additionally, the workshops have provided a forum for the FRA to seek input from stakeholders as required in the American Recovery and Reinvestment Act prior to issuing formal guidance for high-speed rail development by June 17.

Over the last two weeks, five workshops have been held in: Charlotte, N.C.; Orlando, Fla.; Seattle; Sacramento, Calif.; and Houston.



June 8, 2009

Virginia Becomes Newest State Partner

Amtrak has reached an agreement with the Commonwealth of Virginia to operate its state-funded passenger rail service, bringing the company's portfolio of state partners to 15.

Amtrak will extend current service to offer daily trains from Washington, D.C., to both Lynchburg and Richmond, Va., beginning in October and December, respectively. Specific schedules and fares are still being finalized by the Virginia Department of Rail and Public Transportation.

"Amtrak is excited to establish new passenger rail service for Virginia and is seeking opportunities to partner with other states to provide additional rail transportation options," said President and CEO Joe Boardman.

Under the agreement, Virginia will pay Amtrak \$17.2 million over a three-year demonstration period.

In addition to Virginia, Amtrak currently has state partnership agreements with California, Illinois, Maine, Michigan, Missouri, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Texas, Vermont, Washington, and Wisconsin.

Message from Board of Directors Chairman and Vice Chairman

We just wanted to share some thoughts on our visit to our Ivy City facility in Washington last week.

It was a great opportunity to get a firsthand look at the conventional and High Speed Rail mechanical operation, to meet with General Superintendent Steve Alleman, Superintendent Rick Olson, Master Mechanic - High Speed Rail Dave Schramm, and other key staff. That was followed by a visit with some of our valued employees during a Block Training session — we really enjoyed our conversation.

We left Ivy City with a much better understanding of the complexity of the operation, some of the new operational and safety policies and how critical the cooperation and coordination between mechanical and operations is to the efficiency of the NEC operation. We also left with a greater understanding and appreciation of the work you do to ensure Amtrak operates on time with clean and safe equipment.

It is an exciting time at Amtrak, expectations are high and opportunities are many. Our visit to Ivy City was reassuring; we have the ability, the commitment and most important the workforce to meet the country's expectations for a safe and efficient passenger rail system. Together, we will exceed expectations.

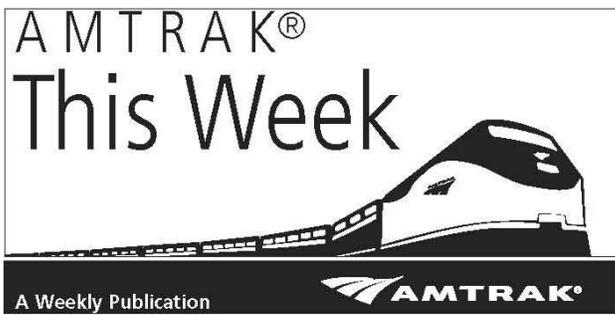
Keep it up and work safely.

Sincerely,

Tom Carper
Chairman, Board of Directors

Donna McLean
Vice Chairman, Board of Directors

Employee Feedback: In a letter to employees on May 26, President and CEO Joe Boardman requested feedback regarding Employee Appreciation Day. Please send an e-mail with your thoughts and suggestions to the Employee Communications mailbox at ecom@amtrak.com.



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Chairman and Vice Chairman**

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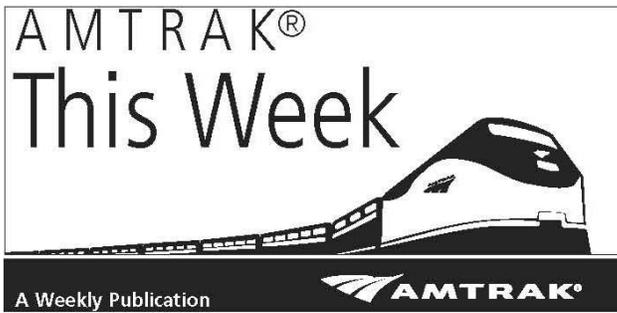
"Amtrak is excited to establish new passenger rail service for Virginia and is seeking opportunities to partner with other states to provide additional rail transportation options," said President and CEO Joe Boardman.

Amtrak will extend current *Northeast Regional* service to offer the first daily roundtrip from Lynchburg, beginning in October. A third daily roundtrip from Richmond will begin in December.

Service is contingent upon Virginia making the agreed infrastructure improvements. Under the agreement, Virginia will pay Amtrak \$17.2 million over a three-year demonstration period.

Additionally, two additional trainsets must be added to the Northeast Regional equipment pool. Virginia is contributing \$8 million to rehabilitate stored cars at Bear Car Shops, with Amtrak providing another \$3 million to complete the work.

Specific schedules and fares are still being finalized by the Virginia Department of Rail and Public Transportation.



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Amtrak has reached an agreement with the Commonwealth of Virginia to operate new state-funded passenger rail service from Washington, D.C., to both Lynchburg and Richmond, Va. The agreement increases the company's number of state partners to 15.

“Amtrak is excited to establish new passenger rail service for Virginia and is seeking opportunities to partner with other states to provide additional rail transportation options,” said President and CEO Joe Boardman.

Amtrak will extend current *Northeast Regional* service to offer a Lynchburg-Washington roundtrip beginning in October with additional stops in Charlottesville, Culpeper, Manassas, Burke Center and Alexandria. Lynchburg is also served daily by the *Crescent*.

Richmond is presently served by four *Northeast Regional* daily roundtrips, and a fifth will be added in December as part of the agreement. Intermediate stops include Ashland, Fredericksburg, Quantico, Woodbridge and Alexandria. Other train service to Richmond includes *Carolinian*, *Palmetto* and *Silver Service*.

To make the new service possible, two additional trainsets must be added to the *Northeast Regional* equipment fleet. Virginia will provide up to \$8 million to fund the refurbishment of stored cars, which will be completed at the Bear Car Shops in Delaware. Required infrastructure improvements are also being made by Virginia for overnight storage and service of rolling stock in Lynchburg and Richmond.

Virginia has separately committed up to \$17.2 million in funding over a three-year demonstration period for operating costs.

Amtrak's other current state partners include California, Illinois, Maine, Michigan, Missouri, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Texas, Vermont, Washington, and Wisconsin.

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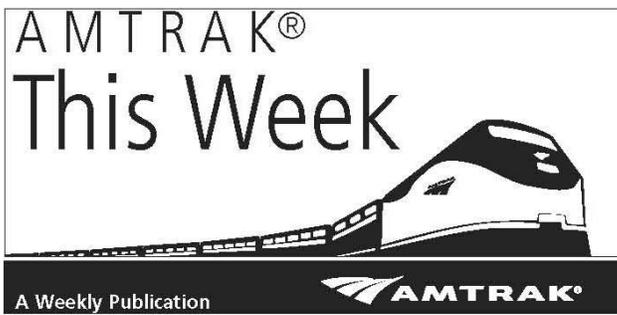
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Board Vice Chairman



June 8, 2009

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Amtrak has reached an agreement with the Commonwealth of Virginia to operate its state-funded passenger rail service, bringing the company's portfolio of state partners to 15.

Amtrak will operate daily service from Washington, D.C., on separate routes to both Lynchburg and Richmond, Va., beginning in October and December, respectively.

"This new agreement expands our partnerships with states to grow rail transportation at the corridor level," said Stephen Gardner, vice president, Policy and Development. "We are better equipped than any other organization to help states expand rail service efficiently and effectively."

Under the agreement, Virginia will pay Amtrak \$17.2 million over a three-year demonstration period. Specific schedules and fares are still being finalized by the Virginia Department of Rail and Public Transportation.

In addition to Virginia, Amtrak currently has state partnership agreements with California, Illinois, Maine, Michigan, Missouri, New York, North Carolina, Oklahoma, Oregon, Pennsylvania, Texas, Vermont, Washington, and Wisconsin.

Operational Changes: Beginning June 14 through July 11, *Maple Leaf* Trains 63 and 64 and several *Empire Service* train schedules will be adjusted due to track work being performed by CSX Transportation.

Employee Feedback: In a letter to employees on May 26, President and CEO Joe Boardman requested feedback regarding Employee Appreciation Day. Please send an e-mail with your thoughts and suggestions to the Employee Communications mailbox at ecom@amtrak.com.

Message from Board of Directors Chairman and Vice Chairman

Dear Amtrak employees,

We just wanted to send a brief note to you to share some thoughts after we made a visit to the mechanical facilities at Ivy City in Washington last week.

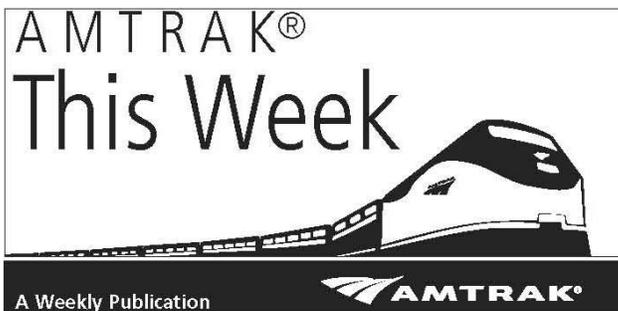
It was kind of a spur-of-the-moment visit, Seeing the conventional and High Speed Rail side of the operation first-hand blah.

We were lucky enough to visit with employees during a Block Training class, and heard their ideas for

While our visit was brief, we walked away feeling good about the collective mood there. It's a good time to work at Amtrak — we've got resources we haven't had and

Keep it up and stay safe.

Sincerely,



Message from Joe Boardman

I learned and saw a lot on my recent trip around the system. One thing I learned is that we don't collaborate with each other very well at times. We can't afford this especially now because we are in an important moment in this company's existence. And what causes me the most concern is what a lack of communication can do to safety on the railroad.

Therefore, beginning today, we are shifting to a more collaborative approach to safety. Chief Operating Officer Bill Crosbie and I have asked Vice President of Transportation Richard Phelps to lead the day-to-day charge on this initiative. In the coming weeks, you'll be hearing more about how we're going to achieve that.

We'll be implementing a multiyear risk-reduction approach to safety and security that will involve every level of management — starting with me and the executive team — to your supervisor and front line employees, and then back up through management to me. The centerpiece of this involves training, coaching and accountability for managers and supervisors; and broader employee engagement to create a stronger and enduring safety and security culture.

We're not going to eliminate safety and security initiatives that work. We're not going to ease our focus on compliance. But safety isn't just a statistic, ***and we need to do away with a culture of finger-pointing*** and with relegating the concept of collaboration to lip service.

While there will be a particular focus on the operating departments, all departments are going to benefit. It's no coincidence that companies that sustain safety excellence are also high performing organizations.

This is not another "flavor of the month" program. It's time for a fundamental and enduring shift in the way we work together, and that won't happen overnight. But it's high time that it begin.

I am fully committed to Amtrak and I share your love of the railroad and what we do on behalf of the country every day. I am also dedicated to showing the company's commitment to you. A united front on safety and security is a very personal issue for me and it should be for you, too.

We're currently reaching out to the unions and hope to build a bridge on the foundation of this common objective. We'll also be meeting with the executive team next week. You'll be hearing more about this from me, Bill Crosbie and Richard Phelps in the coming months. Thank you for your support and for what you do for Amtrak.

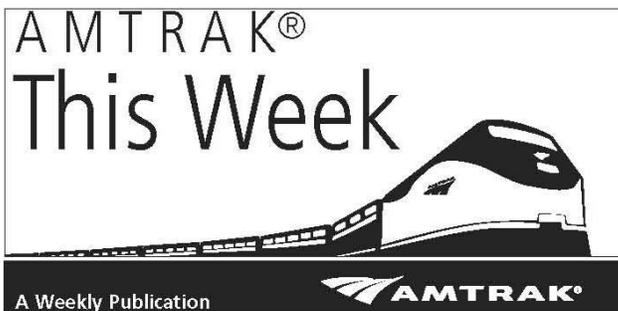
Sincerely,

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President and CEO

Operation Changes:

Service Update: The corporate smoking policy has been updated to also prohibit the use of electronic smoking devices in any area that is designated as smoke free on board trains or within stations and offices.

Marketing and Product Management: A fare promotion is underway to celebrate the 10th anniversary of the *Heartland Flyer*. Discounts on adult and children's ticket are available until June 27 for travel through June 30.



Message from Joe Boardman

We are in the midst of the most dynamic period in Amtrak history, and together we're writing a new chapter in the Amtrak story.

While we are safer, greener and healthier, *one of our biggest obstacles is inconsistent collaboration within and between departments. In some ways, we collaborate seamlessly; in others, we really fall short.* And nowhere is collaboration more important than when it applies to safety and security.

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That's why I am personally committed to shifting to a more collaborative approach to safety. Chief Operating Officer Bill Crosbie and I have asked Vice President of Transportation Richard Phelps to lead the day-to-day charge on this initiative. In the coming weeks, you'll be hearing more about how we're going to achieve that.

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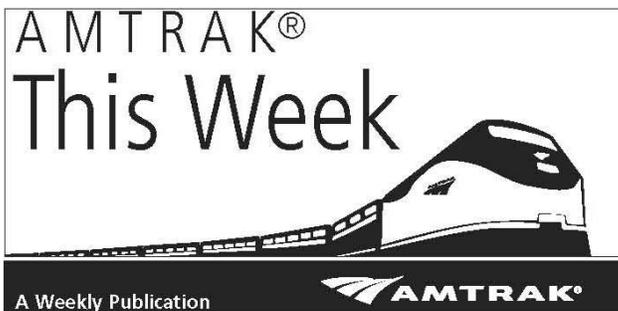
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Three Hearings on Future of Passenger Rail Take Place this Week

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Marketing and Product Management: A fare promotion is underway to celebrate the 10th anniversary of the *Heartland Flyer*. Discounts on adult and children’s tickets are available until June 27 for travel through June 30.

Instructions for Properly Handling Legal Documents

Individuals bringing lawsuits or complaints against Amtrak may attempt to have the summonses and complaints delivered to employees’ offices by process servers or by mail. Employees are not authorized to accept these documents on behalf of Amtrak, and should not sign anything indicating that he or she has accepted any kind of legal document on behalf of Amtrak.

Instead, the server should be advised to serve the documents on the Corporate Secretary at Amtrak Headquarters, and any inquiries should be referred to the Law department.

If an employee comes into possession of any legal documents, they should be faxed immediately to the General Counsel in the Law department (ATS 777-2821 or 202 906-2821) and the originals sent via overnight delivery to the General Counsel, 60 Massachusetts Ave, NE, Washington, D.C. 20002. Employees should not hold onto or put off sending these documents to the Law department.

The entire “Handling of Legal Documents” policy is posted on the Intranet under “Library” → “Policies” → “Amtrak Policy and Instruction Manual.”

Senior Amtrak officials will testify at two House Transportation and Infrastructure Committee hearings as well as a Senate Commerce, Science and Transportation Committee hearing this week on topics related to the Passenger Rail Investment and Improvement Act and the American Recovery and Reinvestment Act.

Since the last House T&I hearing on April 29, Amtrak has disbursed about \$41 million in stimulus funding and hired nearly 400 new Engineering and Mechanical employees while making significant progress on implementing the required oversight systems.

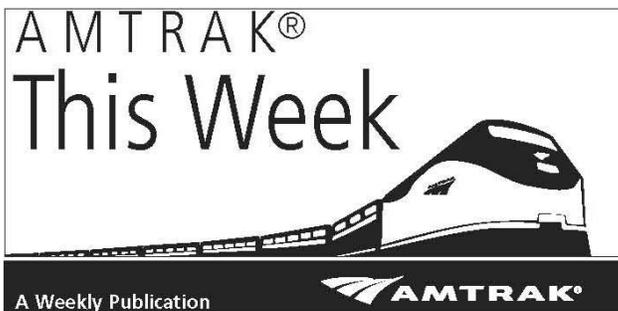
New employees will support infrastructure projects along the Northeast Corridor and rolling stock programs at Beech Grove and Bear Car Shops. Over the next 90 days, the company expects to award \$190 million for projects that will be managed directly by Amtrak staff.

The House T&I Committee convened an “Expanding Passenger Rail Service” field hearing in Pittsburgh, Pa., today. PRIIA legislation requires Amtrak to conduct feasibility studies of increased train service in Western Pennsylvania and Senior Director of National State Relations Ray Lang provided a progress report to the committee.

In Washington, President and CEO Joe Boardman will appear before the Senate Commerce, Science and Transportation Committee on June 23 to discuss expectations and timelines for high-speed rail development in the U.S.

On June 25, Boardman will appear before the House T&I Committee to provide a 120-day progress report on Amtrak projects funded by \$1.3 billion in ARRA money.

“These hearings also provide a venue to get the message out that we are taking advantage of the growth opportunities before us,” said Joe McHugh, vice president, Government Affairs and Corporate Communications.



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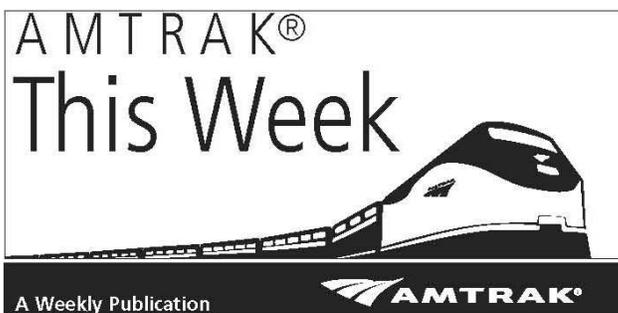
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Marketing and Product Management:

Children's meals are now available in *Acela Express* First Class, based on the recommendation of employees and passengers on the route. The Food and Beverage department worked with NEC Service Operations to create breakfast, lunch and dinner meals for children age 12 and under.

Station Improvement: A groundbreaking ceremony took place today at the Lancaster, Pa., station to officially begin a \$12 million renovation project funded by federal, state and county agencies. Upon completion in late 2010, *Keystone* and *Pennsylvanian* passengers will benefit from additional parking, retail and meeting space, exterior upgrades, new restrooms and a new HVAC system.

Agreement-Covered Employees to See Wage Increases in July

In accordance with union agreements, most agreement-covered employees will receive a 4.5 percent general wage increase, effective July 1, 2009.

Employees will see the increase first reflected in the paycheck for the pay period that includes July 1.

All eligible agreement-covered employees will receive the increase, except those represented by the Fraternal Order of Police. The FOP agreement includes a wage increase that will go into effect in October.

Monthly payroll deductions for benefit coverage will also change on July 1 as part of the labor agreements. Deductions for full time FOP members will decrease from \$166.60 to \$165.30 due to favorable experience in the FOP dental plan. Deductions will increase from \$165.15 to \$166.69 for full time members of all other unions. Part time employees' deductions will increase from \$9 to \$10.

A Message From Joe Boardman

One of the things that really struck me as I traveled around the system is how welcoming employees have been toward me.

I'd like to think that it's me they're happy to see, but I suspect that's not it — it goes deeper than that. Employees are recognizing that things are looking up for passenger rail and Amtrak and that I am committed to our transformation as we seize opportunities and demonstrate to the nation that we are forward-looking and experts in all things passenger rail.

People generally are happy when they feel like they're part of something that's moving forward — I know I feel that way — and I've come across many people who love the work they do and are proud to work here. For me, each day has its set of challenges, but I truly look forward to coming in every day and am exhilarated to know that we're writing passenger rail history. What a great time to be here.

In fact, we receive thousands of resumes every day from people who dream about working here. If you are a recent new hire, welcome aboard. Your skills and talents rose above those of thousands of applicants. If you're an Amtrak veteran, please help show our new hires the ropes and introduce them to the system. Maybe you didn't get the benefit of someone taking you under his or her wing or even give you a mere introduction, and that is a shame. But I ask you to show the strength of mind and heart to rise above that and to welcome them with open arms. Don't underestimate the power of that spirit — the tone you set will ultimately shape how people view Amtrak.

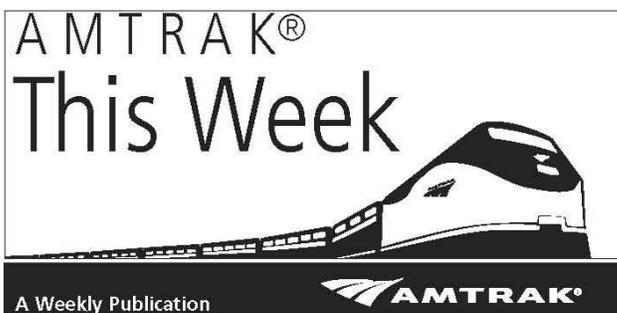
Together, we can make Amtrak a better place to work for all of us, whether you have 35 years of service or you're in your first year. We have to support each other, because the other real fact is that we have an aging workforce, which means we have to position ourselves as an employer of choice and attract good people to carry on the work of those who retire.

We're living in trying times. Around us, businesses are struggling; however, we are experiencing a renaissance in passenger rail investment. What the future holds for passenger rail is clearer today than in recent memory. We are fortunate to have that outlook and together, we're showing the nation that we've earned it.

Thank you for what you do every day and for your support.

Sincerely,

Joe Boardman
President and CEO



Message From Joe Boardman

Dear Co-workers,

I've spent the last 10 consecutive days on the road, visiting our facilities and meeting many of you, from Chicago to Seattle and Oakland and places in between.

I was in Los Angeles for Employee Appreciation Day. We had very good participation and I was very happy to see the health screening that was available for all, along with information on EAP and the support for Operation RedBlock. I'd like to see us find a way to do this every year if you think it was worth it. It's one of the ways Amtrak can show its commitment to you, and it's perfect for becoming "Healthier."

I visited the Riverside Call Center on Saturday and while it was planned for me to listen in on some calls, I found engaging our employees was a better use of my time. I spoke, and listened and I tried to answer questions. I found people who want to get the job done well for Amtrak. I am constantly humbled by how well I am received and treated by the men and women that work in this company. Thank you all for what you do day-in and day-out in your efforts to bring excellent service to our customers.

My journey continues this week with a visit to San Diego. Then I'll be taking the *Southwest Chief* from L.A. back to Chicago, in time to attend the National Train Day event there on May 9. In addition to entertainment and train displays, special exhibits at the events in Los Angeles, Chicago, Philadelphia and Washington, D.C., this year will showcase the positive role passenger rail plays in the economy and sound environmental stewardship. Our national spokesperson, "American Idol" judge Randy Jackson, will help draw national attention, as we aim to raise awareness of the benefits of passenger rail across the country.

But I think events like Employee Appreciation Day and National Train Day also help bring us all closer together, fortifying our sense of purpose. There are dozens of other NTD events being held in communities across the country and I strongly encourage you and your family to visit one of those locations if you can. Go to NationalTrainDay.com for information.

On another more serious note, I want you to know that we are closely monitoring the developments associated with the outbreak of the H1N1 virus and following recommendations from the Centers for Disease Control. We have activated our Pandemic Plan, and have taken some measures to help safeguard the well-being of our employees and passengers. One of the best things you can do for yourself, your co-workers and passengers is to stop the spread of germs by thoroughly and frequently washing your hands. It's an obvious point, but I can't overstate how important this is.

Our employees have a great deal of pride in the work they do and that energy can be felt as I travel across the country. I saw that pride in employees' eyes at the Employee Appreciation Day event in L.A., and I know I'll see it in the faces of employees at National Train Day. Harnessing that energy will drive us to a safer, greener and healthier Amtrak. Thank you for your support. Stay safe and healthy.

Sincerely,

Joe Boardman
President and Chief Executive Officer

Engineering: The Production Switch Exchange System, with the assistance of Mid-Atlantic Division forces, has begun installing 10 new turnouts in North Penn Interlocking in Philadelphia. Each turnout will be installed on a 55-hour weekend outage through mid-July.

Government Affairs: Joseph Szabo was confirmed by the U.S. Senate as the 13th administrator of the Federal Railroad Administration on April 29. He most recently served as Illinois state legislative director for the United Transportation Union.

Benefits: Employees with questions about their benefits should call the Amtrak Benefits Service Center at 800-481-4887 or log on to amtrakbenefits.com for more information.

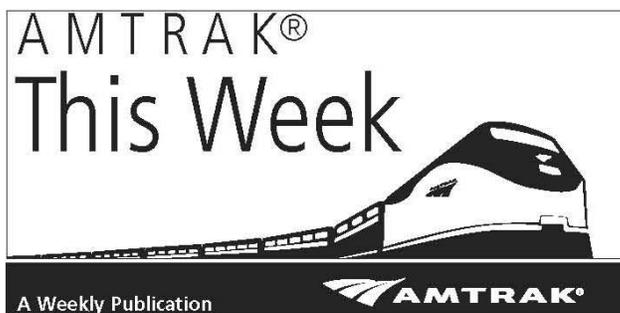
Special Recognition: After a water main break flooded tracks near Baltimore last week, Engineering, Transportation and Mechanical teams worked diligently to manage the disruption and restore service along the Northeast Corridor. "Once again, our employees overcame a challenge with skill and efficiency. Thanks to each one of you for your commitment and professionalism," said COO William Crosbie.

National Train Day is this Saturday

Communities across the country will celebrate National Train Day on May 9. Employees are invited to bring their families to join in the festivities.

Major Amtrak-sponsored events are taking place at Los Angeles Union Station, Chicago Union Station, Philadelphia 30th Street Station and Washington (DC) Union Station from 10 a.m. to 3 p.m. local time.

Congratulations to last week's Trainiac Trivia contest winner, Dianne Ross, manager, Uniform Programs. She correctly answered that President Obama rode in the Georgia 300 rail car prior to his inauguration. The car will be on display in Washington on National Train Day.



Operation Changes: From May 11 through June 25, *Palmetto* Train 90 will operate up to two hours earlier than the published schedule on Mondays through Thursdays due to track work being performed by CSX Transportation.

Engineering: The Production Switch Exchange System, with the assistance of Mid-Atlantic Division forces, will be installing the 93/87 switch in North Penn Interlocking in Philadelphia this weekend.

Ridership and Revenue: System ridership and ticket revenue for April were down 2 and 5 percent, respectively, compared to last year. Long-distance trains performed best during the month, with an overall gain in ridership of 6 percent and a 7 percent improvement in revenue over last April.

Thank You National Train Day Volunteers

The second annual National Train Day on May 9 was a huge success, with tens of thousands of people attending the four major events held in Washington, D.C., Philadelphia, Chicago and Los Angeles, in addition to 130 events held nationwide.

“These events celebrated the past, present and future of trains in this country and helped us attract potential new passengers and educate the public about the benefits of rail travel,” said Emmett Fremaux, vice president, Marketing and Product Management. “It could not have happened without the hundreds of dedicated employees who teamed up to make it possible.”

New Timetable Now in Effect

The new 2009 Spring/Summer System Timetable that becomes effective today reflects minor nationwide schedule adjustments aimed at improving route performance.

The most notable change is the omission of several schedules for trains that operate in the Northeast including *Acela Express*, *Northeast Regional*, *Empire Service*, *Maple Leaf*, *Keystone Service* and *Vermont*.

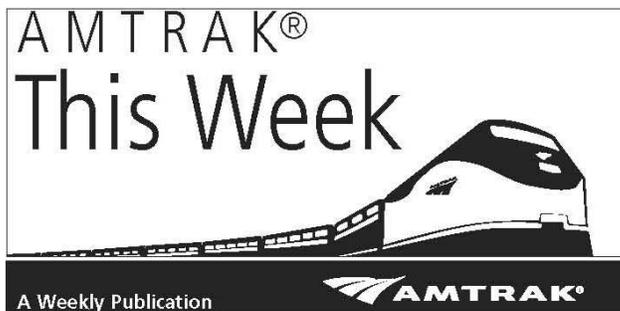
These schedules were not published due to several planned schedule changes through September to accommodate track work being performed by Amtrak, CSX Transportation, Metro-North Railroad and New England Central Railroad.

During this period, up-to-date schedules will be posted on Amtrak.com, where they can be downloaded and printed. Passengers are being notified of the changes via station notices, on-board announcements and seat drops on certain routes.

Highlighted schedule changes in Chicago include an earlier departure of 15 minutes by *Capitol Limited* Train 30, while *Lake Shore Limited* Train 48 will depart one hour earlier.

In the south, *Piedmont* Train 73 will depart Raleigh, N.C., 10 minutes earlier than the previous schedule and Train 74 will depart Charlotte, N.C., 25 minutes earlier.

The *Texas Eagle* will depart St. Louis 35 minutes earlier, arriving in Chicago 15 minutes earlier to improve its meets with other trains that operate on the corridor.



Disney Train Tour Rolls Out This Week

Amtrak has partnered with Walt Disney Studios and HP to create a four-car interactive trainset that will make 40 stops from coast to coast promoting the upcoming animated film *A Christmas Carol*. The tour kicks off on May 22 in Los Angeles and concludes on Nov. 1 in New York City.

“This is a huge partnership opportunity that allows us to leverage the marketing power of Disney and the spectacular events for which they’re known,” said Emmett Fremaux, vice president, Marketing and Product Management.

The 16,000-mile “Disney’s *A Christmas Carol* Train Tour” will utilize company locomotives, Train and Engine crews and other support staff. On-board technology is being provided by HP. Disney is reimbursing Amtrak for the operating costs.

Each stop will be from one to three days and will include a press conference and free program to simulate the new 3-D digital animation technology used in the movie. Guests will also get a 10-minute sneak preview of the movie, which is set to open in theaters on Nov. 6 and stars Jim Carrey. Amtrak will participate in the press events and be on site at each stop to promote rail service to attendees. Full information can be found at www.ChristmasCarolTrainTour.com.

Transportation: In honor of the men and women who have given their lives in service to the country, Amtrak will observe a nationwide moment of silence on Memorial Day, May 25, at 3 p.m. local time. Locomotive horns will sound at that time to mark the moment of silence.

Marketing and Product Management:

Amtrak is partnering with the state of Michigan to host Michigan Days on May 22 in Chicago Union Station, where representatives from the various cities and convention and visitors’ bureaus provide passengers and employees with travel and tourist information on Michigan cities served by Amtrak.

Public Health: The Amtrak Pandemic Flu Contingency Plan is still in effect in response to the current outbreak of H1N1 (swine) flu. The company is continually monitoring the situation and all possible cases of H1N1 among passengers and staff. Employees are reminded to follow the Serious Communicable Disease Procedures outlined in service manuals.

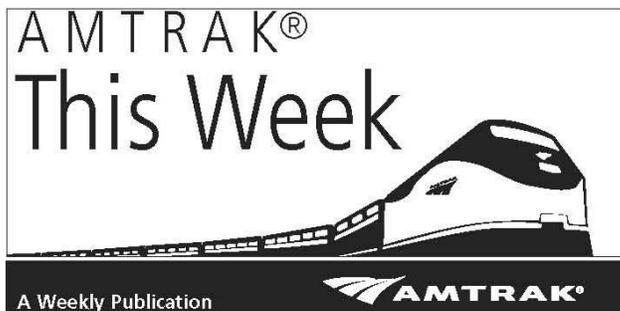
Company Breaks Ground on Renovation of Sanford Auto Train Terminal

May 18 marks the beginning of the *Auto Train* terminal renovation in Sanford, Fla., with a groundbreaking ceremony attended by U.S. Rep. John Mica (R-FL) along with state, county and local officials as well as District Superintendent Fred Nardelli and other Amtrak employees.

Funded in large part by the American Recovery and Reinvestment Act, the project includes major upgrades to the station’s interior and exterior, while an expansion will allow several of the current facility’s stand-alone buildings to be consolidated under one roof.

Construction plans call for a new 600-seat enclosed waiting area along with a gift shop and café. Related above-ground and underground utility infrastructure as well as new paving, sidewalks and platform areas will also be constructed.

The new Sanford station, which is scheduled for completion in December 2010, will include a number of energy saving features in the lighting, HVAC and insulating systems.



Operation Changes: Beginning May 25 through June 18, southbound *City of New Orleans* Train 59 will operate on a later schedule from Memphis to New Orleans, due to track work being performed by Canadian National Railway.

Media Relations: Beginning this week, daily news clippings that are distributed via e-mail and available on the Intranet are now easier to use, better organized and more complete thanks to a new technology platform. View the latest media coverage on the Intranet at “News” → “News Clips.”

Information Technology: Laptop users that have experienced problems with outdated information in their Outlook address book can quickly correct the issue while connected to the network. On the Intranet, go to the IT page under “How We Work” and select “Customers Menu” → “Education and Training” → “News You Can Use” → “Microsoft Outlook Information.”

What Did You Think of Employee Appreciation Day?

Dear Co-Workers,

We dedicated the company’s 38th anniversary on May 1 to you as a way to say thanks for the time and effort you put in to running a great railroad. I want to thank everyone who attended, organized and planned an Employee Appreciation Day event — I appreciate your hard work and enthusiasm.

At events across the country, our goal was to provide activities, tools and resources to help you become a safer, greener, healthier employee both personally and professionally.

I’m interested in hearing what you thought about Employee Appreciation Day. What did you find beneficial? What would you change? How can we improve it?

I want to continue using these events to enhance communication throughout the company, so your feedback is very important to me. Please send me an e-mail with your thoughts to the Employee Communications mailbox at ecom@amtrak.com.

I look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Boardman".

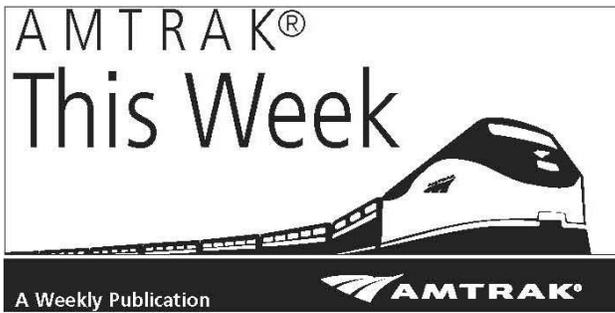
Joe Boardman
President and CEO

New Fare Promotion Offered on NEC Services

A new *Northeast Regional* fare promotion introduced last week offers passengers up to 25 percent off the lowest current fare, with special \$49 fares between Washington-New York and New York-Boston. Tickets must be purchased 14 days in advance for travel between June 2 and Sept. 3.

“Since launching the promotion, we’ve received considerable media coverage and we’re supporting the promotion with an integrated advertising campaign,” said Emmett Fremaux, vice president, Marketing and Product Management.

Additionally, the current fare promotion for *Acela Express* service that began in February has been extended through Sept. 3 and also requires a 14-day advance purchase.



Government Affairs: Amtrak will continue operating at FY '09 federal funding levels through Dec. 18 under a second continuing resolution as Congress negotiates a final appropriations bill for FY '10. The previous continuing resolution expired on Oct. 31.

EIM Update: The Employee Information Management program concludes its road show to demonstrate upgrades to the SAP Employee Information Portal this week. Events are in Philadelphia on Nov. 2-3, New York on Nov. 4-5 and Boston on Nov. 6. For details, contact the project team at EIM@amtrak.com.

Benefits: Open enrollment continues through Nov. 13. To participate in the health care or dependent day care FSA or legal services plan in 2010, non-agreement employees must enroll at www.amtrakbenefits.com, even if they are enrolled in 2009. Call 800-481-4887 for more information.

PSSA Events: A PSSA ceremony honoring award recipients and employees celebrating 30- and 35-year anniversaries will be held this week in Washington, D.C., on Nov. 3.

Energy Conservation Slogan Contest Winner Announced

Amtrak has unveiled its new energy conservation slogan: "Training a nation to conserve energy." The slogan was selected by a judging panel from more than 170 nationwide employee submissions to the Energy Conservation Slogan Contest conducted in October.

The winning slogan was submitted by Joseph Dannemann, project manager, Information Technology, in Washington, D.C. The slogan will be used in conjunction with Amtrak's national initiative to improve energy conservation throughout the company.

Safe-2-Safer Rollout Continues to Expand

Front-line employees and managers in the Mid-Atlantic, Northeast and Southern divisions, along with employees at the three Mechanical backshops, have begun the process of implementing Safe-2-Safer to reduce injury risks, while learning how to make current safety programs more effective.

The rollout of Safe-2-Safer is being conducted on a geographic basis and includes employees from all departments within a geographic region or division. Rollout began in the Mid-Atlantic in July, followed by the Northeast in September and Southern in October. The three Mechanical backshops, which are being treated as a separate region, began the rollout in September. Remaining divisions and Amtrak headquarters will kick off the program in the next several months.

"We're off to a great start," said Chief Operating Officer William Crosbie. "Employees I've talked to have been very enthusiastic about improving their safety and security through Safe-2-Safer and it's beginning to gain momentum as we roll it out across the system."

Within each division, the rollout process begins with all managers and supervisors receiving structured, confidential feedback on their leadership strengths and weaknesses, then working with a leadership coach to improve their managerial skills. Next, various teams of senior leaders, managers, supervisors and labor representatives begin a prescribed program called the Behavior Accident Prevention Process® (BAPP) to identify and reduce common injuries within the local area.

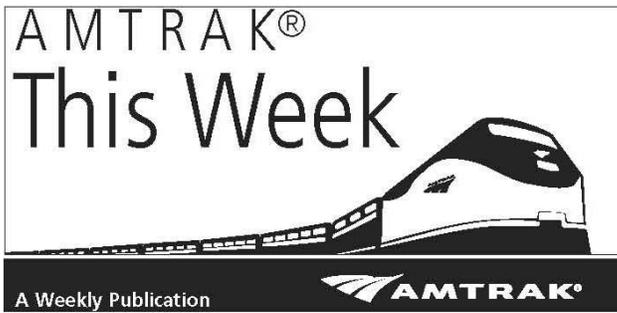
"These first few steps are critical to the success of Safe-2-Safer," said Vice President of Transportation Richard Phelps, the program's executive sponsor. "Safe-2-Safer is a multiyear initiative and it will take some time to see significant results, but this start lays the foundation for a successful program."

For more information and a Safe-2-Safer project calendar, visit the "Safety" page on the Amtrak intranet.

ARRA Ethics and Compliance

Employees will soon receive a letter from President and CEO Joe Boardman about Amtrak's involvement in the American Recovery and Reinvestment Act and the company's efforts to support the goals of the legislation by fueling the economy, putting people and resources to work, and serving as a model of ethical work practices.

Employees are asked to assist in this effort by ensuring transparency, honesty and clarity in Amtrak stimulus projects. Any suspected fraud, waste or abuse of ARRA resources should be reported to a manager or anonymously to the Stimulus Transparency Hotline at 866-908-7231. Anonymous concerns may also be reported online at www.reportlineweb.com/Amtrak.



Benefits: Open enrollment ends on Nov. 13. To participate in the health care or dependent day care Flexible Spending Account or legal services plan in 2010, employees must enroll at www.amtrakbenefits.com, even if they are enrolled in 2009. All other benefits will carry over unless changed or cancelled. Call 800-481-4887 for more information.

PSSA Events: A PSSA ceremony honoring award recipients and employees celebrating 30- and 35-year anniversaries was held yesterday in Philadelphia.

Marketing and Product Development: Discounted tickets are available for employees on select performances of the *Radio City Christmas Spectacular* in New York through Dec. 10 by calling 866-858-0007 or visiting www.radiocitychristmas.com. Use promotional code "AMTRAK."

Marketing and Product Development: Employees systemwide can now dial the Employee Broadcast System at 877-268-7251 and press 8 to hear suggested ways to deliver a wide variety of on-board service, conductor and attendant announcements. This is part of an initiative for the *Crescent* Route Performance Improvement project.

Safe-2-Safer Update: A calendar of events related to the rollout of Safe-2-Safer is now available on the intranet on the "Safety" page.

2010 Amtrak Wall Calendars Now Available

The 2010 Amtrak wall calendars, featuring a *Northeast Regional* train making its way southbound through the snow at Croydon, Pa., are now available. Distribution to Amtrak work locations started today and will continue for the next two to three weeks.

Additional calendars can be ordered through the Amtrak Online Store at <http://amtrak.ai-estore.com> or by calling Staples Promotional Products at 800-369-4257. The calendars are available in both 11"x 17" and 24"x 34" sizes at \$5 and \$10 each, respectively.

VRE Commissions Make Decision on Service Contract

The two parent commissions of the Virginia Railway Express — the Northern Virginia Transportation Commission and the Potomac and Rappahannock Transportation Commission — voted last week to continue with the commuter railroad's plan to transition operating and maintenance services from Amtrak to France-based Keolis Rail Services.

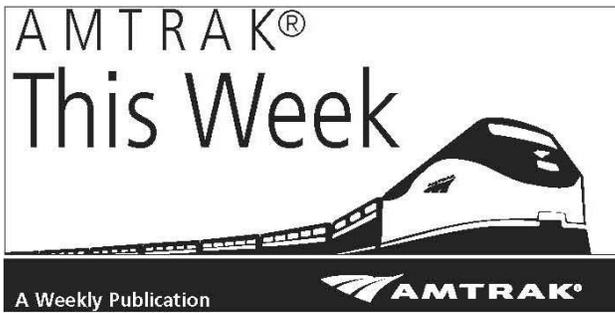
Amtrak has stated its commitment to providing high-quality service to VRE and its passengers for the remainder of the contract, which expires on June 30.

Flu Shot Reimbursement Reminder

The deadline for reimbursement of seasonal flu vaccinations for employees is Nov. 20. Upon getting a seasonal flu vaccination, employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental Health and Safety
40 Mass. Ave. NE, 3W-104
Washington, D.C. 20002

The vaccination cost, up to \$40, will be reimbursed tax-free in the employee's paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1.



Operations Update: Temporary schedules currently in place for *Empire Service* trains are scheduled to be lifted on Nov. 18, with the completion of several bridge and track work projects along the route.

Stations Update: A new long-term parking facility on Amtrak-owned property opened today at the Gateway Transportation Center in St. Louis.

Transportation: On-Board Service employees have been issued a special lapel pin to increase awareness of recycling programs. The pin must be worn until April 30 on the right breast area of the employee's outermost garment. Crew bases needing additional pins should contact Carla Wright at wrightc@amtrak.com or ATS 728-3700.

Marketing and Product Development: A promotion for the new "Thomas & Friends: Holiday Express™" DVD is in place until Dec. 31. A series of counter cards, bookmarks and mini coloring books are available in over 90 stations and DVDs contain a Kids Ride Free insert.

Last Week for Flu Shot Reimbursements

The deadline for reimbursement of seasonal flu vaccinations for employees is Nov. 20. Upon getting a seasonal flu vaccination, employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental Health and Safety
60 Mass. Ave. NE, 3W-104
Washington, D.C. 20002

The vaccination cost, up to \$40, will be reimbursed tax-free in the employee's paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1.

Service to Begin in Stanwood, Wash., This Week

Four Amtrak *Cascades* trains will begin serving Stanwood, Wash., on Nov. 21 as the community celebrates the grand opening of a new train station and its first passenger rail service since 1971. The \$5 million station was funded by the state of Washington.

"This is a great addition to the Amtrak system," said Kurt Laird, district superintendent. "Residents of the Stanwood and Camano Island communities now have direct rail access to the Pacific Northwest and the ability to connect with other parts of the country by train."

Officials from the state of Washington expect the service to boost local tourism and economic development, while providing another point-of-origin for travelers going to the 2010 Winter Olympics in Vancouver, B.C.

"This has been a long time coming, and it's going to make a huge difference for so many people in so many ways," said state Sen. Mary Margaret Haugen (D-Camano Island) in a press release issued last week. "Everywhere I go, people are talking about the train station."

The station grand opening celebration will begin at 9:03 a.m. with the arrival of Northbound Train 510. Amtrak officials, Sen. Haugen and Washington Transportation Secretary Paula Hammond are expected to attend.

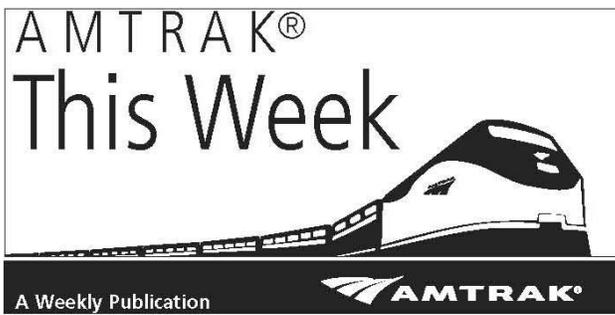
Other trains serving Stanwood are Northbound Train 516, departing at 8:14 p.m.; Southbound Train 513, departing at 9:18 a.m.; and Southbound Train 517, which departs at 8:25 p.m.

Passenger rail service in Stanwood/Camano Island was last operated by the Great Northern Railroad 38 years ago.

2010 Amtrak Wall Calendars Now Available

The 2010 Amtrak wall calendars, featuring a *Northeast Regional* train making its way southbound through the snow at Croydon, Pa., are now available. Distribution to Amtrak work locations started last week and will continue for the next two weeks.

Additional calendars can be ordered through the Amtrak Online Store at <http://amtrak.ai-estore.com> or by calling Staples Promotional Products at 800-369-4257. A discount of 15 percent is available to employees for online purchases by using the promo code EMP15. The calendars are available in both 11"x 17" and 24"x 34" sizes at \$5 and \$10 each, respectively.



Message from Joe Boardman

Dear Co-workers,

This week, I'll be celebrating the start of my second year at Amtrak. It was just a year ago that I stepped foot on Amtrak property as president and CEO. It was a particularly exciting time — you could feel the energy, as we were in the midst of the busiest week of our year.

Amtrak Police and K-9 units patrolling, red caps assisting passengers, lead service attendants setting up food and beverage service, conductors welcoming passengers, the bustle of the crew base and the “two-to-go” sound of the horn as trains pull from the station — these are among the sights and sounds of Thanksgiving. Behind the scenes, coach cleaners, dispatchers, track gangs and all the other crafts work together to help provide a safe, reliable and enjoyable experience to the more than 660,000 people we expect to travel aboard Amtrak this week.

What I have always loved about the railroad is the dynamic rhythm that comprises each person's effort in making the operation work well. Each of you contributes to how well we do. It's at the most hectic of times that it is most important that we remain professional and welcoming, and operate reliably and safely. Many people will ride Amtrak for the first time this week, and they'll judge us based on their experience with us. We have a real opportunity to turn first-time riders into regular riders — take the initiative to help make that happen. Most of our passengers have travel options, and we must be thankful that they've chosen to make us part of their holiday experience.

This week, the spotlight will be on us and it will show the nation how Amtrak is an important part of the fabric of communities across the country. But the spotlight on Amtrak and passenger rail will continue to shine long after turkey dinner leftovers are consumed. We have a great deal of opportunities before us and we're operating in an increasingly competitive environment. Whether it's during Thanksgiving or any given Thursday, we must work together to show the nation what Amtrak can do.

In the midst of the bustle this week, take a moment to think about how you can help Amtrak shine. Consider the things for which you are thankful — your job, the camaraderie of your co-workers, your health and your family. Know that I value your hard work and dedication and am thankful for what you do this week and every week.

Please work safely and happy Thanksgiving.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Boardman', written in a cursive style.

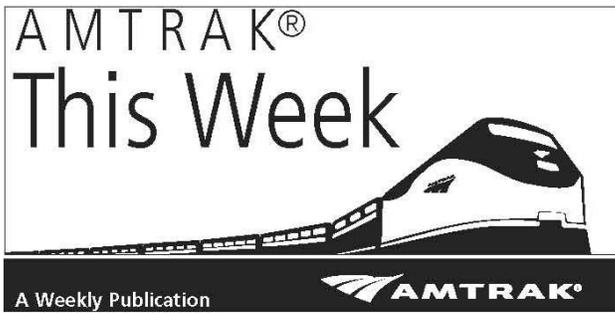
Joe Boardman
President and CEO

Operations Update: The Thanksgiving Holiday Timetable for Northeast Corridor services will be in effect Nov. 24-30. All NEC, *Keystone Service* and *Pacific Surfliner* trains will require reservations during that time. Employee flash-pass privileges still apply, but pass riders must give up their seat to revenue passengers when standee conditions occur.

Operations Update: Effective Nov. 23, schedules will be adjusted for certain trains operating between Boston and New Haven, Conn., due to ongoing track work. Schedules will also change between Springfield, Mass. and New Haven with the conclusion of track work in this area.

Stations Update: The train station in Norman, Okla., celebrated its 100th anniversary with a series of events last week. The station is served by the *Heartland Flyer*, which celebrated its 10th anniversary this year.

Greener: Locomotive 2015 was placed back in service this week along the Capital Corridor after the engine was retrofitted with systems and components that reduce diesel exhaust by 45 percent.



PSSA Event: The final 2009 PSSA ceremony honoring award recipients and employees celebrating 30- and 35-year anniversaries will be held on Dec. 3 in Jacksonville, Fla.

Diversity Initiatives: Amtrak's mandatory diversity training for non-agreement employees is now underway for FY '10. The first classroom training session for new employees or employees who have moved into a non-agreement position takes place on Dec. 1 in Washington, D.C. Full information can be found on the intranet under "Employees" → "Business Diversity" → "Educational Links."

Finance Establishes Group to Support Grant Funding

In order to provide improved fiscal and informational support and ensure compliance with appropriate regulations and policy related to grant funding, the Finance department has established a Grants Administration group.

This new group strives to take advantage of all available grant-funded opportunities while fulfilling the associated reporting regulations and audit requirements.

All grant applications must be processed through Finance. Contact Beverly Thorpe, senior director, Grants Administration, at ATS 777-2218 or beverly.thorpe@amtrak.com regarding active grants, pending grant submissions or programs/projects that may qualify for grant funding.

Employees Urged to be Mindful of Cold Weather Risks

As winter approaches and brings with it cold temperatures for much of the system, Amtrak is taking steps to educate employees on how to remain safe in cold-weather conditions and identify and address potential weather-related medical emergencies.

"When most people think of safety, they tend to think about slips, trips and falls, but fail to acknowledge the hazards of working in cold weather," said Chief Operating Officer William Crosbie.

Precautionary measures should be taken when working in cold temperatures such as dressing appropriately and trying to stay hydrated by drinking warm liquids. Ideal work wear includes multiple layers of clothing, including an insulated and waterproof layer, as well as gloves and a winter hat or hard hat liner. Headwear should also provide protection to the ears and face. Overshoes and/or insulated, waterproof boots are also extremely important for guarding against frostbite.

The temperature does not have to be below freezing to cause health problems. Initial effects on the body caused by cold temperatures may be mild, such as shivering or numbness, but can quickly escalate to more severe problems such as frostnip (a mild form of frostbite), frostbite and hypothermia.

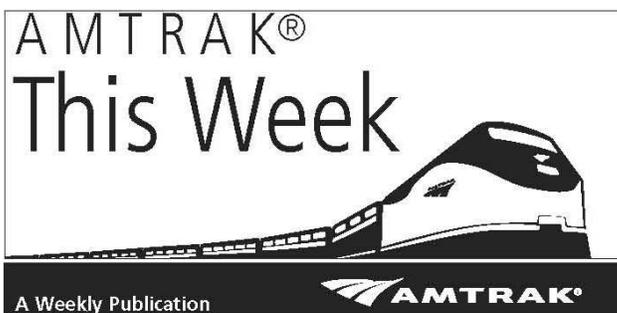
After shivering or numbness, the first sign of more serious injuries include discolored skin — usually whitish, yellowish or grayish. If the skin begins to feel hard or waxy, frostbite may be setting in and medical attention should be sought immediately.

A person with possible frostbite should move to a warm area and gently loosen or remove tight clothing or jewelry that may restrict circulation. Warm the affected area slowly using body heat or warm breath, but *do not* rub the area or apply dry heat, as this may damage the tissue.

Symptoms of hypothermia include fatigue, confusion, stiff muscles and slurring of speech. This condition can quickly become life-threatening, so medical attention should be sought immediately. The individual should be moved to a warm area and wrapped in blankets. Body-to-body contact will also help to slowly raise the victim's body temperature. Monitor the victim's breathing and heart rate, as CPR may become necessary. *Do not* use electric blankets, hot water bottles or any other kind of artificial heat to warm the victim.

If the person cannot be moved out of the cold, cover them with dry clothing or blankets until help arrives. Providing warm liquids to drink is also helpful.

OSA 09-77, which was issued today, provides further details on working in cold weather. It can be found on the intranet under "Library" → "Service Standards."



Fiscal Year 2009 Closes with Major Fleet Project Accomplishment

Just prior to the end of the 2009 fiscal year, the Mechanical department achieved a major milestone by meeting its goal to have only four different types of Amfleet I cars in service. The multiyear effort toward standardization puts Amtrak in a position to further improve revenue management, customer satisfaction and operating efficiency.

“Realizing this accomplishment helps support the goals of several departments and I applaud the Mechanical department’s leadership and persistence,” said Chief Operating Officer William Crosbie. “The effort made by the men and women of the Mechanical department on this project reflects the kind of interdepartmental synergy and collaboration we aim for with every project throughout the company.”

At one point, 17 different Amfleet I car types were in service. Mechanical crews at Bear Car Shops have worked since 1999 to standardize Amfleet car interiors to one of four car types: Capstone Coach, Capstone Business Class, Dinette (all tables) and Club Dinette.

The current active Amfleet fleet totals 410 cars, which will grow thanks to additional overhauls being funded by the American Recovery and Reinvestment Act.

The previous lack of consistency meant that Revenue Management did not have accurate seating capacities for NEC trains until consists were finalized, sometimes at the last minute. As a result, inventory levels had to be estimated on the low side and available seats were sometimes left unsold. The standardization project also made all Amfleet I cars more accessible to passengers with disabilities by creating wheelchair space and installing ADA-compliant restrooms.

Additional benefits of the project include fewer types of parts required to be on hand for mechanical work and drastically more efficient fleet management planning.

The Horizon coach fleet is also undergoing a similar standardization project as ADA-compliant toilet modules are added and seating is adjusted to a standard 70-seat layout.

“We know that equipment consistency is a factor in customer satisfaction and we take pride in doing our part to make Amtrak travel better for our passengers,” said Chief Mechanical Officer Mario Bergeron.

Operation Update: Effective October 10, schedules for the *California Zephyr* will change following the completion of track work by the Union Pacific Railroad. All time added to schedules as part of the “get well plan” with UP over the past several years will be removed, successfully concluding a major phase in the collaboration between Amtrak and UP to improve performance on this route.

Operation Update: Beginning Oct. 6 through Oct. 11, several Amtrak *Cascades* trains will be adjusted due to three separate track projects being done by Union Pacific Railroad, BNSF Railway and Canadian National Railway.

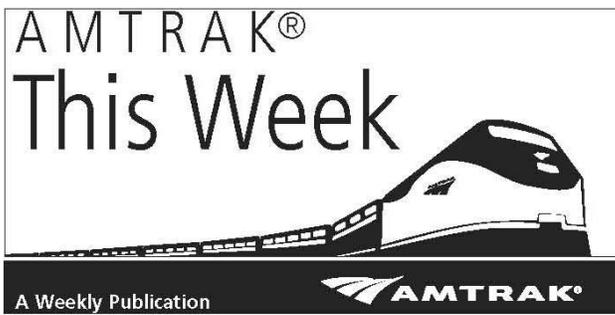
Human Resources: Ceremonies honoring 2009 PSSA winners will begin this week as President and CEO Joe Boardman travels to events in Sacramento, Calif., on Oct. 6 and Los Angeles on Oct. 8. Employees with 30 and 35 years of service will also be honored.

Health Services: Free seasonal flu shots will be offered to employees on Oct. 8 from 11 a.m. to 12 p.m. at the Portland, Maine, crew base. Other on-site clinics are being scheduled across the system. Look for posters at respective work locations with specific dates and times.

Congress Passes Continuing Resolution for Federal Appropriations

Amtrak began FY '10 on Oct. 1 operating under a Continuing Resolution in the absence of an appropriations bill from Congress for the new fiscal year. Accordingly, Amtrak’s federal funding through Oct. 31 is set at the FY '09 level of \$1.49 billion. In the interim, a final appropriations bill for FY '10 is being negotiated between the Senate and House of Representatives.

In July, the House of Representatives passed legislation that would provide Amtrak \$1.5 billion for FY '10 while the Senate approved a bill in September providing \$1.57 billion.



FY '09 Ridership and Revenue Indicate Continued Performance Improvement

Amtrak announced last week that it carried 27.2 million passengers and generated \$1.6 billion in ticket revenue in the 2009 fiscal year. Despite lower gas prices and the economic recession that brought high unemployment and a decline in business travel, these totals represent the second-highest annual performance ever for the company.

“We should all be proud of what we were able to accomplish over the last fiscal year,” said Emmett Fremaux, vice president, Marketing and Product Management. “In terms of our own past performance and relative to others in the transportation industry, we did very well.”

Only last year’s ridership and revenue — which benefited from unusual external market forces such as gas prices topping \$4 per gallon — are higher than FY '09 results. Compared to FY '08, overall ridership declined by 5.4 percent and ticket revenue was 7.8 percent lower in FY '09.

“Comparing this year to last is not a good measure because of the unique circumstances in 2008,” said George Raed, chief, Market Research and Analysis. “A better gauge is to look at 2007 and preceding years. When doing that, we see a consistent growth curve since 2002.”

FY '09 ridership exceeded that of FY '07 by 5.1 percent. Ticket revenue was 5.3 percent higher.

Performance on the Northeast Corridor was most impacted by unfavorable economic conditions in FY '09. However, significant improvements in systemwide on-time performance led to increased demand in other parts of the system. Overall OTP for the year surpassed 80 percent, compared to 71 percent in FY '08.

Expansions on many corridors also resulted in new records for certain routes. The Chicago-St. Louis corridor realized a ridership increase of 6 percent over last year and the *Piedmont* benefited from a 3.8 percent increase. *Keystone Service* and the *Vermont* posted annual ridership gains of 2.7 and 1.9 percent, respectively.

Chairman Carper to Testify Before Congress This Week

Board of Directors Chairman Tom Carper will testify before the U.S. House of Representatives Transportation and Infrastructure Committee on Oct. 14 at 2 p.m. Eastern time on the challenges and opportunities for high-speed rail.

A live Web cast of the hearing can be viewed at <http://transportation.house.gov>. Chairman Carper’s testimony will be posted on Amtrak.com under “Inside Amtrak” → “Government Affairs” → “Congressional Testimony.”

Operation Update: On Oct. 15, the Jefferson Bus Line route between Milwaukee and Minneapolis will be available as Amtrak Thruway Service. The addition provides service to several cities that were not previously part of the Amtrak system.

Benefits: The open enrollment period for 2010 benefits will begin on Oct. 26 and continue through Nov. 13. Employees’ personalized enrollment package will be mailed to their homes later this month.

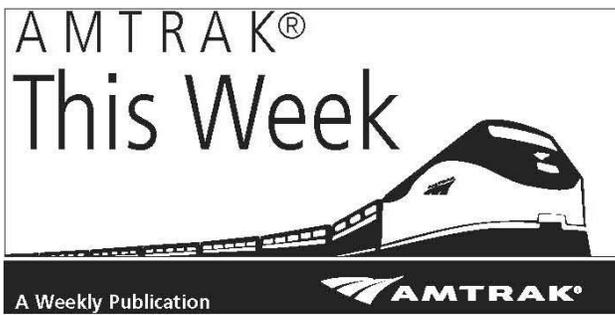
EIM Update: The Employee Information Management program kicks off its series of road shows with non-agreement managers and employees this week in Washington to demonstrate upgrades to the SAP Employee Information Portal. Events will take place in the Union Station Starlight Room on Oct. 14 from 9:30 - 11 a.m. and 2 - 3:30 p.m., and on Oct. 16 from 8:30 - 10 a.m. and 1 - 2:30 p.m.

Human Resources: All non-agreement employees are reminded to input their FY '09 leave in the SAP system. Also, completed Certificates of Compliance with the Conflict of Interest Policy must be turned in by Nov. 30.

Don't Forget: Flu Shot Voucher/Coupon Deadline is This Week

Employees who are unable to get their seasonal flu shot during the on-site clinic at their work location, or prefer to register for a flu vaccine voucher/coupon, must do so by **Oct. 15**. Due to limited quantities of the vaccine nationwide, vouchers should be used by **Oct. 22**.

Instructions on registering for a voucher/coupon can be found on the Intranet home page under “Employee Advisories” → “Oct. 2.”



Amtrak Submits Service Studies; Reaches PRIIA Milestone

On Friday, Amtrak delivered to Congress three feasibility studies on new or expanded rail service, as required by Section 224 of the Passenger Rail Investment and Improvement Act.

The Pennsylvania service study includes analysis of the following corridors: Cornwells Heights, Pa., to New York City; Princeton Junction, N.J., to Philadelphia; Harrisburg to Pittsburgh, Pa.; and the *Capitol Limited* route between Cumberland, Md., and Pittsburgh. The other two studies address the feasibility of reinstating two separate routes between Chicago and Seattle: the *Pioneer* route via Denver and Salt Lake City, as well as the *North Coast Hiawatha* route through southern Montana.

“PRIIA was only enacted a year ago, and completing several major studies accurately in a relatively short time is a big accomplishment,” said Stephen Gardner, vice president, Policy and Development. “We really appreciate the Operating departments, Government Affairs and Product Management for their help and hard work in delivering these reports to Congress by the Oct. 16 deadline.”

With assistance from respective states and transit agencies, the reports analyze infrastructure needs, projected yearly revenue, annual ridership forecasts, proposed schedules and an objective assessment of passenger rail needs for each corridor.

“We looked carefully at a variety of alternatives for each route. We found some that have real potential and others that are not good options because of operating constraints or negative impacts to existing ridership and equipment needs,” said Gardner.

Services highlighted in the reports that Amtrak considers worthy of further consideration include an additional *Pennsylvanian* from Pittsburgh to New York and an extra roundtrip between Pittsburgh and Altoona, Pa. Additionally, the report proposes adding a stop in Rockwood, Pa., for the *Capitol Limited*.

The *Pioneer* and *North Coast Hiawatha* studies both conclude that the routes would enhance Amtrak’s network, generate significant ridership and produce public benefits. However, they would also require large capital expenditures and ongoing operating costs that would not be met by ticket revenue.

Also cross-border study Section 406

The full reports can be found on Amtrak.com under “Inside Amtrak” → “Other Reports” → “PRIIA Submissions and Reports.”

Engineering: Transformers and other equipment at the Landover, Md., electrical substation that helps power the NEC are being replaced this week as part of the NEC Re-Energization Program that began in 2002. The work at Landover is being performed four years ahead of schedule thanks to federal stimulus funding. Thirty-nine other substations will also benefit from stimulus funds.

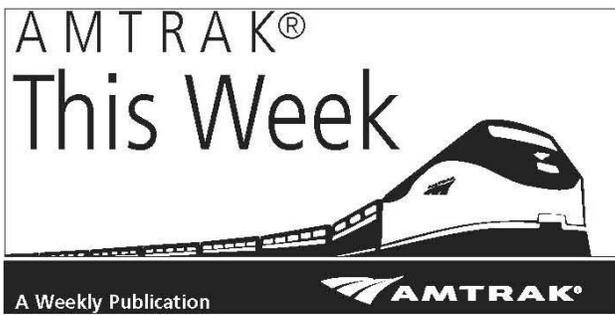
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All



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The Pennsylvania service study includes analysis of the following corridors: Cornwells Heights, Pa., to New York City; Princeton Junction, N.J., to Philadelphia; Harrisburg to Pittsburgh, Pa.; and an additional *Capitol Limited* stop in Rockwood, Pa. The other two studies address the feasibility of reinstating two separate routes between Chicago and Seattle: the *Pioneer* route via Denver and Salt Lake City, as well as the *North Coast Hiawatha* route through southern Montana.

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The reports indicate that an additional *Pennsylvanian* train from Pittsburgh to New York and an extra roundtrip between Pittsburgh and Altoona, Pa., may be worth further consideration. It also shows potential benefit to a *Capitol Limited* stop in Rockwood, Pa.

The *Pioneer* and *North Coast Hiawatha* studies both conclude that the routes would enhance Amtrak’s network, generate significant ridership and produce public benefits. However, they would also require large capital expenditures and ongoing operating costs that would not be provided by ticket revenue.

Federal and state policymakers must determine if any of the service options should be pursued, and if so, provide the required levels of capital and operating funding to Amtrak. Upon such a decision, Amtrak will aggressively work with Federal and state partners to begin operating the service(s).

The cross-border study required in PRIIA Section 406 outlines recommended Amtrak *Cascades* service modifications along with security and customs enhancements that would make trip times between Seattle and Vancouver more competitive.

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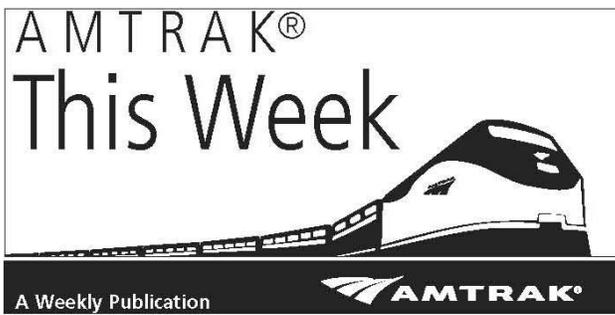
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Amtrak Submits PRIIA Service Studies

On Friday, Amtrak delivered to Congress three feasibility studies on new or expanded rail service as required by Section 224 of the Passenger Rail Investment and Improvement Act, along with a plan to facilitate service into Canada during the 2010 Winter Olympics, as required in Section 406. Amtrak has also delivered its Section 212(d) report on high-speed service along the Northeast Corridor.

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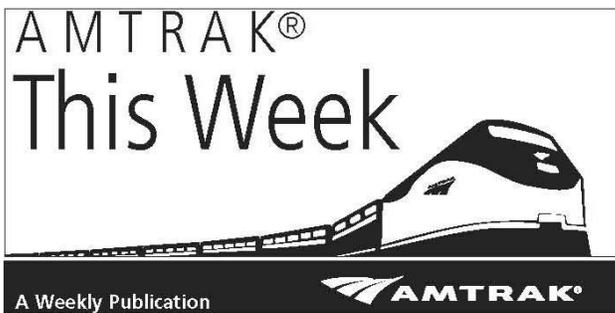
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The cross-border study required in PRIIA Section 406 outlines recommended Amtrak *Cascades* service modifications along with security and customs enhancements that would make trip times between Seattle and Vancouver more competitive.

Amtrak's report required in PRIIA Section 212(d) outlines the infrastructure and equipment improvements necessary to provide regular high-speed rail service at specified trip times between Washington, D.C., New York City and Boston.

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Amtrak Submits PRIIA Service Studies

Amtrak recently delivered to Congress three feasibility studies on new or expanded rail service along with a plan to facilitate service between the United States and Canada during the 2010 Winter Olympics in Vancouver, B.C., and a report on high-speed service along the Northeast Corridor. These studies and reports were required in Sections 224, 406 and 212(d), respectively, of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA) which reauthorized Amtrak last fall.

Two of the studies address the feasibility of reinstating former Amtrak routes between Chicago and Seattle: the *Pioneer* route via Denver and Salt Lake City and the *North Coast Hiawatha* route through southern Montana. A third study looked at a host of service options impacting Pennsylvania, including an analysis of service changes at Cornwells Heights, Pa. and Princeton Junction, N.J.; a study of additional service between Harrisburg and Pittsburgh, Pa.; and an additional *Capitol Limited* stop at Rockwood, Pa.

“We could not have completed several major studies without the help and hard work of the operating departments, Government Affairs, and Marketing and Product Management,” said Stephen Gardner, vice president, Policy and Development.

With assistance from the respective states, host railroads and transit agencies, the reports analyze infrastructure needs, projected yearly revenue, annual ridership forecasts, proposed schedules and an objective assessment of passenger rail needs for each corridor.

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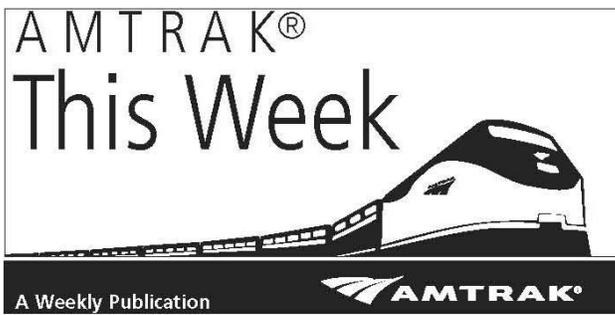
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Amtrak Submits Feasibility Studies; Reaches PRIIA Milestone

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Amtrak recommends in the reports that federal and state policymakers determine if intercity passenger rail service along each route should be reintroduced and if so, that they provide the required funding. Amtrak would then aggressively work with federal and state partners to restore service.

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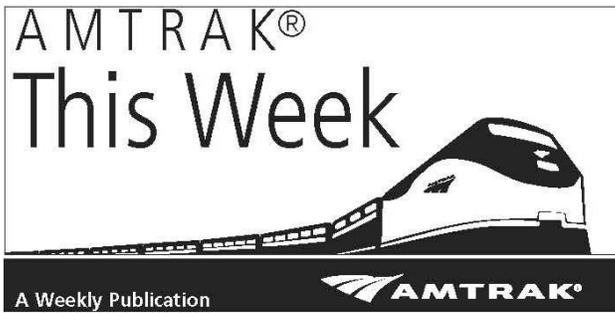
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Ethics and Compliance: Information regarding the ethics and compliance hotline and reporting provisions of the American Recovery and Reinvestment Act will be mailed to all employees this week. Any fraud, waste or misuse of stimulus funds should be reported to the anonymous Stimulus Transparency Hotline at 866-908-7231 or www.reportlineweb.com/Amtrak.

Operations Update: The Fall 2009-Winter 2010 System Timetable takes effect today.

Engineering: The Production Communications & Signals team, with the assistance of Mid-Atlantic Division forces, will be completing the installation of three new microprocessor-controlled interlockings on the Harrisburg Line this week.

Stations Update: Effective today, trains serving New Buffalo, Mich., will stop at the new station at 225 N. Whitaker St. Two *Wolverine* trains and two *Blue Water* trains will serve the station each day, while the *Pere Marquette* will no longer serve New Buffalo.

EIM Update: The Employee Information Management program continues its road show to demonstrate upgrades to the SAP Employee Information Portal. Events this week are in Jacksonville, Fla., on Oct. 26 and Wilmington, Del., on Oct. 28-29. For details, contact the project team at EIM@amtrak.com.

Benefits: Open enrollment for 2010 benefits has begun and runs through Nov. 13. Changes to benefit elections can be made online at www.amtrakbenefits.com or by calling the Amtrak Benefits Service Center at 800-481-4887.

PSSA Events: PSSA ceremonies honoring award recipients and employees celebrating 30- and 35-year anniversaries will be held this week in Providence, R.I., on Oct. 27 and New York City on Oct. 28.

New Web Site Offers Improved Look and Functionality

On Oct. 25, visitors to Amtrak.com found a revamped Web site that makes booking train reservations online and finding information even easier.

Online ticket sales are expected to increase to more than half of all ticket sales as a result of the improved functionality, potentially generating as much as \$10 million in additional revenue. The project was a collaborative effort between the e-Commerce and Information Technology departments.

“The overhaul of the site is all about the customer,” said Senior Director, e-Commerce, Kathleen Gordon. “The goal is to provide customers with a site that is streamlined and easy to use in order to maximize ticket sales and customer loyalty.”

In addition to upgraded graphics, one of the most notable improvements to the site is a simplified booking process that combines the schedule search, reservation and train status functions into a single dynamic menu. When searching for trains, customers will now see the full day’s schedule, along with a pricing matrix that allows them to select a train based on the lowest fare or shortest trip time. The new shopping cart feature shows different legs of a reserved trip and itemizes the entire purchase.

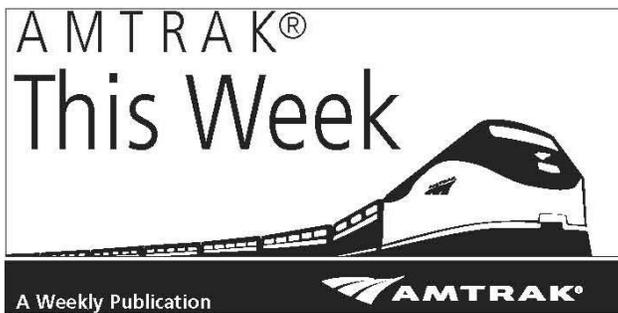
Other highlights of the redesign include limited availability alerts when inventory of seats and sleeping accommodations are low, improved station pages that link to the interactive route map and an expanded promotions page. An upgraded mobile version of the site for smart phone users was also launched, with additional functionality to be added over the coming months.

Amtrak to Cover Cost of Seasonal Flu Shots for Employees

Late last week, Amtrak was informed by its flu vaccination program provider, AllOne Health, that on-site flu shot clinics at Amtrak work locations must be cancelled because AllOne Health was unable to acquire the necessary supply of vaccine doses. Amtrak will now reimburse employees up to \$40 if they choose to get a seasonal flu vaccination on their own. Employees may mail a copy of their vaccination receipt, along with their full name and eight-digit SAP ID number by Nov. 20 to:

Amtrak Environmental Health and Safety
40 Mass. Ave. NE
3W-104
Washington, D.C. 20002

The vaccination cost will be reimbursed tax-free in the employee’s paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1, and the program is only for Amtrak employees.



October 26, 2009

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Online ticket sales are expected to increase to more than half of all ticket sales as a result of the improved functionality, generating as much as \$10 million in additional revenue. The project was a collaborative effort between the e-Commerce and Information Technology departments.

“This overhaul of the site is all about the customer,” said Senior Director, e-Commerce, Kathleen Gordon. “The goal is to provide customers with a site that is streamlined and easy to use in order to maximize ticket sales and customer loyalty.”

In addition to upgraded graphics, one of the most notable improvements to the site is a simplified booking process that combines the schedule search, reservation and train status functions into a single dynamic menu. When searching for trains, customers will now see the full day’s schedule, along with a pricing matrix that allows them to select a train based on lowest fare or shortest trip time. The new shopping cart feature shows different legs of a reserved trip and itemizes the entire purchase.

Other highlights of the upgrade include limited availability alerts when inventory of seats and sleepers are low, improved station pages that link to the interactive route map and an expanded promotions page. An upgraded mobile version of the site for smart phone users was also launched and more functionality will be added over the coming months.

Operation Update: Schedules contained in the Fall 2009-Winter 2010 System Timetable take effect on Oct. 26.

Engineering: The Production Communications & Signals team, with the assistance of Mid-Atlantic Division forces, will be completing the installation of three new microprocessor-controlled interlockings on the Harrisburg Line this week.

Stations Update: Effective Oct. 26, trains serving New Buffalo, Mich., will stop at the new station at 225 N. Whitaker St. To provide access to more overall destinations, service will increase to two *Wolverine* trains and two *Blue Water* trains per day, while *Pere Marquette* trains will no longer serve New Buffalo.

EIM Update: The Employee Information Management program continues its road show to demonstrate upgrades to the SAP Employee Information Portal. Events this week are in Jacksonville, Fla., on Oct. 26 and Wilmington, Del., on Oct. 28-29. For details, contact the project team at EIM@amtrak.com.

PSSA Events: PSSA ceremonies honoring award recipients and 30- and 35-year employees will be held this week in Providence, R.I., on Oct. 27 and New York City on Oct. 28.

Benefits: Open enrollment for 2010 benefits has begun and runs through Nov. 13. Changes to benefit elections can be made online at www.amtrakbenefits.com or by calling the Amtrak Benefits Service Center at 800-481-4887.

Amtrak to Cover Cost of Seasonal Flu Shots for Employees

Amtrak has been informed by its flu vaccination program provider, AllOne Health, that on-site flu shot clinics at Amtrak work locations must be cancelled because AllOne Health was unable to acquire the necessary supply of vaccine doses. Amtrak will now reimburse employees up to \$40 if they choose to get a seasonal flu vaccination on their own. Employees may mail a copy of their vaccination receipt, along with their full name and eight-digit SAP ID number by Nov. 20 to: Amtrak Environmental Health and Safety, 40 Mass. Ave. NE, 3W-104, Washington, D.C., 20002.

The vaccination cost will be reimbursed tax-free in the employee’s paycheck. Please allow three to four weeks for reimbursement processing. Reimbursement will be provided for seasonal flu vaccinations only, not H1N1, and the program is only for Amtrak employees.

Amtrak, TSA and Local Law Enforcement Conduct Major Rail Security Operation

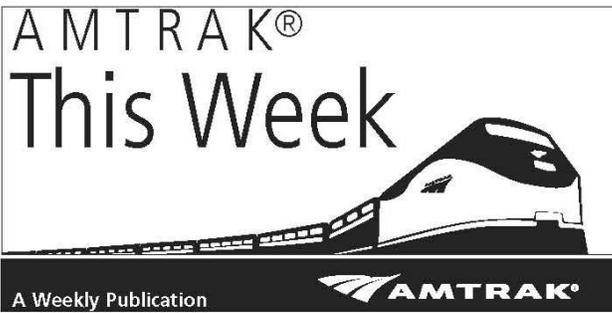
For the second consecutive year, Amtrak partnered with the Transportation Security Administration and more than 120 local law enforcement agencies throughout 13 states and the District of Columbia in the Northeast last week to conduct Operation ALERTS (Allied Law Enforcement for Rail and Transit Security) — a joint and synchronized rail security operation.

On Sept. 9, Amtrak's police, K-9 and counterterrorism personnel, along with law enforcement and counterterrorism units from the various federal, state and local agencies patrolled 150 train stations between Richmond, Va., and Essex Junction, Vt., to conduct baggage screenings, on-board security sweeps and passenger identification checks during morning and evening rush hours.

“This operation demonstrates how we leverage the wide net of rail security that exists between Amtrak and its partner law enforcement and counterterrorism agencies,” said President and Chief Executive Officer Joe Boardman. “We’ve substantially increased our security presence over the last few years by adding officers, K-9 teams and technology throughout the system, and I am proud of the work and professionalism the men and women of Amtrak’s police and security forces exhibit every day.”

Operation ALERTS serves as a surge to heighten visible security, while enabling law enforcement and counterterrorism personnel to become more familiar with rail stations and infrastructure. Fostering stronger inter-agency relationships helps enhance communication and emergency response, as well as expand counterterrorism capabilities.

“This kind of operation enhances the readiness and communication capabilities of hundreds of police and security officials stationed in some of the heaviest rail passenger areas along the Northeast Corridor,” said Amtrak Police Chief John O’Connor. “Our law enforcement partners in this deployment represent first responder agencies that will protect and defend the railways during any type of emergency or potential threat.”



Finance: All invoices incurred during FY '09 must be submitted to Accounts Payable by Sept. 15. Contact Gloria Johnson (ATS 728-1289), Mike Kelly (ATS 728-1502) or Jesse Wilson (ATS 728-1472) with questions or for more information.

Safe-2-Safer Survey Responses Top Goal

Amtrak received 10,604 responses to the Safe-2-Safer employee survey that was conducted Aug. 3-24, surpassing its goal of having 50 percent of employees participate. Additionally, the company is finishing the last of 82 focus groups that will have included more than 800 employees.

“On behalf of Joe Boardman, the board of directors and the executive committee, I want to thank everyone who took the time to share their thoughts on safety and security at Amtrak,” said Chief Operating Officer William Crosbie. “The feedback is incredibly valuable to making Amtrak safer. This initiative has started off with a lot of energy and we’re counting on each employee engaging in Safe-2-Safer.”

Safe-2-Safer is being rolled out on a geographic basis and should formally begin in each region by the end of the year.

Amtrak Prepares for Flu Season *Company To Offer Employees Seasonal Flu Vaccinations*

The Centers for Disease Control is anticipating a potentially severe flu season this year, with the spread of seasonal and H1N1 flu viruses over the course of the fall and winter.

Amtrak’s cross-departmental Pandemic Flu Task Force, along with the Environmental Health and Safety department and the Health Services department, are closely monitoring the situation. The company’s Pandemic Plan is currently being revised based on updated recommendations being made by the CDC and will soon be available to employees.

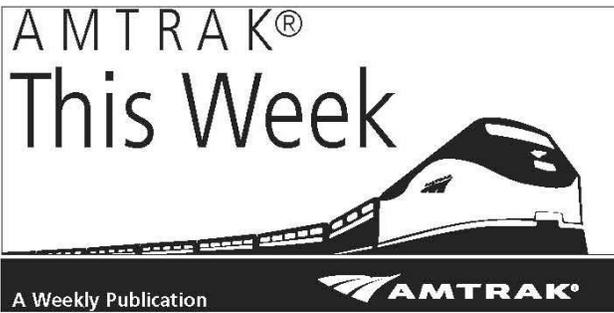
Amtrak’s Pandemic Flu Plan has been in effect since May, which includes guidance for handling and reporting potential H1N1 flu cases and leave policies.

“Though the health experts indicate uncertainty about the severity and extent of the flu season, we’re taking steps to be prepared to respond to an escalating pandemic,” said Chief Operating Officer William Crosbie. “But each of us has the power to minimize the impact of the flu. We can all take basic steps to avoid spreading germs by frequently washing our hands with soap and water or using a hand sanitizer, using a tissue or sleeve to cover coughs and sneezes, and not touching our eyes, nose or mouth.”

In addition, while the H1N1 vaccine is currently not available, Amtrak is planning to offer free seasonal flu vaccinations starting in October at most of its locations and/or possibly through a voucher system at clinics and pharmacies for those employees who wish to protect themselves from the seasonal flu. The CDC recommends a yearly seasonal flu vaccine as the first and most important step in protecting against seasonal viruses. Look for more information about the vaccinations in the coming weeks.

Employees who have flu symptoms (fever greater than 100 degrees Fahrenheit plus sore throat or cough) should stay home and notify their supervisor, who should then notify CNOC at 800-424-0217.

Coming announcements will provide detailed plans on flu season preparedness and response, including reminders about operating procedures and the revised Pandemic Flu Plan.



Preparing for the Start of Flu Season

Amtrak To Offer Employees Flu Vaccinations

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"We really don't know how this will unfold, but we're taking steps to be prepared to respond to an escalating pandemic," said **Chief Operating Officer Bill Crosbie/Roy Deitchman, vice president, Environmental Health and Safety and who leads the task force.** "But the real power to minimize its impact lies with each of us individually. We can all take simple steps to avoid spreading germs by frequently washing our hands with soap and water or using a hand sanitizer, using a tissue or sleeve to cover coughs and sneezes, and not touching your eyes, nose or mouth."

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Safe-2-Safer is being rolled out on a geographic basis and should formally begin in each region by the end of the year.

Message From Joe Boardman on Security

Dear Co-workers,

September 11 eight years ago is still a vivid memory for me. Many of us have one connection or another to the loss of life at the World Trade Center. I was the Commissioner of Transportation for New York state at that time, and one of my offices was on the 82nd floor of the North Tower, I was not there at the time of the attack but dozens of the men and women of the Department were, and three were lost.

Ignatius Udo Adanga was born in Nigeria and after a long journey for the betterment of his family was a planner with the New York State Department of Transportation. Born in Haiti, Charles Lesperance was an amazing computer systems analyst with advanced degrees from Columbia and a love for cooking. See-Wong Shum was born and raised in Hong Kong and was a computer systems analyst whose restless spirit was continually seeking adventure, which he often found by backpacking through Europe, China or somewhere else. Another vivid memory was the loss of Kevin Reilly, a young NYC firefighter from Engine 207, at whose funeral I presided on behalf of the governor.

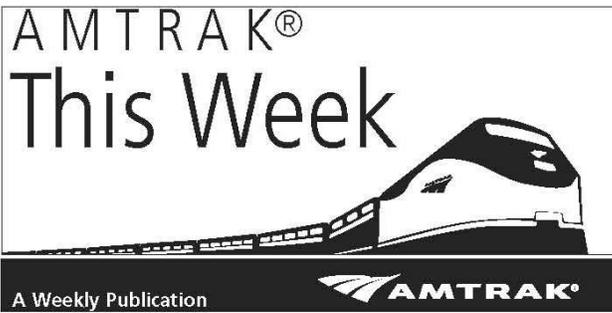
I hold all of these men in my memory about this time each year, and I am thankful for the commitment I see in the eyes, the actions and the behaviors I see in our own Amtrak Police, counterterrorism agents, and our K-9 explosive detection teams, as they do their best to help Amtrak be safe and secure.

Last week, Amtrak's police, K-9 and counterterrorism personnel partnered with the Transportation Security Administration and more than 120 local law enforcement agencies to conduct a synchronized rail security operation in 13 Northeast states and the District of Columbia.

This one-day exercise was a training opportunity as well as a manifestation of the broad security network in which Amtrak is a partner. My first priority is the safety and security of each person that works for, interacts with, or is a paying customer on one of our trains, and I am proud of the work our police and security personnel do every day to help protect us from those who would do us harm.

Sincerely,

Joe Boardman
President and CEO



A Message from Joe Boardman on Security

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Sincerely,

Joe Boardman
President and CEO

Safe-2-Safer: Thank you to all employees who organized or participated in one of the 82 Safe-2-Safer focus groups that concluded last week. In total, more than 800 employees provided feedback and opinions about Amtrak's safety culture and programs.

Finance: Manual accounts payable accruals must be submitted via eTrax eAccrual by 3 p.m. eastern time on Monday, Oct. 12. It is recommended that departments do a final check of posted items before the deadline to account for any missed or duplicate accruals. Contact Mike Kelly (ATS 728-1502) with questions or for more information.

Health Services: Amtrak will soon be offering employees free seasonal flu vaccinations via on-site flu shots or vouchers. Details are still being finalized. Look for more information in the coming weeks.

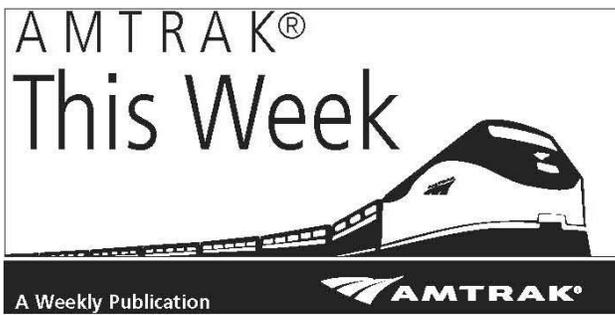
Got a Slogan? Win Prizes.

Amtrak is creating a systemwide Energy Awareness Campaign and we need your help naming the program! The goal is to raise awareness about reducing energy consumption and costs, and conserving natural resources. The winner will be chosen by the Energy Reduction Subcommittee of the Amtrak Fuel and Energy Committee and will receive recognition and a prize package filled with great Amtrak items!

Slogans must:

- Include the word "Amtrak."
- Focus on conservation and energy reduction.
- Be short, clear and memorable.

Employees should submit entries via e-mail to AskEnvironmental@amtrak.com by Sept. 30 to be considered. The winner will be announced in October, which is Energy Awareness Month. More information can be found on the Intranet under "How We Work" → "Environmental" → "Energy Conservation Awareness."



Operation Update: The Pittsburgh, Pa., station will be open to connecting passengers only on Sept. 24-26 as part of the security measures in place for the G-20 economic summit being held there. Vehicular and pedestrian traffic in and around the station may be significantly restricted or prohibited by the Secret Service.

Station Improvements: The newly constructed station in Leavenworth, Wash., will begin serving *Empire Builder* Train 8 on Sept. 25 and a celebration hosted by the Leavenworth Chamber of Commerce is planned to mark the train's arrival. Train 7 will make its first stop at the station on Sept. 26.

Benefits: Fidelity Investments will now be delivering 401(k) quarterly account statements online at www.NetBenefits.com as part of its green initiative. Employees who wish to continue receiving paper statements should call Fidelity toll-free at 877-477-2685 or visit the site to change delivery methods. An announcement with more details will be mailed to all 401(k) participants this week.

Marketing and Product Management: Be sure to watch the "All Aboard Amtrak with Dr. Phil" episode, which is scheduled to air on Sept. 25. Check your local listings for The Dr. Phil Show broadcast times and station. The special episode was taped on Sept. 9 aboard an *Acela Express* train.

Health Services: Amtrak will soon be offering employees free seasonal flu vaccinations at many work locations and through vouchers to be used at local clinics and pharmacies. Details are still being finalized so look for more information in the coming weeks.

Engineering Completes Major Empire Line Project

The 10-month, more than \$6 million Empire Line Rock Stabilization Project was completed last week, resulting in the removal of 15 mph speed restrictions near the George Washington Bridge, just north of New York City. As a result, trains can now operate at 50 mph, which is expected to yield improved on-time performance for trains operating through the heavily congested area.

Speed restrictions were put in place due to unstable rock slopes that created the potential for debris on the track. Employees from I&C/Capital Projects Sunnyside Yard and other New York Division Engineering crews assisted a specialized construction contractor, Janod, in stabilizing the slopes by removing 407 tons of loose rock and vegetation, applying fiberglass-reinforced concrete, attaching more than 1,000 bolts, and installing nearly 90,000 square feet of wire mesh retaining walls. Additionally, measures were put in place to prevent ice buildup on the slopes.

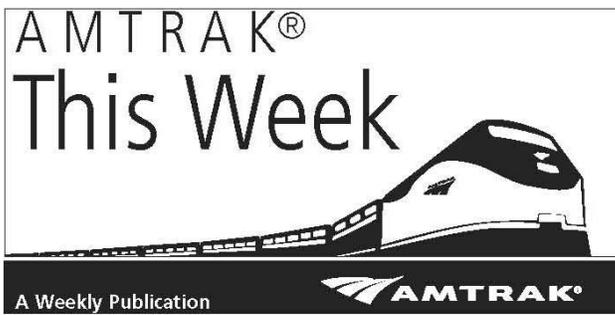
Update on Proposed Amendment Requiring Amtrak to Carry Firearms

Last week, the U.S. Senate passed an amendment to the 2010 fiscal year Amtrak appropriations bill that would require the company to carry passengers' firearms in checked baggage. However, further legislative activity by both the Senate and House of Representatives must take place before this firearms provision could be sent to the President to be signed into law.

If the amendment becomes law, information about necessary procedures and timelines in connection with carrying out the provision will be issued.

On Friday, Amtrak issued the following statement in response to the proposed legislation:

"Amtrak believes this provision is neither fair nor practical. Our entire annual appropriation to support a national passenger rail system should not be contingent on a compliance deadline Amtrak has stated we cannot meet."



Operation Update: On Oct. 1, the historic “Great Dome” car will be at the Albany-Rensselaer, N.Y., station for a kick-off of its special six week run on the *Adirondack*, providing passengers a unique view of New York’s fall foliage season.

Free Flu Shots Begin Soon

As part of its commitment to employees and to creating a safer, greener, healthier company, Amtrak will offer free seasonal flu vaccinations to all employees over the coming weeks.

The voluntary program will be offered through on-site clinics and a voucher program. Look for a Special Employee Advisory later this week with program details, as well as flyers at work locations.

EIM Project Hitting the Road

Between Oct. 19 and Nov. 6, the Employee Information Management (EIM) program is embarking on a series of “road shows” to give non-agreement managers and employees the latest news on upgrades to the SAP Employee Information Portal (EIP).

At each stop, employees will preview the system and ask questions about the upgraded functionality, which includes new e-recruiting and e-learning modules and increased self-service capabilities. Formal training sessions are planned to be held closer to the launch next spring. Additional information about the road shows will be coming soon. For more information about EIM, contact the project team at EIM@amtrak.com.

The road show will be in Chicago on Oct. 19-20; Oakland on Oct. 21; Riverside, Calif., on Oct. 22; Los Angeles on Oct. 23; Jacksonville, Fla., on Oct. 26; Wilmington, Del., on Oct. 28-29; Philadelphia on Nov. 2-3; New York on Nov. 4-5; and Boston on Nov. 6.

Members of the Board of Directors Visit Facilities

Board of Directors Chairman Tom Carper and Vice Chairman Donna McLean visited three facilities in Wilmington, Del., last week to get a firsthand look at the work being done at the Wilmington Station, the Bear Car Shop and the Consolidated National Operations Center. The station and the Bear shop are both benefiting from American Recovery and Reinvestment Act funding.

In addition to observing the waterproofing of a track bed above the Wilmington station, Carper and McLean toured the renovation of the station. At Bear, they observed Level 3 overhauls being performed on Amfleet equipment and a Diner Light car in the making. After visiting the site of the future Centralized Electrification and Traffic Control (CETC) dispatching center that will be housed on the first floor of the CNOC next spring, the Chairman briefly visited System Operations on the second floor of the building.

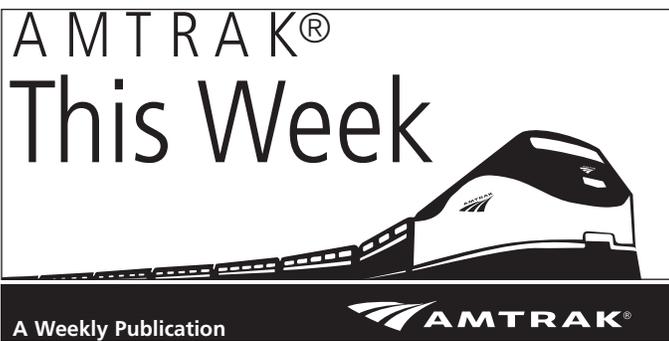
“There are many improvements taking place across the system, and we appreciate the opportunity to meet some of the employees who are directly responsible for bringing these projects to fruition and to personally see the amount of work that goes into them,” said Chairman Carper. “One of the most impressive things we heard all day was the positive and supportive relationship between labor and management at Bear — Amtrak’s team must be strong to successfully meet the opportunities and challenges ahead of us.”

New Virginia Service Begins This Week

On Oct. 1, Amtrak will make its first roundtrip from Lynchburg, Va. to Washington, D.C., as part of its newest state partnership with the Commonwealth of Virginia. The service will operate as Trains 171 and 176, an extension of the Boston-Washington *Northeast Regional*.

In celebration of the service launch, the Commonwealth and Amtrak are partnering to operate the “Amtrak Virginia Inaugural Whistle Stop Tour” on Sept. 30. A special train carrying more than 200 invited guests and elected officials will depart Washington Union Station and make stops at every city along the route: Alexandria, Burke Centre, Manassas, Culpepper, Charlottesville and Lynchburg.

Each city will host a brief ceremony and ribbon cutting with remarks by President and CEO Joe Boardman and local civic leaders. Virginia Gov. Tim Kaine is scheduled to participate in events at Charlottesville and Lynchburg. The events are open to the public.



Changes to Business Travel Policy Now in Effect

A revised corporate policy for Travel and Reimbursable Business Travel Expenses took effect last week and includes notable changes related to air travel, meal allowances and hotel rates.

“We took a comprehensive look at our business travel policy and determined there were updates that needed to be made based on market changes, but we also wanted to make it more efficient for the company and the individual employee,” explained Francis Murphy, Director, Business Travel Services.

Under the old policy, only executive committee members could approve air travel by employees. Now, that approval authority is expanded to include vice presidents and chiefs who report to executive committee members, a change that will streamline the approval process.

Meal reimbursement has also been streamlined with the policy changed to a per diem program that includes an increase in the allowable meal expense from \$50 to \$55 (including taxes and gratuities). Additionally, meal receipts are no longer required except as outlined in Section 6.8 of the policy.

Policy changes also incorporate an elevation of the maximum hotel room rates to keep pace with the current lodging market. The national pre-tax room rate has been increased to \$120. Room rates for specific major cities have been raised as well. They are: \$300 in New York; \$205 in Washington, D.C.; \$200 in Boston; \$190 in Chicago; \$160 in Philadelphia; \$140 in Oakland and; \$140 in Seattle.

The revised policy is posted in its entirety on the Intranet at Library ⇒ Policies ⇒ Amtrak Policy and Instruction Manual ⇒ Finance. As meal per diem and hotel maximum rates are periodically subject to change, the current maximum rates are not included in the policy itself and are kept updated and posted on the homepage of the eTravel Worldspan Trip Manager catalog in eTrax and on the Intranet under How We Work ⇒ Management Employee Business Travel.

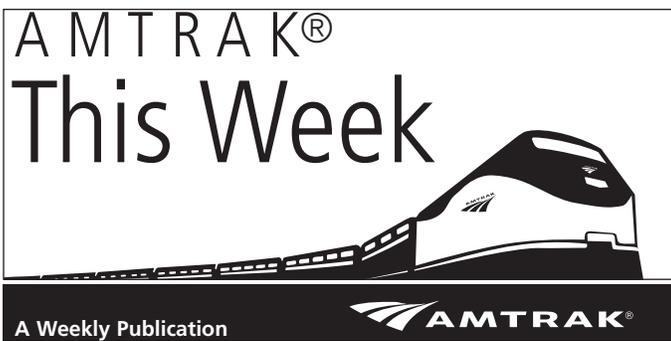
Operational Changes: Due to Union Pacific track work, *Pacific Surfliner* Trains 799, 798 and 792 will not operate between San Luis Obispo and Santa Barbara until Jan. 14. Motorcoach service is available for travel at intermediate stops, except Lompoc-Surf, Calif. At Guadalupe-Santa Maria, northbound buses will drop off only.

Marketing and Product Management: Effective immediately, Dayton, Ohio-based NCR is the new vendor contracted to develop a new Point-of-Sale (POS) system that automates the sales process and captures food and beverage sales data on trains.

Government Affairs and Corporate Communications: Voting is now underway — through Jan. 23 — to name the Amtrak service between St. Louis and Kansas, Mo. Log on to www.morail.org to choose from *Missouri Rail Blazer*, *Missouri River Runner*, *River Cities Corridor*, *ShowMeMO* and *Truman Service*. The new name will be announced on Jan. 30.

Benefits: Due to the transition to WageWorks, you will be unable to use your commuter reimbursement account to cover January commuting costs. January’s payroll deductions will be applied to February’s commuting costs and you must pay your January expenses with after-tax dollars. Log on to www.wageworks.com or call 877-924-3967 by Jan. 10 to place your transit and/or parking order.

Transportation: Effective Jan. 1, the FRA accident/incident reporting threshold was increased to \$8,900, up from \$8,500, to adequately reflect rising labor and equipment costs since the reporting threshold was last computed in December 2007.



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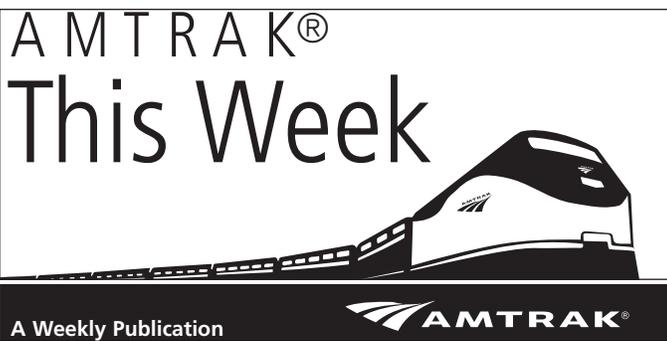
Operational Changes: Due to Union Pacific track work, northbound *Pacific Surfliner* Train 799 will terminate in Santa Barbara, Calif., and southbound Train 798 and Saturday and Sunday Train 792 are canceled between San Luis Obispo and Santa Barbara, Jan. 3 through Jan. 14. Motorcoach service is available for all travel in between except at Lompoc-Surf, Calif. At Guadalupe-Santa Maria, northbound buses will drop off only with no alternate southbound service at Lompoc-Surf.

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Operational Changes: On Jan. 19, Martin Luther King Jr. Day, all *Downeaster* trains will operate according to the normal weekday schedules, not the holiday schedule published in the Fall 2008/Winter 2009 System Timetable.

Benefits: The IRS limit for 401(k) pre-tax contributions is now \$16,500. Employees who reach 50 or older in 2009 and contribute the maximum allowed, may contribute an extra \$5,500 “catch up contribution” to the Plan on a pre-tax basis. The combined pre-tax, after-tax and company contributions are limited to the lesser amount between 100 percent of an employee’s pay or \$49,000.

CVA Reminder: All results of the Cultural Value Analysis surveys must be received via mail (c/o SAM Initiative, 501 Carr Road, Wilmington, DE 19809) or fax (703-738-7123) by Monday, Jan. 19.

Volunteers Still Needed in Washington, New York

To meet Inauguration Day staffing needs in Washington and New York, employees are encouraged to volunteer at their local station with the approval of their supervisor. For their participation in such an historic event, employee volunteers will receive a special commemorative button along with lunch at the end or beginning of their shift.

To volunteer at New York Penn, contact Mike Gallagher at GallagMk@amtrak.com or ATS 521-7278. To volunteer in Washington, contact Ken Wiedel at WiedelK@amtrak.com or ATS 777-3078.

Amtrak Readies for 2009 Inauguration

With the inauguration of the nation’s 44th president just over a week away, Amtrak is finalizing its operating plan to support what could be the most well-attended event ever in Washington, D.C. Preparations have been underway for months to safely accommodate a massive number of rail passengers to and from Washington Union Station on Jan. 20.

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On Inauguration Day, an estimated 8,000 passengers per hour will arrive and depart on Amtrak, MARC and VRE trains during the morning and afternoon rushes. System Operations has augmented the company’s normal morning inbound and afternoon outbound capacity by 50 percent, by adding extra trains and adding cars where possible. MARC and VRE have both increased capacity as well.

Managing the flow of trains and people through Washington Union Station has been the responsibility of the Mid-Atlantic Division. Efforts have been complicated due to security requirements, but division personnel, Amtrak Police and the Office of Security Strategy and Special Operations have been working closely with local and federal law enforcement to create an effective plan that meets operational and security requirements.

“The inter-departmental collaboration in preparing for both events has been exceptional. Engineering crews, Mechanical employees and every other department have put in a lot of extra work. Everyone has been pulling in the same direction and giving it their all for weeks and months,” said Chief Operating Officer William Crosbie.



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Operational Changes: On Jan. 19, Martin Luther King Jr. Day, all *Downeaster* trains will operate according to the normal weekday schedules, not the holiday schedule published in the Fall 2008/Winter 2009 System Timetable.

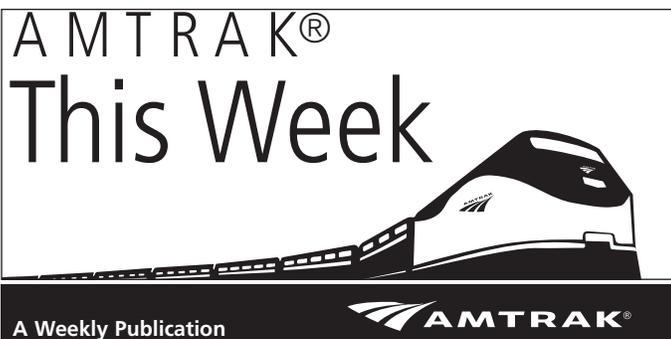
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CVA Reminder: For those select employees who received the Cultural Value Analysis survey, all results must be received via mail (c/o SAM Initiative, 501 Carr Road, Wilmington, DE 19809) or fax (703-738-7123) by Monday, Jan. 19.

Volunteers Still Needed in Washington, New York

To meet Inauguration Day staffing needs in Washington and New York, employees are encouraged to volunteer at their local station with the approval of their supervisor. Employee volunteers will receive a special commemorative button.

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"The security requirements on both days are extraordinary, but APD and OSSSO have been working tirelessly to coordinate with the Secret Service, Metro police and other federal, state and local agencies," said Chief Operating Officer William Crosbie. "Collaboration within the company has also been exceptional. Engineering and Mechanical crews, Transportation employees and every other department have been focused on successfully completing this mission."

A Weekly Publication

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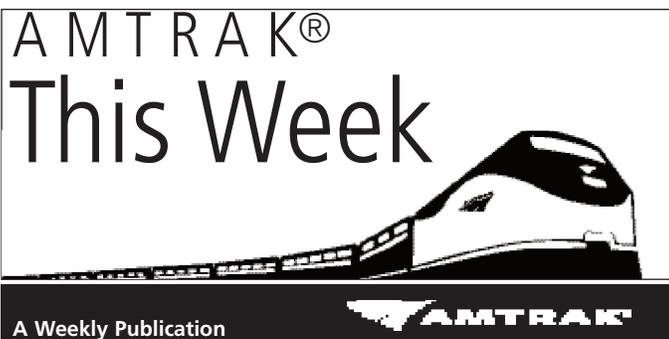
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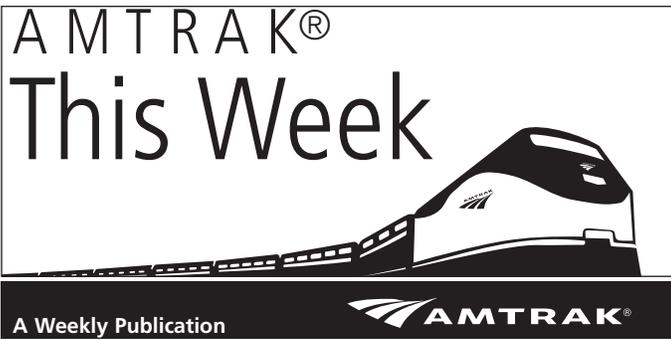
To meet station staffing needs along the Northeast Corridor, employees are encouraged to volunteer at a local station with the approval of their supervisor. For their participation in such an historic event, employee volunteers will receive a special commemorative button along with lunch at the end or beginning of their shift.

To volunteer at New York Penn, contact Mike Gallagher at ATS 521-7278 or GallagMk@amtrak.com. For Philadelphia or Wilmington contact Rick Gadbois at ATS 728-2151 or GadboiR@amtrak.com. To volunteer at Baltimore or Washington, contact Ken Wiedel at ATS 777-3078 or WiedelK@amtrak.com.

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January 21, 2009

Inauguration Day Operations Conclude

On Jan. 17, Barack Obama became the first president-elect to repeat Abraham Lincoln's pre-inauguration train voyage from Philadelphia to Washington. Amtrak was a part of history on Saturday, transporting the president- and vice president-elect and special guests to the nation's capital.

The train, a private charter operated by Amtrak on behalf of the Presidential Inaugural Committee (PIC), originated in Philadelphia, with stops in Wilmington — where Vice President-elect Joe Biden climbed aboard — and Baltimore. The on-board crew was handpicked by the vice president-elect, a longtime Amtrak rider. Private and public events managed by the PIC took place in Philadelphia, Wilmington and Baltimore.

Footage from the Whistle Stop Tour can be seen on the official White House Web site at www.whitehouse.gov.

Yesterday, three days after transporting Obama and Biden to Washington, the second phase of Amtrak's inaugural operation culminated as people from all over the world flooded the capital.

Thirty-six Amtrak trains operated to and from Washington yesterday. The Mid-Atlantic Division Commuter Services group also managed additional MARC and VRE trains transporting people to Washington. In total, roughly 8,000 passengers per hour came through Union Station during peak morning and afternoon travel.

A number of departments worked hand-in-hand with PIC, Secret Service and other agencies to ensure safe operations and augment security on both days. Safeguarding the integrity of the right-of-way, executing the operating plans, maximizing the available fleet, managing the flow at Union Station, and volunteering at stations along the corridor were just a few of the many elements of making it all happen. Scores of employees slept in offices and in sleeping cars in Washington Monday night to ensure adequate staffing.

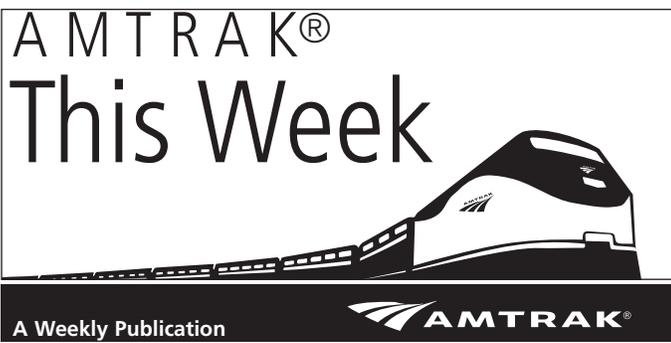
"I applaud the efforts and tireless work by all our employees over the past several months to ensure our passengers made it to and from the Inaugural celebration safely and with minimal disruption. We should all feel proud of our involvement in this historic event," said Chief Operating Officer William Crosbie.

Operational Changes: To help improve on-time performance, beginning Jan. 26, *Lincoln Service* Train 302 will operate five minutes later at all stations from St. Louis to Chicago. Also, *Sunset Limited* Train 1 will operate 30 minutes earlier from El Paso, Texas to Los Angeles.

Engineering: Cleanup of the West Class Yard in Hamden, Conn., is underway as the first step in creating a concrete tie staging area to support Track Laying Machine work in the New England Division. The cleanup is expected to be completed by mid-February.

Important Benefits Information: As required by law, Amtrak is submitting its qualified retirement plans to the IRS for review to affirm that the plans comply with applicable regulations. Plan participants are invited to submit comments on the plans' compliance. See attached documents for more details.

CVA Update: The deadline for submitting responses to the Cultural Value Analysis survey has been extended until Jan. 30. Mail responses to SAM Initiative, 501 Carr Road, Wilmington, DE 19809 or fax to 703-738-7123.



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"This is a historic chapter in our company's history of which we should all be proud. The teamwork and collaboration by everyone involved in preparing and executing our inaugural operations on Jan. 17 and 20 have been superb," said President and Chief Executive Officer Joe Boardman.

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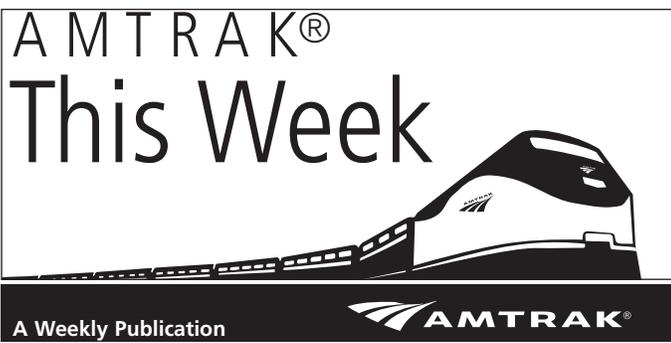
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January 26, 2009

New Campaign Aims to Eliminate Stop Signal Violations

Operational Changes: Beginning on Monday, Jan. 26, as part of the “Get Well Plan” negotiated by Amtrak and Union Pacific, *California Zephyr* Train 5 will now operate 30 minutes earlier between Elko, Nev., and Emeryville, Calif. Train 6 will operate 15 minutes earlier between Emeryville and Salt Lake City.

Government Affairs: On Wednesday, Jan. 28, President and CEO Joe Boardman is scheduled to testify before the House Transportation and Infrastructure Committee on the relationship between freight and passenger rail, Amtrak’s present and future roles, and company performance, benefits and needs.

In other news, former Illinois Rep. Ray H. LaHood was sworn in Friday as the new Transportation Secretary. He is one of two Republicans in the new Obama administration..

Important Benefits Information: The 2009 IRS allowable pre-tax contribution limits are now increased to \$120 per month for parking and \$230 per month for parking. Log onto amtrakbenefits.com to increase your elections.

Human Resources: In response to non-agreement and salaried agreement employees’ queries regarding incorrect vacation balances on their pay stubs, the issue is now resolved. However, with the roll-out of the Web-based Employee Self Service function on Feb. 9, the most accurate vacation balance information will be found online.

Final CVA Reminder: The deadline for submitting responses to the Cultural Value Analysis survey has been extended until **this Friday**. Mail responses to SAM Initiative, 501 Carr Road, Wilmington, DE 19809 or fax to 703-738-7123.

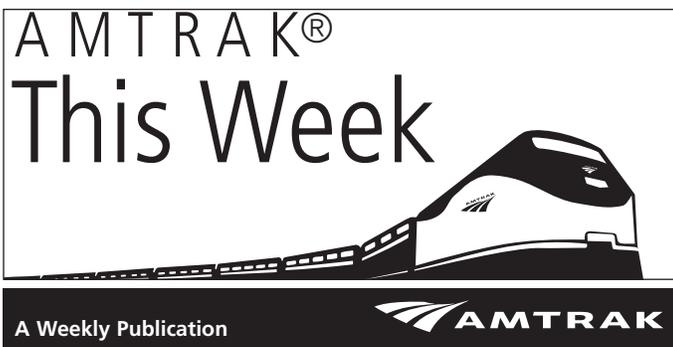
To further advance Amtrak’s position as the nation’s greener, safer and healthier transportation provider, a new campaign is underway that aims to prevent stop signal violations. Initiated by the Transportation department, this comprehensive effort focuses on educating and rewarding Train and Engine employees who contribute to reaching the goal of zero stop signal violations during the fiscal year.

“We’re increasing awareness, training and testing to avoid incidents on the railroad,” said Steve Strachan, chief transportation officer. “Violating a stop signal could result in a collision or other accident that might cost people their lives, so we’re doing everything we can to make sure it doesn’t happen.”

Each quarter, the campaign will focus on improving situational awareness, restricted speed, communication and teamwork through informational posters and other printed materials, which will be distributed at crew bases across the country. Supervisors will also work with engineers and conductors on an individual basis to reinforce the material before testing employees at the end of each quarter.

A unique element of the campaign is the “challenge” coin that will be given to all T&E employees. “We want everyone to keep the coin on them as a reminder of what we’re trying to do,” explained Strachan. “We want it to build unity among crews and reinforce the importance of safety.”

As the year progresses, Strachan and his staff will host conference calls with Transportation supervisors throughout the system to evaluate the campaign and share best practices. At year’s end, Strachan hopes to recognize every division for reaching the goal of zero stop signal violations.



Operational Changes: Beginning Feb. 16 through March 15, due to Union Pacific track work, passengers on some morning and early afternoon *Capitol Corridor* trains will be provided motorcoach service between Sacramento and Suisun/Fairfield, Calif., and trains will operate on the remainder of the route according to a modified schedule.

Engineering: The installation of 3,000 linear feet of new track panels on Track No. 2 in the South Tube in New York City is underway in 55-hour outages, with the Switch and Rail Gang replacing the old track and the High Speed Surfacing Gang surfacing the track and returning it to track speed for Monday morning service. This phase of work will be completed in early March.

Information Technology: Beginning Feb. 18, as part of the Payment Card Industry (PCI) compliance process, Arrow users are required to change their private ID when prompted on the sign-on page. For more information, contact the Help Desk at 800-772-HELP (4357).

Human Resources: Nomination for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" ► "Awards and Achievements" ► "2009 PSSA Nomination Forms. PSSA posters are available by contacting Carolyn Stagger at ATS 777-3899 or stagger@amtrak.com.

Funding Request Submitted to Congress

In other news, Amtrak submitted its annual Grant and Legislative Request to Congress today, outlining funding needs of \$1.84 billion for FY '10. The request consists of \$975 million for capital improvements, \$580 million for operating costs, \$264 million for debt service and \$21 million for the office of the Inspector General. The company also seeks an additional \$144 million not included in the \$1.84 billion for station accessibility improvements under the Americans with Disabilities Act. The request can be found online at Amtrak.com or the Intranet under "Legislative."

Stimulus Bill Includes Funding for Amtrak Projects

Amtrak will receive a total of \$1.3 billion as part of the economic stimulus bill that President Obama signed today to create jobs and spur economic activity. Of that figure, \$850 million is designated for projects that supplement capital activities for the repair, rehabilitation or upgrade of Amtrak's system, assets or infrastructure and for expanding capacity, including the rehabilitation of rolling stock. Another \$450 million is dedicated to investments in security. The funds must be awarded within 30 days of enactment by the Federal Railroad Administration in the form of grants.

Amtrak has identified 37 capital programs across its system that will create and preserve jobs and/or accelerate progress on Americans with Disabilities compliance, NEC infrastructure, rolling stock, stations, maintenance facilities and yards, customer service, technology and safety. Fourteen of the programs to be funded are in the Northeast Corridor, while 23 support system-wide initiatives that benefit, or are located in, other regions of the country. A separate plan is being finalized for the \$450 million in security investments.

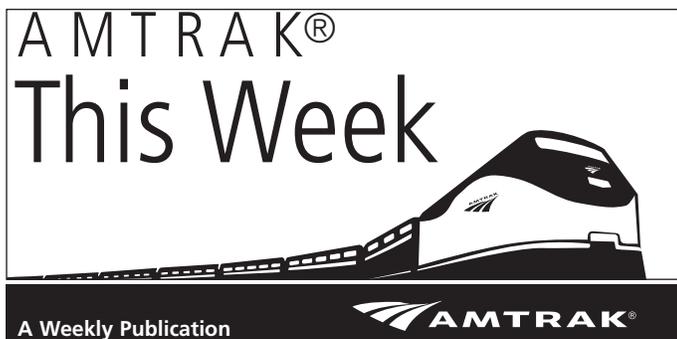
The capital programs must be completed within two years of enactment. Amtrak is currently seeking FRA approval of its proposed programs through the grant agreement process, and expects to have agreements in place some time in March. More information on the projects will be forthcoming.

The legislation also makes available \$8 billion to states for high-speed rail development or other rail investments, in addition to other grants available for surface transportation projects, including rail.

"I am very happy that Congress has given us the chance to address some of our most pressing capital needs. The American Recovery and Reinvestment Act affords us an exciting opportunity to make long-term investments in passenger rail by taking on many of our backlogged construction, technology and rolling stock projects while promoting near-term economic activity," said President and CEO Joe Boardman. "We will put the money to good use."

This infusion of funding under the ARRA should not be confused with the annual appropriation Amtrak receives from the federal government and may not be used to augment the company's regular operating or capital budgets.

Message from the President and CEO



Operational Changes: Starting today, *Crescent* Trains 19 and 20 are operating on a regular schedule after operating on a modified schedule since Jan. 26, due to Norfolk Southern track work. The successful track work project is expected to lead to improved on-time performance and reduced slow orders.

Engineering: The New England Division Production Gang will complete the replacement of a 100-year-old, seven-foot by eight-foot rail top culvert with a new concrete slab culvert manufactured in-house in Midway/Groton, Conn.

Human Resources: Nominations for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" ► "Awards and Achievements" ► "2009 PSSA Nomination Forms." PSSA posters are available by contacting Carolyn Stagger at ATS 777-3899 or staggc@amtrak.com.

Benefits Reminder: For information on benefits, employees are reminded to direct their inquiries to the Amtrak Benefits Service Center at 800-481-4887, or log onto amtrakbenefits.com.

Dear Co-workers,

As I travel across the country, I often meet people who tell me about how much potential Amtrak has. The truth is, Amtrak has seen a promising future since 1971. I know you think you've heard it before, but I'd like to tell you why it's true in 2009.

Three major reasons: For the first time in a long while, we have some clear direction from Congress on the future of Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act is our blueprint and aims to make enduring improvements in passenger rail.

As part of the stimulus bill signed by the president last week, we will receive \$1.3 billion to make significant strides on capital programs. Among other things, we'll return to service 100 cars that are currently sidelined, completely replace the Niantic River Bridge in Connecticut, install more Positive Train Control systems and make major Americans with Disabilities Act modifications to our stations. The law also provides money for states to make rail investments of their own, and they're coming to us for our expertise.

And we have an administration that seems to be building a legacy defined in part by the development of high-speed rail. I believe that this administration is more likely than any other in recent history to be open to making additional investments in passenger rail.

All of these elements combine to help us realize great potential. But that's just it — it's only potential if we don't believe in the direction we're taking and make it happen. Sometimes I wonder if we've become conditioned to low expectations over the years, surviving from year to year, and thinking that no one expects big things from Amtrak. Well, I expect big things from us. We need to open our collective hearts and minds to the Amtrak we know we can be. That is the safer, greener and healthier Amtrak I envision.

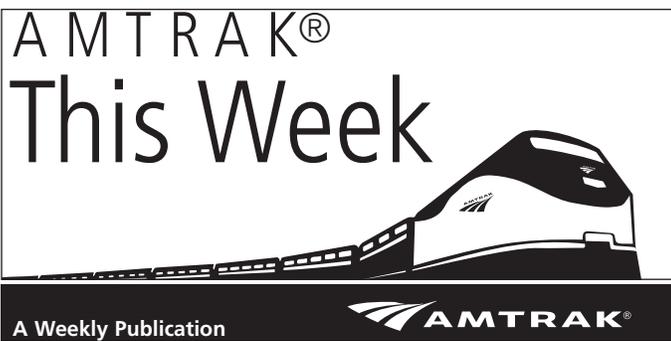
That's where vision and leading by example come in. I'm not just talking about forward movement, I'm taking the steps. Just last week, I met with vendors about how quickly they can deliver the Viewliners we need for our long-distance fleet. I intend to replace the electric locomotive fleet and am seeking the funding to do that. I want to electrify the railroad to Richmond and I'll be studying the cost estimates on that next week. And I listen — we have a great deal of talent and dedication; our employees have good ideas and they need to be heard.

The time to harness our future is now and we're moving ahead with renewed energy. I care very much about our future and I know you do, too. Together, we must embrace the opportunities that are before us and run with them — for us, for our customers and for our country.

Sincerely,

Joe Boardman
President and CEO

p.s. By the way, I know everyone wants to know the details of our proposed "stimulus" capital programs, I'll share the list with you as soon as we've finalized it with the FRA — I wouldn't want to mislead you.



Feb. 23, 2009

Message from President and CEO Joe Boardman

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Sincerely,

A handwritten signature in black ink, appearing to read "Joe Boardman". The signature is fluid and cursive, written in a professional style.

Joe Boardman
President and CEO

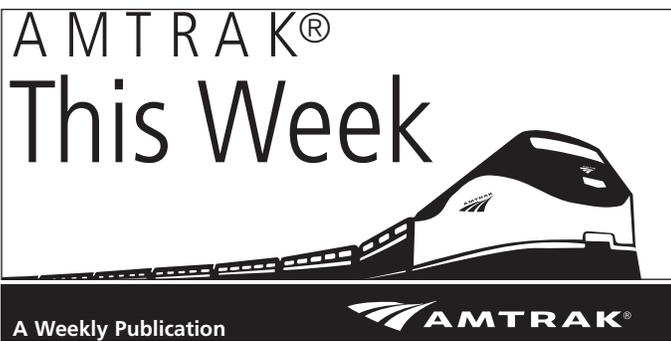
p.s. By the way, I know everyone wants to know the details of our proposed "stimulus" capital programs, I'll share the list with you as soon as we've finalized it with the FRA — I wouldn't want to mislead you.

Operational Changes: *Crescent* Trains 19 and 20 are now operating on a regular schedule after operating on a modified schedule since Jan. 26, due to Norfolk Southern track work. The successful track work project is expected to lead to improved on-time performance and reduced slow orders.

Engineering: This week, the New England Division Production Gang will complete the replacement of a 100-year-old, seven-foot by eight-foot rail top culvert with a new concrete slab culvert manufactured in-house in Midway/Groton, Conn.

Benefits Reminder: Employees are reminded to call the Amtrak Benefits Service Center at 800-481-4887, or log onto amtrakbenefits.com to obtain benefits information.

Human Resources: Nomination for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" ►► "Awards and Achievements" ►► "2009 PSSA Nomination Forms. PSSA posters are available by contacting Carolyn Stagger at ATS 777-3899 or staggc@amtrak.com.



Benefits: Individual parking and mass transit account balances as of Dec. 31 have been transferred from SHPS to WageWorks. If you have any questions or would like to confirm your mass transit or parking account balance, visit www.wageworks.com or call customer service at 877-924-3967.

Human Resources: All employees should have received their 2008 W-2 Wage and Tax Statement. If you have not received your statement, e-mail Payroll Operations at payroll@amtrak.com.

State Partnerships: Engineering, Transportation, Strategic Partnerships and Government Affairs personnel last week met with Connecticut DOT and Rhode Island DOT on upcoming plans for track work, including improvements to the Springfield Line.

LaHood Joins Board, Biden Resigns

U.S. Secretary of Transportation Ray LaHood was officially named to the board of directors by President Obama last Thursday after being confirmed by the Senate in late January. A native of Peoria, Ill., he is a 14-year veteran of the U.S. House of Representatives, where he served on the Transportation and Infrastructure committee and later the Appropriations Committee.

Also last week, R. Hunter Biden resigned from the board stating, "Serving on the board has been a great honor ... Now that Amtrak has a supportive administration in the White House, I believe my service on the board is not as crucial. I have tremendous confidence in the board and current leadership of Amtrak and am grateful for the opportunity to have served."

Stimulus Programs Under Review

Amtrak's proposal for the use of \$1.3 billion it will receive in stimulus funding as part of the American Recovery and Reinvestment Act is currently under review by the Federal Railroad Administration. The money will be used to begin or accelerate capital programs across the system and make investments in rail security. Approval is expected by mid-March and details will be provided at that time.

In related news, the FRA unveiled an outline of its proposed budget for FY '10 last week, which includes a five-year, \$5 billion high-speed rail state grant program. The funding would augment the \$8 billion for high-speed rail development already included in the ARRA for states. Specifics of the budget's effects on Amtrak are expected to be included in a later version, but the company anticipates it will benefit through state infrastructure projects or by applying for these funds in ways similar to the stimulus package.

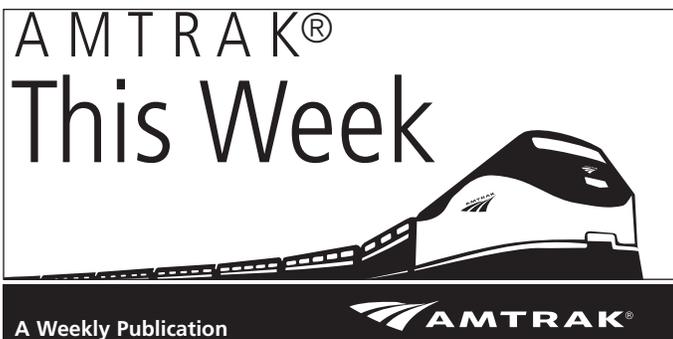
APD, OSSSO Host British Transport Police

Members of the British Transport Police are in Washington this week to work with Amtrak Police and the Office of Security Strategy and Special Operations as part of the first major exchange of rail security and counterterrorism practices between the U.S. and U.K. The two groups will jointly patrol stations and trains throughout the week to share lessons learned and best policing practices to better protect rail passengers on both sides of the Atlantic.

Former COO Hackney Passes Away

A distinguished member of the Amtrak family, Thomas P. Hackney Jr., passed away on Feb. 24 at the age of 88 in Huntingdon, W. Va. He retired in 1986 as chief operating officer after seven years of service. Prior to joining the company, Hackney was a machinist in the U.S. Navy during World War II and worked for the Chesapeake & Ohio Railway and Chessie System for nearly 40 years.

"Tom was an 'old school' railroader in every positive sense of the word – he took pride in his trains and his people," said Fred Weiderhold, inspector general. "He effectively led the operations department through its fleet transition and more importantly, he was a friend and mentor to those of us just joining the industry. Much of what he taught is still alive in the company."



Engineering: The System Production Wood Tie Gang will start the installation of 40,000 wood ties on Track 2 of the Springfield Line from Quarry to Mill River on March 30. This project completes a two-year tie renewal program and should be complete in July.

PSSA Reminder: Nominations for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" → "Awards and Achievements" → "2009 PSSA Nomination Forms."

Back Pay Update: President and CEO Joe Boardman announced last week that all eligible agreement-covered employees who received the first round of back payments will receive the remaining 60 percent via separate check on May 1.

What's Your Green I.Q.?

Transportation accounts for what percentage of the total energy used in the United States?

- a.) 10%
- b.) 25%
- c.) 30%
- d.) 50%

This is the third and final question of the "Green I.Q." challenge. E-mail the correct answer to ecom@amtrak.com. The winner will be selected at random from the first 50 correct responses received and will have his or her photo and answer published in the April "green" issue of *Amtrak Ink*. Employees with full-time environmental duties are not eligible.

Last week's winner was Gerry Davis, specialist, Finance, who correctly answered that Amtrak recycled 5,000 tons of scrap metal from maintenance operations last year.

America Invited to "Discover the Rail Way" at National Train Day on May 9

The second annual National Train Day is set for May 9, and major events are planned at stations in Washington, DC, Philadelphia, Chicago and Los Angeles, with many more locally organized events in communities nationwide.

This year, guests will "Discover the Rail Way" and celebrate the past, present, and future of train travel with live music and entertainment, interactive green exhibits, VIP appearances, a kid's corner, train equipment displays, and more.

"Our goal is to celebrate train travel and showcase how trains have shaped our lives and allowed families and friends to stay connected to each other personally and professionally," said Emmett Fremaux, vice president, Marketing and Product Management. "The events will feature interactive exhibits educating the public about the benefits of train travel."

In addition to the four main events, the company is inviting local communities to participate by hosting their own National Train Day event. Templates for signage and collateral materials are provided on the Web at www.NationalTrainDay.com. Last year, employees, chambers of commerce and other local organizations hosted nearly 100 events in communities across the country.

"We had great success in 2008, and have already seen great enthusiasm for this year's National Train Day," said Michele White, director, Entertainment and Sports Marketing. "This is another way for us to build loyalty and enthusiasm for train travel among employees and the communities we serve."

A national celebrity spokesperson will be selected to raise awareness of National Train Day in the media. Additionally, up and coming musical artists will perform at each of the major events. Details are being confirmed and announcements will be made within the next couple weeks.

Visit www.NationalTrainDay.com for information and updates, or to request assistance in hosting an event at a local train station.

The majority of our employees are personally committed to delivering high-quality service.

These are things I've witnessed first-hand, and that are supported by the findings of the employee satisfaction survey we received this winter. What I also know is that while those attributes make for a very rich workforce culture, there are other characteristics that are holding us back from being a better Amtrak.

I'm not going to sugar-coat this for you: The survey respondents told us that many of them question the company's commitment to customer service, that they feel teamwork is lacking or discouraged and that fuels a culture of finger-pointing. We do a poor job of communicating, particularly between departments, and some employees question the credibility of what the company communicates.

We do have unique challenges most other companies don't face. We have limited resources and often use band-aids to get us from year to year. We face chronic on-time performance challenges of the NEC and its tough being a front-line employee when we're delayed or have equipment failures on a fleet that's an average 25 years old. Up until October, we did not have any clear direction from Congress about what direction they want Amtrak and passenger rail to take. So many of you have been witness to a flavor of the month or year and it's difficult to set the course straight when we're rowing in different directions. Four CEOs in three years doesn't help. I get it.

One of the reasons it's taken this long for us to start discussing the findings of the survey is that there are no quick fixes, particularly when you're facing ingrained cultural habits and some challenges over which we have little control. But we're going to start righting some of these issues by talking to you, and getting your feedback on what we can do to improve some things.

special employee advisory

October 29, 2009 • Page 1 of 2

Message From Joe Boardman

Dear Co-Workers,

Next month, I'll be celebrating my first-year anniversary as president and CEO of Amtrak. Over the course of the last 11 months, I have learned a great deal from many of you. I know that you are enthusiastic about what the future holds for Amtrak but may be uncertain about how it all comes together. We continually face an identity crisis because it's not always clear what Amtrak is supposed to be.

That is in large part why I made developing our strategic vision a priority when I joined the company. To that end, we have compiled a strategic guidance document that establishes broad goals, creates key performance indicators to measure progress, and outlines the opportunities and challenges facing Amtrak as we pursue a growth-oriented mission. (This document supersedes Amtrak's 2005 Strategic Reform Initiatives.) At the end of the day, our goals are all aimed at better positioning Amtrak to be the provider of choice.

Our strategic vision sets the foundation for the five year financial plan we submitted to Congress on Oct. 1, and together they encompass our strategy for continuing the growth we've seen since 2002, and for maximizing this historic moment in federal and state support for more passenger rail service.

As you know, we're in the midst of a transformational chapter for Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act of 2008 (PRIIA) provides the direction set by policymakers, and we're seeing exceptional support for growth of passenger rail.

This is not the passenger rail environment of yesteryears — the opportunities that are being made available to us thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others to enter new markets. The investments we're making and the steps we're taking to improve are designed to secure our leadership position in the industry and to stand out from the competition.

Our strategic vision is built on six fundamentals goals to be safer, greener and healthier and to improve financial performance, customer service and meet national needs. On our own and with the help of stimulus funds, we are making and will continue to make significant and enduring investments toward those goals.

We're creating a safer environment with Safe-2-Safer and installation of Positive Train Control. In addition, we're pursuing multiple avenues to be better stewards of our environment.

We're striving to become healthier by increasing ridership and pursuing growth in state-supported and commuter service, like the new partnership with the Commonwealth of Virginia, the second Amtrak *Cascades* roundtrip to Vancouver, proposed additional *Piedmont* service in North Carolina next year, and the recent progress toward a final contract with Metrolink.

We're also becoming healthier by investing to bring our equipment and infrastructure to a state of good repair, and we will be producing a fleet plan and request for federal support for equipment procurement in February. We're also making progress toward improving station accessibility for those who are mobility impaired. With Strategic Asset Management, we're



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special employee advisory

October 27, 2009 • Page 2 of 2

revamping the technologies that power our key operational, financial and human resources business processes to replace outdated systems and redundant or inefficient processes with integrated systems that will improve efficiency.

We're also aiming to improve customer service with a next-generation reservations system and e-Ticketing and the recently re-launched Amtrak.com.

As Amtrak grows, so does our capacity to meet national needs, such as contributing to national emergency response, congestion mitigation, emissions reduction and reduction in the demand for foreign oil.

Our future together is not without challenges — the state of the national economy and condition of state budgets are a few factors that could hamper our growth. In addition, those looking to enter the passenger rail market will eat our lunch if we don't raise the anti on our competitive edge.

Clear goals are of vital importance for a company; values are just as important because they guide how we go about achieving those goals. Many of the investments we're making call for a new way of thinking and working together. Together and as individuals, we need to stop thinking about what we can't do, and start putting into action what we can do.

I think we all envision the Amtrak that we can be. Each and every one of us can contribute to a changing mindset and attitude. We need you to be part of this — we can have the best strategy in the world, but it's no good if we don't own it and live it.

It's difficult to be part of something if the mission is unclear, so take the time to understand the opportunities and

challenges we face — our strategy is your strategy.

That's why I encourage you to visit the Intranet or Amtrak.com to read our Strategic Guidance and our FY 2010-2014 Five Year Financial Plan. In an effort to be greener, we've printed only a couple copies for a number of locations, but if you can't access the Internet or you would like your own printed copy, please call Charlotte Berry (202 906-3918 or ATS 777-3918) or e-mail BerryC@amtrak.com to request one. The attached fact sheet should also help you better understand our vision and plans.

Thanks for your support and please work safely.

Sincerely,

Joe Boardman
President and CEO

Please distribute at all safety meetings and post on all employee bulletin boards.



special employee advisory

October xx, 2009 • Page 1 of 2

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Our strategic vision, along with the five year financial plan we submitted to Congress on Oct. 1, encompasses our strategy for continuing the growth we've seen since 2002 and better positioning ourselves to maximize this historic moment in federal and state support for more passenger rail service.

As you know, we're in the midst of a midst of a transformational chapter for Amtrak and passenger rail. The Passenger Rail Investment and Improvement Act of 2008 (PRIIA) provides the direction set by policymakers, and we're seeing unprecedented support for growth of passenger rail. The goals are aligned with the and by the Obama administration's Vision for High-Speed Rail in America.

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performance, customer service and meet national needs.

On our own and with the help of stimulus funds, we are making and will continue to make significant and enduring investments toward those goals.

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Our future together is not without challenges — the state of the national economy and condition of state budgets are a few factors that could hamper our growth. In addition, the availability of federal funds to states to expand or develop intercity and high-speed rail is not only an opportunity for us, but for others who will eat into our



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special employee advisory

October 26, 2009 • Page 2 of 2

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Thanks for your support and please work safely.

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Call Center Script

Due to an AT & T outage, Amtrak's network is down across most of the system, affecting reservations and ticketing (including Quik-Trak kiosks) operations at most stations, with the exception of Washington and Philadelphia.

Advise passengers to use Amtrak.com to book reservations and to use their confirmation page as a ticket until the outage is resolved.

Dear Co-workers,

While I've barely got a couple of weeks under my belt, my knowledge of and experience with Amtrak has enabled me to hit the ground running.

On my first day on the job, I spent time in Washington Union station meeting some of our employees. My second day, which happened to be Thanksgiving, I visited the crew base and thanked employees for spending their holiday helping others safely reach their destinations. I've also met with representatives of Via Rail on xxx and xxxxx.

A couple things you should know about me: I'm a former member of IBEW and Teamsters. I am a straight shooter, so you'll know where I stand on things. I am also a humble leader — I listen closely, and rely on the strengths of well-qualified people to give me their recommendations. I strongly believe that collaboration is a necessity in our business and I don't stomach well those who stand in its way.

For those who may make incorrect assumptions about my past affiliations, let me be very clear: I am here because I believe in Amtrak. Splitting off the Northeast Corridor or separating the NEC infrastructure from operations are absolutely not in my plans. I not only want to preserve our coast-to-coast, interconnected system but also want to see it grow. Anyone who sees my role here differently will be proven wrong.

With your help, we will become a greener, safer and healthier Amtrak. I plan to build on the many opportunities we have to show how critical passenger rail is to America. We will become known as a more energy-efficient, carbon footprint-friendly company that is critical to the mobility of our people and the economy of our country.

We will achieve improvements in safety with targeted goals driven by risk assessment and changing attitudes at all levels of the company. Organizations that practice safety excellence tend to be top performers in their industries, and their employees stay healthy and happy.

What does a healthier Amtrak mean? Among other things, it applies to having solid financials and business processes; it means putting into service equipment that we're proud of; it means working environments that are safe, and that promote collaboration and innovation among employees.

As you get to know me (and you will), you'll see that I want the best for Amtrak. I know our limitations and challenges but I also know our potential and determination. We have some of the best men and women in the field and I hope you'll join me on the journey

I share the incoming administration's vision for a robust passenger rail network.

“To provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options...”

We need to ask ourselves the big questions and be serious about the answers – can we provide two-hour service from Washington to New York.

The previous mission statement said Amtrak was to provide “safe and reliable intercity rail passenger service in an economically sound manner that exceeds customer expectation.”

The new statement says the railroad is to provide “efficient and effective intercity passenger rail mobility consisting of high-quality service that is trip-time competitive with other intercity travel options.”

Boardman zeroed in on the term mobility, which he used frequently during his time as New York transportation commissioner. “The mobility piece is going to become much more important,” he said.

When Boardman uses that word, he’s talking about reaching a destination conveniently and on time, regardless of how a person travels.

Increased energy efficiency and electrification of more rail lines also will be higher priorities for Amtrak, Boardman predicted.

greater state operating support to make rail travel more affordable and efficient.

Important Station Improvement Ventures Take Place this Week

This is an important week with regard to station improvements, as the company hosts its fourth Civic Conversation in Savannah, Ga., and submits its latest report to Congress on station accessibility.

The report, a requirement of the Passenger Rail Investment and Improvement Act, outlines Amtrak's plan to make every station fully accessible to disabled passengers in accordance with the Americans with Disabilities Act.

"The report details the current condition of stations and what's needed to make them fully accessible," explained John Bennett, assistant vice president, Strategic Partnerships. "It includes a three-part request for Congress to give us full control over the program, extend our deadline to 2015 and provide us with the \$1.4 billion needed for upgrades."

The Civic Conversation on Feb. 3 and 4 is part of Government Affairs' Great American Stations program and is a forum for local, state and federal officials to discuss preservation, restoration and upgrading of train stations in the region. Attendees are also educated on the importance of stations as local economic drivers and vital cogs in the national transportation network. As upgrades are made, accessibility is a priority.

"Stations are key to improving our business," said Joe McHugh, vice president, Government Affairs and Corporate Communications. "Even though we own only a small portion of the stations we serve, every station affects our product and each is a direct reflection on Amtrak."

Approved by Bennett, Joe McHugh

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"The report describes our Accessible Stations Development Plan and defines the requirements for funding, timing and cooperation to achieve accessibility," explained Asst. Vice President, Strategic Partnerships John Bennett. "It includes a request for Congress to extend our deadline to at least September 30, 2015, and provide funding for the \$1.56 billion needed for upgrades."

The Civic Conversation on Feb. 3 and 4 is part of Government Affairs' Great American Stations program and is a forum for local, state and federal officials to discuss preservation, restoration, and local funding options for consideration in upgrading train stations. Attendees are also educated on the importance of stations as local economic drivers and vital cogs in the national transportation network. As upgrades are made, accessibility is a priority.

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"The report describes our Accessible Stations Development Plan and defines the requirements for funding, timing and cooperation to achieve full accessibility," explained Asst. Vice President, Strategic Partnerships John Bennett. "The report details the additional time and funding of \$1.56 billion we will need for the described improvements and upgrades."

The Civic Conversation on Feb. 3 and 4 is part of Government Affairs' Great American Stations program and is a forum for local, state and federal officials to discuss preservation, restoration, accessibility requirements and local funding options for consideration in upgrading train stations. Attendees are also educated on the importance of stations as local economic drivers and vital cogs in the national transportation network.

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Part of the station improvement effort is to make every station fully accessible to disabled passengers. On Feb. 2, Amtrak submitted a status report to Congress on station accessibility in accordance with Passenger Rail Investment and Improvement Act.

“The report essentially outlined the current condition of stations and our plan to make them fully accessible,” explained John Bennett, assistant vice president, Strategic Partnerships. “It includes a three-part request for Congress to give us full control over the program, extend our deadline to 2015 and provide us with the \$1.4 billion needed for upgrades.”

Service Recognition Program to Benefit from New Partner

Amtrak has selected a new partner for its service recognition program in an effort to better acknowledge employees who have reached service milestones. A request for proposals was sent to 12 companies last July with Oklahoma City-based MTM Recognition ultimately winning the bid.

“We wanted to bring a higher level of efficiency, creativity and customer service to the program and MTM has the experience and resources to do just that,” said Recognition Program Manager Carolyn Stagger. “Our goal is to give each department more control over the process and get managers engaged in recognizing their employees.”

Effective immediately, Human Resources will begin working with MTM to analyze and improve the company’s employee appreciation efforts.

MTM is the largest and most diversified award distributor in North America, allowing employees reaching milestones of 10 years or more to choose from a much wider range of gift options. Awards will also be shipped directly to the employee’s work location, making response times faster. Awards for employees celebrating service milestones in the first quarter of 2009 are currently being processed and will be delivered for presentation in the coming weeks.

“One of the strengths of our company is the pride and loyalty of our employees,” said Lorraine Green, vice president, Human Resources and Diversity Initiatives. “Our goal is to make sure every employee feels valued and this is one way we can better show our appreciation.”

Stimulus Bill Includes Funding for Amtrak Projects, Funding Request Submitted to Congress

Amtrak will receive a total of \$1.3 billion as part of the economic stimulus bill that President Obama signed today to create jobs and spur economic activity. Of that figure, \$850 million is designated for projects that supplement capital activities for the repair, rehabilitation or upgrade of Amtrak's system, assets or infrastructure and for expanding capacity, including the rehabilitation of rolling stock. Another \$450 million is dedicated to investments in security. The funds must be awarded within 30 days of enactment by the Federal Railroad Administration in the form of grants.

Amtrak has identified 37 capital programs across its system that will create and preserve jobs and/or accelerate progress on Americans with Disabilities compliance, NEC infrastructure, rolling stock, stations, maintenance facilities and yards, customer service, technology and safety. Fourteen of the programs to be funded are in the Northeast Corridor, while 23 support system-wide initiatives that benefit, or are located in, other regions of the country. A separate plan is being finalized for the \$450 million in security investments.

The capital programs must be completed within two years of enactment. Amtrak is currently seeking FRA approval of its proposed programs through the grant agreement process, and expects to have agreements in place some time in March. More information on the projects will be forthcoming.

The legislation also makes available \$8 billion to states for high-speed rail development or other rail investments, in addition to other grants available for surface transportation projects, including rail.

"I am very happy that Congress has given us the chance to address some of our most pressing capital needs. The American Recovery and Reinvestment Act affords us an exciting opportunity to make long-term investments in passenger rail by taking on many of our backlogged construction, technology and rolling stock projects while promoting near-term economic activity," said President and CEO Joe Boardman. "We will put the money to good use."

This infusion of funding under the ARRA should not be confused with the annual appropriation Amtrak receives from the federal government and may not be used to augment the company's regular operating or capital budgets.

In other news, Amtrak submitted its annual Grant and Legislative Request to Congress today, outlining funding needs of \$1.84 billion for FY '10. The request consists of \$975 million for capital improvements, \$580 million for operating costs, \$264 million for debt service and \$21 million for the office of the Inspector General. The company also seeks an additional \$144 million not included in the \$1.84 billion for station accessibility

improvements under the Americans with Disabilities Act. The request can be found online at Amtrak.com or the Intranet under “Legislative.”

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Operational Change: Beginning Feb. 9 through Feb. 13, passengers traveling on Amtrak *Cascades* Trains 500 and 501 will be provided motorcoach service between Seattle, Portland and intermediate stations due to BNSF Railway track work.

Engineering: Construction of the concrete tie staging area in the West Class Yard in Hamden, Conn., to support the Track Laying System North’s work in the New England Division is underway. The track construction is being performed by Production Engineering’s Y182B TLS Prep Gang North and will include the two turnouts and 1,600 feet of track.

Government Affairs: On Wednesday, Feb. 11, Chief Operating Officer Bill Crosbie will testify at a hearing before the Surface Transportation Board, offering comments on the recently enacted Passenger Rail Investment and Improvement Act of 2008.

Marketing and Product Management: On Tuesday, Feb. 10, a morning media event is scheduled at the Port of Oakland Building in Oakland, Calif., to honor the historical legacies of Pullman porters and their contributions to the nation’s railroads. The event includes a reception and afternoon meet-and-greet with employees.

Stimulus Bill Includes Funding for Amtrak Projects, Funding Request Submitted to Congress

Amtrak will receive a total of \$1.3 billion as part of the economic stimulus bill that President Obama signed today to create jobs and spur economic activity. Of that figure, \$850 million is designated for projects that supplement capital activities for the repair, rehabilitation or upgrade of Amtrak's system, assets or infrastructure and for expanding capacity, including the rehabilitation of rolling stock. Another \$450 million is dedicated to investments in security. The funds must be awarded within 30 days of enactment by the Federal Railroad Administration in the form of grants.

Amtrak has identified 37 capital programs across its system that will create and preserve jobs and/or accelerate progress on Americans with Disabilities compliance, NEC infrastructure, rolling stock, stations, maintenance facilities and yards, customer service, technology and safety. Fourteen of the programs to be funded are in the Northeast Corridor, while 23 support system-wide initiatives that benefit, or are located in, other regions of the country. A separate plan is being finalized for the \$450 million in security investments.

The capital programs must be completed within two years of enactment. Amtrak is currently seeking FRA approval of its proposed programs through the grant agreement process, and expects to have agreements in place some time in March. More information on the projects will be forthcoming.

The legislation also makes available \$8 billion to states for high-speed rail development or other rail investments, in addition to other grants available for surface transportation projects, including rail.

"I am very happy that Congress has given us the chance to address some of our most pressing capital needs. The American Recovery and Reinvestment Act affords us an exciting opportunity to make long-term investments in passenger rail by taking on many of our backlogged construction, technology and rolling stock projects while promoting near-term economic activity," said President and CEO Joe Boardman. "We will put the money to good use."

This infusion of funding under the ARRA should not be confused with the annual appropriation Amtrak receives from the federal government and may not be used to augment the company's regular operating or capital budgets.

In other news, Amtrak submitted its annual Grant and Legislative Request to Congress today, outlining funding needs of \$1.84 billion for FY '10. The request consists of \$975 million for capital improvements, \$580 million for operating costs, \$264 million for debt service and \$21 million for the office of the Inspector General. The company also seeks an additional \$144 million not included in the \$1.84 billion for station accessibility improvements under the Americans with Disabilities Act. The request can be found online at Amtrak.com or the Intranet under "Legislative."

Operational Change: Beginning Feb. 16 through March 15, due to Union Pacific track work, passengers on some morning and early afternoon *Capitol Corridor* trains will be provided motorcoach service between Sacramento and Suisun/Fairfield, Calif., and trains will operate on the remainder of the route according to a modified schedule.

Engineering: The installation of 3,000 linear feet of new track panels on Track No. 2 in the South Tube in New York City is underway in 55-hour outages, with the Switch and Rail Gang replacing the old track and the High Speed Surfacing Gang surfacing the track and returning it to track speed for Monday morning service. This phase of the work will be completed in early March.

Information Technology: Beginning Feb. 18, as part of the Payment Card Industry (PCI) compliance process, Arrow users are required to change their private ID when prompted on the sign-on page. For more information, contact the Help Desk at 800-772-HELP (4357).

Human Resources: Nomination for the 2009 President's Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at "Employees" → "Awards and Achievements" → "2009 PSSA Nomination Forms. PSSA posters are available by contacting Carolyn Stagger at ATS 777-3899 or staggc@amtrak.com.

Amtrak Readies for 2009 Inauguration

With the inauguration of the nation's 44th president just over a week away, Amtrak is finalizing its operating plan to support what could be the most well-attended event ever in Washington, D.C. Preparations have been underway for months to safely accommodate a massive number of rail passengers to and from Washington Union Station on Jan. 20.

Significant preparation has also been put into operating a charter train that will carry President-elect Barack Obama and Vice President-elect Joe Biden from Philadelphia to Washington on Jan. 17.

“This is a monumental week for the country and Amtrak is playing a vital role — we should all be very proud of our involvement,” said CEO Joe Boardman. “As the nation's greener, safer and healthier travel provider, it's an honor to be chosen to transport them to Washington for the Inaugural activities and sends a strong message about the importance of passenger rail in America.”

On Inauguration Day, an estimated 8,000 passengers per hour will arrive and depart on Amtrak, MARC and VRE trains during the morning and afternoon rushes. System Operations has augmented the company's normal morning inbound and afternoon outbound capacity by 50 percent, by adding extra trains and adding cars where possible. MARC and VRE have both increased capacity as well.

Managing the flow of trains and people through Washington Union Station has been the responsibility of the Mid-Atlantic Division. Efforts have been complicated due to security requirements, but division personnel, Amtrak Police and the Office of Security Strategy and Special Operations have been working closely with local and federal law enforcement to create an effective plan that meets operational and security requirements.

“The inter-departmental collaboration in preparing for both events has been exceptional. From our Engineering crews to the extra work done by the Mechanical department, everyone has been pulling in the same direction and giving it their all for weeks and months,” said Chief Operating Officer William Crosbie.

To meet station staffing needs along the Northeast Corridor, employees are encouraged to volunteer at a local station with the approval of their supervisor. For their participation in such an historic event, employee volunteers will receive a special commemorative button along with lunch at the end or beginning of their shift.

To volunteer at New York Penn, contact Mike Gallagher at ATS 521-7278 or GallagMk@amtrak.com. For Philadelphia or Wilmington contact Rick Gadbois at ATS 728-2151 or GadboiR@amtrak.com. To volunteer at Baltimore or Washington, contact Ken Wiedel at ATS 777-3078 or WiedelK@amtrak.com.

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Changes to Business Travel Policy Now in Effect

A revised corporate policy for Travel and Reimbursable Business Travel Expenses took effect last week and includes notable changes related to air travel, meal allowances and hotel rates.

“We took a comprehensive look at our business travel policy and determined there were updates that needed to be made based on market changes, but we also wanted to make it more efficient for the company and the individual employee,” explained Francis Murphy, Director, Business Travel Services.

Under the old policy, only executive committee members could approve air travel by employees. Now, that approval authority is expanded to include vice presidents and chiefs who report to executive committee members, a change that will streamline the approval process.

Meal reimbursement has also been streamlined with the policy changed to a per diem program that includes an increase in the allowable meal expense from \$50 to \$55 (including taxes and gratuities). Additionally, meal receipts are no longer required except as outlined in Section 6.8 of the policy.

Policy changes also incorporate an elevation of the maximum hotel room rates to keep pace with the current lodging market. The national pre-tax room rate has been increased to \$120. Room rates for specific major cities have been raised as well. They are: \$300 in New York; \$205 in Washington, D.C.; \$200 in Boston; \$190 in Chicago; \$160 in Philadelphia; \$140 in Oakland and; \$140 in Seattle.

The revised policy is posted in its entirety on the Intranet at *Library ⇒ Policies ⇒ Amtrak Policy and Instruction Manual ⇒ Finance*. As meal per diem and hotel maximum rates are periodically subject to change, the current maximum rates are not included in the policy itself and are kept updated and posted on the homepage of the eTravel Worldspan Trip Manager catalog in eTrax and on the Intranet under *How We Work ⇒ Management Employee Business Travel*.

Operational Changes: Due to Union Pacific track work, northbound *Pacific Surfliner* Train 799 will terminate in Santa Barbara, Calif., and southbound Train 798 and Saturday and Sunday Train 792 are canceled between San Luis Obispo and Santa Barbara, Jan. 3 through Jan. 14. Motorcoach service is available for all travel in between except at Lompoc-Surf, Calif. At Guadalupe-Santa Maria, northbound buses will drop off only with no alternate southbound service at Lompoc-Surf.

Marketing and Product Management: Effective immediately, Dayton, Ohio-based NCR is the new vendor contracted to develop a new Point-of-Sale (POS) system that automates the sales process and captures food and beverage sales data on trains.

Government Affairs and Corporate Communications: Voting is now underway — through Jan. 23 — to name the Amtrak service between St. Louis and Kansas, Mo. Log on to www.morail.org to choose from *Missouri Rail Blazer*, *Missouri River Runner*, *River Cities Corridor*, *ShowMeMO* and *Truman Service*. The new name will be announced on Jan. 30.

Benefits: Due to the transition to WageWorks, you will be unable to use your commuter reimbursement account to cover January commuting costs. January's payroll deductions will be applied to February's commuting costs and you must pay your January expenses with after-tax dollars. Log on to www.wageworks.com or call 877-924-3967 by Jan. 10 to place your transit and/or parking order.

Transportation: Effective Jan. 1, the FRA accident/incident reporting threshold was increased to \$8,900, up from \$8,500, to adequately reflect rising labor and equipment costs since the reporting threshold was last computed in December 2007.

Inauguration Day Operations Conclude

On Jan. 17, Barack Obama became the first president-elect to repeat Abraham Lincoln's pre-inauguration train voyage from Philadelphia to Washington. Amtrak was a part of history on Saturday, transporting the president- and vice president-elect and special guests to the nation's capital.

The train, a private charter operated by Amtrak on behalf of the Presidential Inaugural Committee (PIC), originated in Philadelphia, with stops in Wilmington — where Vice President-elect Joe Biden climbed aboard — and Baltimore. The on-board crew was handpicked by the vice-president-elect, a longtime Amtrak rider. Private and public events managed by the PIC took place in Philadelphia, Wilmington and Baltimore.

Yesterday, three days after transporting Obama and Biden to Washington, the second phase of Amtrak's inaugural operation culminated as people from all over the world flooded the capital.

Thirty-six Amtrak trains operated to and from Washington yesterday. The Mid-Atlantic Division Commuter Services group also managed additional MARC and VRE trains transporting people to Washington. In total, roughly 8,000 passengers per hour came through Union Station during peak morning and afternoon travel.

"This is a historic chapter in our company's history of which we should all be proud. The teamwork and collaboration by everyone involved in preparing and executing our inaugural operations on Jan. 17 and 20 have been superb," said President and Chief Executive Officer Joe Boardman.

A number of departments worked hand-in-hand with PIC, Secret Service and other agencies to ensure safe operations and augment security on both days. Safeguarding the integrity of the right-of-way, executing the operating plans, maximizing the available fleet, managing the flow at Union Station, and volunteering at stations along the corridor were just a few of the many elements of making it all happen. Scores of employees slept in offices and in sleeping cars in Washington Monday night to ensure adequate staffing.

"I applaud the efforts and tireless work by all our employees over the past several months to ensure our passengers made it to and from the Inaugural celebration safely and with minimal disruption. We should all feel proud of our involvement in this historic event," said Chief Operating Officer William Crosbie.

Operational Changes: To help improve on-time performance, beginning Jan. 26, *Lincoln Service* Train 302 will operate five minutes later at all stations from St. Louis to Chicago. Also, *Sunset Limited* Train 1 will operate 30 minutes earlier from El Paso, Texas to Los Angeles.

Engineering: Cleanup of the West Class Yard in Hamden, Conn., is underway as the first step in creating a concrete tie staging area to support Track Laying Machine work in the New England Division. The cleanup is expected to be completed by mid-February.

Important Benefits Information: As required by law, Amtrak is submitting its qualified retirement plans to the IRS for review to affirm that the plans comply with applicable regulations. Plan participants are invited to submit comments on the plans' compliance. See attached documents for more details.

CVA Update: The deadline for submitting responses to the Cultural Value Analysis has been extended until Jan. 30. Mail responses to SAM Initiative, 501 Carr Road, Wilmington, DE 19809 or fax to 703-738-7123.

Inauguration Day Operations in Full Swing

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“I applaud the work of the employees of the Mid-Atlantic Division and the Northeast Corridor Service Operations and the leadership they, the Amtrak Police Department and the Office of Security Strategy and Special Operations exhibited,” said Chief Operating Officer William Crosbie.

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Important Benefits Information (see applicable attached notices): Amtrak is submitting its qualified retirement plans to the Internal Revenue Service for favorable determination letters. These retirement plans must meet certain requirements under federal law in order to qualify for favorable tax treatment. A favorable determination letter is the IRS's opinion that the terms of Amtrak's plans satisfy certain requirements under the Employee Retirement Income Security Act (**ERISA**) and the tax code. The IRS last issued favorable determination letters to Amtrak for these plans in 2003. Since that time, both the law and the plans have been updated. The upcoming IRS determination letter review will examine the plans to ensure that they comply with current law. As part of this process, participants are invited to comment as to whether the plans meet these requirements.

New Campaign Aims to Eliminate Stop Signal Violations

To further advance Amtrak's position as the nation's greener, safer and healthier transportation provider, a new campaign is underway that aims to prevent stop signal violations. Initiated by the Transportation department, this comprehensive effort focuses on educating and rewarding Train and Engine employees who contribute to reaching the goal of zero stop signal violations during the fiscal year.

"We're increasing awareness, training and testing to avoid incidents on the railroad," said Steve Strachan, chief transportation officer. "Violating a stop signal could result in a collision or other accident that might cost people their lives, so we're doing everything we can to make sure it doesn't happen."

Each quarter, the campaign will focus on improving situational awareness, restricted speed, communication and teamwork through informational posters and other printed materials, which will be distributed at crew bases across the country. Supervisors will also work with engineers and conductors on an individual basis to reinforce the material before testing employees at the end of each quarter.

A unique element of the campaign is the "challenge" coin that will be given to all T&E employees. "We want everyone to keep the coin on them as a reminder of what we're trying to do," explained Strachan. "We want it to build unity among crews and reinforce the importance of safety."

As the year progresses, Strachan and his staff will host conference calls with Transportation supervisors throughout the system to evaluate the campaign and share best practices. At year's end, Strachan hopes to recognize every division for reaching the goal of zero stop signal violations.

Operational Update: Beginning on Monday, Jan. 26, as part of the "Get Well Plan" negotiated by Amtrak and Union Pacific, *California Zephyr* Train 5 will now operate 30 minutes earlier between Elko, Nev., and Emeryville, Calif. Train 6 will operate 15 minutes earlier between Emeryville and Salt Lake City.

Government Affairs: On Wednesday, Jan. 28, President and CEO Joe Boardman is scheduled to testify before the House Transportation and Infrastructure Committee on the relationship between freight and passenger rail, Amtrak's present and future roles, and company performance, benefits and needs.

In other news, former Illinois Rep. Ray H. LaHood was sworn in Friday as the new Transportation Secretary. He is one of two Republicans in the new Obama administration.

Benefits: The 2009 IRS allowable pre-tax contribution limits are now increased to \$120 per month for parking and \$230 per month for parking. Log onto amtrakbenefits.com to increase your elections.

Human Resources: In response to non-agreement and salaried agreement employees' queries regarding incorrect vacation balances on their pay stubs, the issue is now resolved. However, with the roll-out of the Web-based Employee Self Service function on Feb. 9, the most accurate vacation balance information will be found online.

Final CVA Reminder: The deadline for submitting responses to the Culture Value Analysis survey has been extended until this Friday, Jan. 30. Mail responses to SAM Initiative, 501 Carr Road, Wilmington, De 19809 or fax to 703-738-7123.

Amtrak Readies for 2009 Inauguration

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Significant preparation has also been put into operating a charter train that will carry President-elect Barack Obama and Vice President-elect Joe Biden to Washington prior to the inauguration.

“This is a monumental week for the country and Amtrak is playing a vital role — we should all be very proud of our involvement,” said CEO Joe Boardman. “As the nation's greener, safer and healthier travel provider, it's an honor to be chosen to transport them to Washington for the Inaugural activities and sends a strong message about the importance of passenger rail in America.”

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Managing the flow of trains and people through Washington Union Station has been the responsibility of the Mid-Atlantic Division. Efforts have been complicated due to security requirements, but division personnel, Amtrak Police and the Office of Security Strategy and Special Operations (OSSSO) have been working closely with local and federal law enforcement to create an effective plan that meets operational and security requirements.

“The security requirements on both days are extraordinary but APD and OSSSO have been working tirelessly to coordinate with the Secret Service, Metro Police and other federal, state, and local agencies,” said Chief Operating Officer William Crosbie. “Collaboration within the company has also been exceptional. Engineering and Mechanical crews, Transportation employees and every other department have been focused on successfully completing this mission.”

(TO GO IN BOX ON LEFT SIDE)

VOLUNTEERS STILL NEEDED

To meet Inauguration Day staffing needs along the Northeast Corridor, employees are encouraged to volunteer at a local station with the approval of their supervisor. For participating in such an historic event, employee volunteers will receive a special commemorative button along with lunch at the end or beginning of their shift.

To volunteer at New York Penn, contact Mike Gallagher at ATS 521-7278 or GallagMk@amtrak.com. For Philadelphia or Wilmington contact Rick Gadbois at ATS 728-2151 or GadboiR@amtrak.com. To volunteer at Baltimore or Washington, contact Ken Wiedel at ATS 777-3078 or WiedelK@amtrak.com.

Operational Changes: On Jan. 19, Martin Luther King Jr. Day, all *Downeaster* trains will operate according to the normal weekday schedules, **not** the holiday schedule published in the Fall 2008/Winter 2009 System Timetable.

CVA Reminder: All results of the Cultural Value Analysis surveys must be received via mail (c/o SAM Initiative, 501 Carr Road, Wilmington, DE 19809) or fax (703-738-7123) by Monday, Jan. 19.

Benefits: The IRS limit for 401(k) pre-tax contributions is now \$16,500. Employees who reach 50 or older in 2009 and contribute the maximum allowed, may contribute an extra \$5,500 “catch up contribution” to the Plan on a pre-tax. The combined pre-tax, after-tax and company contributions are limited to the lesser amount between 100 percent of an employee’s pay or \$49,000.

Stimulus Programs Still Under Review

Amtrak's proposal for the use of \$1.3 billion it will receive in stimulus funding as part of the American Recovery and Reinvestment Act is currently under review by the Federal Railroad Administration. The list includes 37 projects across the system to repair infrastructure, rolling stock and business systems. The company expects to receive approval by mid-March and details will be provided at that time.

In related news, the FRA unveiled an outline of its proposed budget for FY '10 last week, which includes a five-year, \$5 billion high-speed rail state grant program. The funding would augment the \$8 billion for high-speed rail development already included in the ARRA for states. Specifics of the budget's effects on Amtrak are expected to be included in a later version, but the company anticipates it will benefit through state infrastructure projects or by applying for these funds in ways similar to the stimulus package.

OSSSO Hosts British Transport Police

Members of the British Transport Police are in Washington this week to work with Amtrak Police and the Office of Security Strategy and Special Operations as part of the first major exchange of rail security and counterterrorism practices between the U.S. and U.K. The two groups will jointly patrol stations and trains throughout the week to share lessons learned and best policing practices to better protect rail passengers on both sides of the Atlantic.

Former COO Hackney Passes Away

A distinguished member of the Amtrak family, Thomas P. Hackney Jr., passed away on Feb. 24 at the age of 88 in Huntingdon, W. Va. He retired in 1986 as chief operating officer after seven years of service. Prior to joining the company, Hackney was a machinist in the U.S. Navy during World War II and worked for the Chesapeake & Ohio Railway and Chessie System for nearly 40 years.

"Tom was an 'old school' railroader in every positive sense of the word – he took pride in his trains and his people," said Fred Weiderhold, inspector general. "He effectively led the operations department through its fleet transition and more importantly, he was a friend and mentor to those of us just joining the industry. Much of what he taught is still alive in the company."

LaHood Joins Board

U.S. Secretary of Transportation Ray LaHood was officially named to the board of directors by President Obama on Thursday. A native of Peoria, Ill., he is a 14-year veteran of the U.S. House of Representatives where he served on the Transportation and Infrastructure Committee and the Appropriations Committee. During that time, he supported increased funding for Amtrak and other mass transit legislation.

Operational Changes: Due to CSX track work, *Northeast Regional* Trains 66 and 67 will not operate between Washington and Newport News and Train 94 will operate 3:10 earlier between Newport News and Richmond, Mondays through Thursdays through March 12.

Payroll Operations: All employees by now should have received their 2008 W-2 Wage and Earnings Statement to file their tax returns. If you have not received your statement, contact NAME and NUMBER.

Availability of High-Speed Rail Funding Stimulates States

Amtrak board of directors Chairman Tom Carper joined Amtrak and Union Pacific officials at Chicago Union Station today for a roundtable discussion with Sen. Dick Durbin (D-IL), Illinois Gov. Pat Quinn and Illinois Transportation Secretary Gary Hannig about funding needs for high-speed passenger rail development from Chicago to St. Louis and the state's plan to compete for stimulus funding.

The American Recovery and Reinvestment Act includes \$8 billion for high-speed and intercity rail investment grants, which will be awarded to states by the Federal Railroad Administration on a competitive basis. The availability of federal funding for high-speed rail under ARRA, along with the \$5 billion President Obama has proposed as part of his transportation budget over the next five years has spurred states across the country to move on plans for development or expansion of passenger rail service.

"States are seeing real potential for improving rail service and the possibilities of high-speed rail," said Ray Lang, national director, State Relations. "Amtrak is working with a number of states that have sought assistance with expanding existing and new rail corridors."

The Federal Railroad Administration is currently crafting the grant program; submissions for grants will be accepted starting WHEN.

Government Affairs: The omnibus bill that includes Amtrak FY '09 appropriations is expected to be passed by Congress this week. Since October, federal funding has been provided at FY '08 levels under two Continuing Resolutions. The CR that expired on Friday has been extended through midnight on Wednesday, March 11.

Operational Changes: Due to CSX track work, motorcoach service will be provided on the *Palmetto* between Richmond and Rocky Mount and the *Carolinian* will be cancelled between New York and Raleigh on select weekdays from March 9 through April 17. In addition, *Palmetto* schedules will be slightly adjusted and checked baggage will not be available for travel that includes motorcoach service.

Policy Changes: A revised corporate policy on photography and video recording on company property will be distributed this week via Arrow, OSU, and APD General Order. It is posted on Amtrak.com under "Inside Amtrak" or the Intranet under "Security".

How Green Are You?

Over the next three weeks, *Amtrak This Week* will test your knowledge of environmental issues. The first person to respond to Employee Communications at ecom@amtrak.com with the correct answer will have his or her response and photo published in the April "green" issue of *Amtrak Ink*. There must be a new winner each week; employees with full-time environmental duties are not eligible.

This Week's Question:

Amtrak has committed to reducing its greenhouse gas emissions from diesel fuel through its voluntary agreement with the Chicago Climate Exchange; by how much did the company agree to reduce its diesel fuel emissions from 2003 to 2010?

- a) 0.5 percent
- b) 2.0 percent
- c) 6.0 percent
- d) 9.5 percent

High-Speed Rail Round Table Takes Place in Chicago

Chairman of the Board Tom Carper joined other Amtrak and Union Pacific officials at Chicago Union Station today for a round table session with Sen. Dick Durbin, Gov. Pat Quinn and Illinois Transportation Secretary Gary Hannig.

The American Recovery and Reinvestment Act includes \$8 billion for intercity rail priorities, which will be awarded to states on a competitive basis. The group discussed the funding needs for high-speed passenger rail development from Chicago to St. Louis and the state's plan to compete for stimulus funding.

"States are beginning to see real potential for improving rail service and the possibilities of high-speed rail," said Ray Lang, national director, State Relations. "We're very encouraged that Illinois wants to continue our great relationship by involving us from the beginning in exploring this new endeavor."

In addition to the ARRA, a recently published budget proposal outline for the Federal Railroad Administration included a five-year, \$5 billion program for high-speed rail development.

Government Affairs: The omnibus bill that includes Amtrak appropriations for the remainder of FY '09 is expected to become law this week. Since October, funding has been provided at FY '08 levels under two continuing resolutions.

Operational Changes: Due to CSX track work, motorcoach service will be provided on the *Palmetto* between Richmond and Rocky Mount and the *Carolinian* will be canceled between New York and Raleigh over select weekday periods from March 9 through April 17. In addition, *Palmetto* schedules will be slightly adjusted and checked baggage will not be available for travel that includes motorcoach service.

February Performance: System ridership for Feb. was down 9 percent from last year, while revenue fell by 11 percent. However, Feb. 2008 had an extra day due to leap year, which accounts for about half of the difference.

Policy Changes: A revised corporate policy on photography and video recording on company property is now in effect. Details can be found on Amtrak.com or the Intranet under XXXXX.

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- d.) 9.5 percent

Note from Joe Boardman

Dear Co-workers,

While I was at the Washington crew base the other day, some employees I was speaking with asked me about the message I wrote last week about the plans for paying the retroactive pay. They were concerned when they read, “We will identify the source of the operating funds that we’ll use to begin payment in May,” that “begin” meant that we wouldn’t pay the full amount of retroactive pay this year.

In case others read it that way, I want to make absolutely clear that **we will** pay out the full second installment of retroactive pay, starting in the beginning of May. My point was that not all of the checks would be issued at the same time. Just as the first installment was distributed according to the date of each union’s agreement last year, we would likely do the same this year.

Again, I just wanted to make sure that everyone understands that I am committed to paying the full retroactive pay. I’ll be updating you on this subject soon.

Sincerely,

Joe Boardman

Biden Announces Amtrak Stimulus Programs at Washington Union Station

Further demonstrating the administration’s support for passenger rail, Vice President Joe Biden hosted a trackside press conference at Washington Union Station on Friday to announce capital programs that will be funded through the \$1.3 billion provided to Amtrak via the American Recovery and Reinvestment Act.

Joining Biden were Acting FRA Deputy Administrator Jo Strang, board of directors Vice Chairman Donna McLean and 11 members of the U.S. House of Representatives and U.S. Senate.

“For too long we have failed to make the investments we should have been making in Amtrak in order to provide the kind of reliable and secure intercity rail service that our people depend on and our economy needs,” said Vice President Biden.

Biden emphasized the necessity of a healthy passenger rail network to relieve highway congestion, reduce pollution and decrease energy needs.

Stimulus programs for Amtrak will include over \$400 million in capital improvements on the Northeast Corridor, including \$105 million to replace the Niantic River Bridge and \$63 million to improve reliability of electrical power.

A total of 68 passenger cars will be repaired and returned to service and \$100 million will be spent on improvements to stations and facilities throughout the system. Also included in the package is \$60 million to install Positive Train Control systems on the Michigan Line. Additionally, the recovery act will fund other technology projects along with security-related infrastructure and station improvements.

“The Vice President understands the importance of our company and we’re honored that he personally came to make this announcement here at our corporate headquarters,” said President and CEO Joe Boardman. “We have great opportunities ahead of us and we’re ready to move on these projects to connect America in safer, greener and healthier ways.”

The final, FRA-approved list of capital programs to be funded through the stimulus funds is expected to be posted on Amtrak.com and on the Intranet later this week.

Benefits: The federal government has increased the pre-tax mass transit limit from \$120 to \$230 per month. This means you may allocate up to \$230 for mass transit expenses on a pre-tax basis. Log onto amtrakbenefits.com or call 800-481-4887 to take advantage of this benefit by changing your payroll deductions.

Human Resources: Nominations for the 2009 President’s Service and Safety Awards (PSSA) will be accepted through March 31. Forms are posted on the Intranet at “Employees” → “Awards and Achievements” → “2009 PSSA Nomination Forms.” PSSA posters are available by contacting Carolyn Stagger at ATS 777-3899 or staggec@amtrak.com.

Engineering: The Production Switch Exchange System (SES), with the assistance of New York Division Engineering forces, will be completing the reconstruction of the # 23 crossover at Union Interlocking in Rahway, N.J. during a 55-hour track outage this weekend. The track is scheduled to be back in service for the Monday morning rush hour.

Arrow Update: Beginning March 17, all Arrow users must have an eight-digit private ID that includes at least one letter and one number to enhance data security. Users without a complying ID will not be able to enter the system without calling the Help Desk.

Marketing: A new TV commercial is now airing in eight major cities across the country to promote Amtrak travel. A second commercial supporting *Acela Express* is also being broadcast in Boston, New York and Washington. To see the new spots, visit Amtrak.com.

What’s Your Green I.Q.?

This Week’s Question:

How many tons of scrap metal did Amtrak recycle last year from maintenance operations?

- a.) 10
- b.) 100
- c.) 1,000
- d.) 5,000

E-mail the correct answer to ecom@amtrak.com. The winner will be selected at random from the first 50 correct responses received. The winner will have his or her photo and answer published in the April “green” issue of *Amtrak Ink*. There must be a new winner each week and employees with full-time environmental duties are not eligible.

Amtrak Invites America to “Discover the Rail Way” at National Train Day on May 9th

The second annual National Train Day is set for May 9, and major events are planned at stations in Washington, DC, Philadelphia, Chicago and Los Angeles, with many more locally organized events in communities nationwide.

This year, guests will “Discover the Rail Way” and celebrate the past, present, and future of train travel with live music and entertainment, interactive green exhibits, VIP appearances, a kid’s corner, train equipment displays, and more.

“Our goal is to celebrate train travel and showcase how trains have shaped our lives and allowed families and friends to stay connected to each other personally and professionally,” said Emmett Fremaux, vice president, Marketing and Product Management. “The events will feature interactive exhibits educating the public about the benefits of train travel.”

In addition to the four main events, the company is inviting local communities to participate by hosting their own National Train Day event. Templates for signage and collateral materials are provided for field employees or local groups on the Web at www.NationalTrainDay.com. Last year, employees, chambers of commerce and other local organizations hosted nearly 100 events in communities across the country.

“We had great success in 2008, and have already seen great enthusiasm for this year’s National Train Day,” said Michele White, director, Entertainment and Sports Marketing. “This is another way for Amtrak to build loyalty and enthusiasm for train travel among its employees and the communities we serve.”

A national celebrity spokesperson will be selected to raise awareness of National Train Day in the media. Additionally, up and coming musical artists will perform at each of the major events. Details are being confirmed and announcements will be made within the next couple weeks.

Visit www.NationalTrainDay.com for information and updates, or to request assistance in hosting an event at a local train station.

National Train Day Aims to Help Customers “Discover the Rail Way”

The second annual National Train Day is set for May 9, and major events are planned at stations in Chicago, Los Angeles, Philadelphia and Washington, with many more locally organized events in communities nationwide.

This year’s theme is “Discover the Rail Way,” and the company plans to help customers do so by providing live music and entertainment, interactive green exhibits, VIP appearances, a kid’s corner and equipment displays.

“Our goal is to bring people to these stations for the entertainment and activities, then expose them to the advantages of rail travel to increase our customer base,” said Emmett Fremaux, vice president, Marketing and Product Management. “We’re celebrating the past, present and future of trains in America by showcasing technology and environmental benefits.”

The Marketing and Product Management department is also providing signage and resources for field employees or local groups who wish to host a National Train Day event at their station. Last year, employees, chambers of commerce and other local organizations hosted more than 80 events in communities across the country.

“An event can be something as simple as offering refreshments to passengers and local residents or it can be much bigger,” said Michele White, director, Entertainment Marketing. “These community events were very successful last year at supporting our effort to celebrate trains and build customer loyalty — we hope to expand our presence this year.”

To support promotional and publicity efforts surrounding Nation Train Day, the company will be hiring a national spokesperson. Additionally, well-known musical artists and entertainers are being sought to perform at each of the four major events. Announcements will be made once contracts are finalized.

Visit www.NationalTrainDay.com for information and updates, or to request assistance in hosting an event at a local train station.

Engineering: The System Production Wood Tie Gang will start the installation of 40,000 wood ties on Track 2 of the Springfield Line from Quarry to Mill River on March 30. This project completes a two-year tie renewal program and should be complete in July.

PSSA Reminder: INSERT TEXT

Back Pay Update: President and CEO Joe Boardman announced last week that all eligible agreement-covered workers who received the first round of back payments will receive the remaining 60 percent via separate check on May 1.

Green IQ: Transportation accounts for what percent of the total energy used in the United States?

- a.) 10%
- b.) 25%
- c.) 30%
- d.) 50%

Last week's winner was Gerry Davis, specialist, Finance, who correctly answered that Amtrak recycled 5,000 tons of scrap metal from maintenance operations last year.

New Program Offers Advancement for Mechanical Department Employees

Employees in the Mechanical department have the opportunity to train for advancement as electricians, machinists or pipefitters through the new Mechanic-in-Training Program.

“Skilled employees are the company’s best asset so we designed this program with the respective labor unions to make sure our Mechanic-in-Training candidates are growing by learning from our most talented craftsmen,” said Chief Mechanical Officer Vince Nesci.

After completing safety training, a Mechanic-in-Training spends approximately one year going through classroom teaching, hands-on instruction and self-study courses in the basics of electronics, equipment systems and specific job functions. Trainees work under the supervision and guidance of a line manager while rotating through various areas of their assigned facility. Once the program is completed, trainees will be assigned to a position or may apply for other open positions.

Applicants for the program must apply for Mechanic-in-Training positions through the standard hiring process and are selected by Human Resources and the Mechanical Superintendent. The program is currently underway at Ivy City and Chicago maintenance facilities and positions are posted based on the recruiting needs per location. For more information, contact Stephanie Pavlakis, senior director, Employee Development, at pavlaks@amtrak.com or ATS 739-2413.

Crew Puts AED Training to Use to Save Passenger

On March 28, crew members aboard *Silver Meteor* Train 98 saved the life of a passenger suffering from a heart attack by using the on-board Automatic External Defibrillator.

The passenger began suffering heart attack symptoms and lost consciousness shortly after 9 p.m., when his wife notified Sleeping Car Attendant Eastlyn Delabastide. She immediately alerted Conductor Russell Denson and Assistant Conductor Eric Morrison, who brought the AED and administered one charge, returning the patient’s heartbeat to a normal rhythm. Engineer Bryan Morrison stopped the train in Ravenel, S.C., while the crew monitored the patient until local paramedics arrived.

“This is another life saved thanks to proper training, proper equipment and professional composure of a talented crew,” said Chief Operating Officer William Crosbie. “I want to commend Russell, Eric, Eastlyn and Bryan for a job well done. They’re an example of the great job our employees do every day throughout the system.”

Operational Update: Beginning April 5, schedules for trains operating throughout the Empire District between Niagara Falls, Albany-Rensselaer and New York will be adjusted due to track work being performed by Metro-North Railroad.

PSSA Nominations: The deadline for submitting PSSA nominations has been extended from March 31 to April 17. Forms are posted on the Intranet at “Employees” → “Awards and Achievements” → “2009 PSSA Nomination Forms.”

Engineering: The Production Switch Exchange System (SES), with the assistance of New York Division Engineering forces, will complete the reconstruction of the No. 85 crossover at Union Interlocking in Rahway, N.J., by installing the 85B switch this weekend.

Payroll Operations: Federal income taxes withheld from employee wages will be reduced in paychecks issued on April 3 as part of the “Making Work Pay” tax credit included in American Recovery and Reinvestment Act. Paychecks will include retroactive deductions from Feb. 17 when the act was signed into law.

New Program Offers Advancement for Mechanics

Entry level employees in the Mechanical department now have the opportunity to train for advancement as electricians, machinists or pipefitters through the new Mechanic-in-Training Program.

“Skilled employees are the company’s best asset so we designed this program with the respective labor unions to make sure our Mechanic-in-Training candidates are growing by learning from our most talented craftsmen,” said Chief Mechanical Officer Vince Nesci.

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Applicants for the Mechanic in Training program are selected through the normal process by Human Resources and the Mechanical Superintendent. For more information, contact Stephanie Pavlakis, senior director, Employee Development, at pavlaks@amtrak.com or ATS 739-2413.

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Members of the Board of Directors

Board of directors Chairman Tom Carper and Vice Chairman Donna McLean visited three facilities in Wilmington, Del., last week to get a first-hand look at the work being done at the Wilmington Station, the Bear Car Shop and the Consolidated National Operations Center. The station and the Bear Shop are both benefiting from funding from the American Recovery and Reinvestment Act.

In addition to observing the waterproofing of one of the track beds above the Wilmington station, Carper and McLean toured the renovation of the station. At Bear, they observed Level 3 overhauls being performed on Amfleet equipment and a Diner-Light car in the making. After visiting the site of the future Centralized Electrification and Traffic Control (CETC) dispatching operation that will be housed on the first floor of the CNOC next spring, they briefly visited the CNOC operation on the second floor of the building.

“We appreciated the opportunity to meet some of the employees who are directly responsible for bringing these projects to fruition and personally seeing the amount of work that goes into them,” said Chairman Carper.

NOTICE TO INTERESTED PARTIES

Notice to all present employees eligible to participate in the National Railroad Passenger Corporation Savings Plan

An application is to be made to the Internal Revenue Service for an advance determination on the qualification of the following employee pension benefit plan:

1. Name of Plan: National Railroad Passenger Corporation Savings Plan (the "Plan")
2. Plan Number: 002
3. Name and Address of Plan Sponsor: National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285
4. Employer Identification Number: 52-0910053
5. Name and Address of Plan Administrator: Savings Plan Committee
c/o National Railroad Passenger Corporation
60 Massachusetts Avenue, NE
Washington, DC 20002-4285

The application will be filed on January 30, 2009 for an advance determination as to whether the Plan meets the qualification requirements of Section 401 of the Internal Revenue Code of 1986, as amended, with respect to the Plan's amendment.

The application will be filed with:

EP Determinations
Internal Revenue Service
P.O. Box 12192
Covington, Kentucky 41012-0192

The employees eligible to participate under the Plan are, in general, those employees employed by the National Railroad Passenger Corporation, Chicago Union Station Company, the Washington Terminal Company and the Union Station Redevelopment Corporation, excluding any such person who is a member of a unit of employees covered by a collective bargaining agreement.

The Internal Revenue Service has previously issued a determination letter with respect to the qualification of this Plan.

RIGHTS OF INTERESTED PARTIES

You have the right to submit to EP Determinations, at the above address, either individually or jointly with other interested parties, your comments as to whether this Plan meets the qualification requirements of the Internal Revenue Code.

You may instead, individually or jointly with other interested parties, request the Department of Labor to submit, on your behalf, comments to EP Determinations regarding qualification of the Plan. If the Department of Labor declines to comment on all or some of the matters you raise, you may, individually, or jointly if your request was made to the Department of Labor jointly, submit your comments on these matters directly to EP Determinations.

REQUESTS FOR COMMENTS BY THE DEPARTMENT OF LABOR

The Department of Labor may not comment on behalf of interested parties unless requested to do so by the lesser of 10 Employees or 10 percent of the employees who qualify as interested parties. The number of persons needed for the Department of Labor to comment with respect to this Plan is ten (10) employees. If you request the Department of Labor to comment, your request must be in writing and must specify the matters upon which comments are requested, and must also include: (1) the information contained in items 1 through 4 of this Notice; and (2) the number of persons needed for the Department of Labor to comment.

A request to the Department of Labor to comment should be addressed as follows:

Deputy Assistant Secretary
Employee Benefits Security Administration
ATTN: 3001 Comment Request
U.S. Department of Labor,
200 Constitution Avenue, N.W.
Washington, DC 20210

COMMENTS TO THE INTERNAL REVENUE SERVICE

Comments submitted by you to the Internal Revenue Service must be in writing and received by March 16, 2009. However, if there are matters that you request the Department of Labor to comment upon on your behalf, and the Department of Labor declines, you may submit comments on these matters to the Key District Director to be received within 15 days from the time the Department of Labor notifies you that it will not comment on a particular matter, or by March 16, 2009, whichever is later, but not after March 31, 2009. A request to the Department of Labor to comment on your behalf must be received by it by February 14, 2009, if you wish to preserve your right to comment on a matter upon which the Department of Labor declines to comment, or by February 24, 2009 if you wish to waive the right.

ADDITIONAL INFORMATION

Detailed instructions regarding the requirements for notification of interested parties may be found in Sections 17 and 18 of Revenue Procedure 2008-6. Additional information concerning this application (including, where applicable, an updated copy of the Plan and related trust; the application for determination; any additional document dealing with the application that have been submitted to the Service; and copies of Section 17 of Revenue Procedure 2008-6 are available in the office of the Plan Administrator during normal business hours for inspection and copying. (There is a nominal charge for copying and/or mailing.)

If you have any questions about this Notice, please contact Rosemarie Tana at 202-906-2272.



Information for Agreement-Covered Employees Regarding New Wage Expense and Tax Changes

OVERVIEW

In order to fully comply with current IRS regulations (IRS Treas. Reg. sections 1.32-6 and 1.62-2 and IRS Publications 463 and 1542), Amtrak has realigned the expense wage type codes that are entered into Payroll on a weekly basis. The go-live date for utilization of these new wage types depends upon the payroll area, but must be implemented in time for the first payroll of 2010.

A majority of the accounting and timekeeping changes involve breaking the previous 1241 code into a series of more precise codes, but also involve other wage type codes. While many changes are simply an accounting change, some of the new codes change Amtrak's historical tax treatment of some routine payments. To comply with IRS regulations, Amtrak must begin withholding taxes from certain payments to employees that were not formerly treated as taxable income. If Amtrak does not properly tax these payments, the company and its employees will be exposed to additional tax liabilities by the IRS.

UNCHANGED WAGE CODES

There are three wage type codes that will remain unchanged and will continue to be used according to current policy:

- 12MI for mileage
- 1248 for differentials
- 1245 for uniform allowances

However, for the uniform allowances, there will now be an additional certification requirement. Employees receiving the uniform allowance must certify that the funds are being used for the maintenance of the uniform. More information on this certification will be forthcoming over the next few weeks. Also, 1248 will be used only for differentials; other taxable payments should not be entered using this code.

ELIMINATED WAGE CODE

Wage type code 1243 will no longer be used. It is being replaced by 124X (see below for details).

NONTAXABLE CHANGES

The following wage type codes are being introduced for accounting purposes only. The previous wage type 1241 has been broken into numerous wage types in order to better categorize the different types of expenses that are being incurred by employees:

- 124A – Tools/parts/keys
- 124B – Work boots
- 124C – Company meetings
- 124E – Education/training
- 124F – Office supplies
- 124G – Travel: gas/rental car/airfare/hotel
- 124K – K9 Fees (police only)
- 124L – Licenses/certifications
- 124M – Non gang meals
- 124P – Meal per diem (MW gangs in lodging)
- 124Q – Meals provided by Amtrak
- 1241 – Side miles (LMS only)

Wage types 1240 and 124H will continue to be used for nontaxable meals in LMS; however, there will be new taxable codes discussed below.

TAXABLE CHANGES

In addition to accounting changes, some wage types will now be subject to income taxes to become compliant with IRS regulations:

- 124T – Taxable meals (under 10 hours per day) – paired with 1240 (LMS only)
- 124V – Taxable meals (On Board employees) paired with 124H (LMS only)
- 124Z – Taxable meals per diem (MW Gangs not in lodging) – paired with 124P
- 124W – Weekend travel allowance
- 124X – Overtime meals
- 124U – Taxable uniform allowance (if 100% of allowance is not used to maintain the employee's uniform)

Amtrak Payroll will be providing more detailed information and reference materials in December 2009 during both onsite and WebX training.

CONTACT INFORMATION

For questions about the new system, please contact Amtrak Payroll at 877-268-7251.



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News Briefs-Feb. 2

Operational Change: To improve on-time performance, beginning today, Feb. 2, *Hiawatha Service* Train 342 will operate five minutes later at all stations from Milwaukee to Chicago.

Engineering: Mid-Atlantic Division Engineering forces, with the assistance of Production Engineering's Head End Gang of the TLM (Track Laying Machine) will be installing 42 wood timber and ties on the No. 2 Track in Davis Interlocking this week to remove associated slow orders.

EIM Update: Training on the SAP Employee Self-Service (ESS) functionality concludes on Thursday, Feb. 5. Beginning Monday, Feb. 9, all non-agreement and ARASA-OBS employees must enter their leave requests via ESS.

Human Resources: Nomination forms for the 2009 President's Service and Safety Awards (PSSA) program are currently posted on the Intranet and can be found at "Employees" → "Awards and Achievements" → "2009 PSSA Nomination Forms." The nomination period runs until Tuesday, March 31. The PSSA program, now in its 29th year, provides the highest recognition for employees and external partners who have made outstanding contributions to Amtrak and the passenger rail industry.

Government Affairs: *Missouri River Runner* is the new name for the state-supported Amtrak trains between St. Louis and Kansas City, replacing *Missouri Service* and the *Mules*. Submitted by Keith Kohler of Glendale, Mo., *Missouri River Runner* received 37 percent of the nearly 5,500 votes cast for the five finalists.

Our strategic vision, along with the five year financial plan we submitted to Congress on Oct. 1, encompasses our strategy for continuing the growth we've seen since 2002 and better positioning ourselves to maximize this historic moment in federal and state support for more passenger rail service.

At the end of the day, our goals are all aimed at better positioning Amtrak to be the provider of choice. The investments we're making and the steps we're taking to improve are designed to secure our leadership position in the industry and to stand out from the competition.

Inauguration Day Operations Conclude

On Jan. 17, Barack Obama became the first president-elect to repeat Abraham Lincoln's pre-inauguration train voyage from Philadelphia to Washington. Amtrak was a part of history on Saturday, transporting the president- and vice president-elect and special guests to the nation's capital.

The train, a private charter operated by Amtrak on behalf of the Presidential Inaugural Committee (PIC), originated in Philadelphia, with stops in Wilmington — where Vice President-elect Joe Biden climbed aboard — and Baltimore. The on-board crew was handpicked by the vice-president-elect, a longtime Amtrak rider. Private and public events managed by the PIC took place in Philadelphia, Wilmington and Baltimore.

Yesterday, three days after transporting Obama and Biden to Washington, the second phase of Amtrak's inaugural operation culminated as people from all over the world flooded the capital.

Thirty-six Amtrak trains operated to and from Washington yesterday. The Mid-Atlantic Division Commuter Services group also managed additional MARC and VRE trains transporting people to Washington. In total, roughly 8,000 passengers per hour came through Union Station during peak morning and afternoon travel.

"This is a historic chapter in our company's history of which we should all be proud. The teamwork and collaboration by everyone involved in preparing and executing our inaugural operations on Jan. 17 and 20 have been superb," said Chief Executive Officer Joe Boardman.

A number of departments worked hand-in-hand with PIC, Secret Service and other agencies to ensure safe operations and augment security on both days. Safeguarding the integrity of the right-of-way, executing the operating plans, maximizing the available fleet, managing the flow at Union Station, and volunteering at stations along the corridor were just a few of the many elements of making it all happen. Scores of employees slept in offices and in sleeping cars in Washington Monday night to ensure adequate staffing.

"I applaud the efforts and tireless work by all our employees over the past several months to ensure our passengers made it to and from the Inaugural celebration safely and with minimal disruption. We should all feel proud of our involvement in this historic event," said Chief Operating Officer William Crosbie.

Members of the Board of Directors Visit Facilities

Board of directors Chairman Tom Carper and Vice Chairman Donna McLean visited three facilities in Wilmington, Del., last week to get a firsthand look at the work being done at the Wilmington Station, the Bear Car Shop and the Consolidated National Operations Center. The station and the Bear shop are both benefiting from funding from the American Recovery and Reinvestment Act.

In addition to observing the waterproofing of one of the track beds above the Wilmington station, Carper and McLean toured the renovation of the station. At Bear, they observed Level 3 overhauls being performed on Amfleet equipment and a Diner Light car in the making. After visiting the site of the future Centralized Electrification and Traffic Control (CETC) dispatching center that will be housed on the first floor of the CNOC next spring, they briefly visited System Operations on the second floor of the building.

“There are many improvements taking place across the system, and we appreciate the opportunity to meet some of the employees who are directly responsible for bringing these projects to fruition and to personally see the amount of work that goes into them,” said Chairman Carper.

Final Stimulus Project List Revealed

After Vice President Joe Biden announced key capital programs that will be funded by \$1.3 billion in stimulus grants for Amtrak at Washington Union Station on March 13, the full list of projects has been unveiled.

Well over 500 projects will begin across the country over the coming weeks as part of the American Recovery and Reinvestment Act, including approximately 100 for security and life safety improvements and over 400 projects for operating infrastructure, rolling stock and business systems.

“We’re beginning an exceptional chapter in our company’s history,” said Joe Boardman, president and CEO. “The surge in funding for capital improvements is unprecedented and the benefits will be enduring. It is encouraging to see the direction our country is taking to improve our national mobility, reduce our dependence on imported energy and make a stronger, healthier passenger rail system.”

The projects meet all the objectives of the ARRA and the goals of connecting America in safer, greener, healthier ways. Specifically, they aim to improve operating efficiency, increase access for passengers with disabilities, improve safety and security, and reduce energy needs. Approximately 6,000 jobs will be created in the process; some positions will be internal but most will be created by vendors and contractors to support Amtrak project work.

Highlights include replacement of the Niantic River Bridge in Conn., construction of maintenance facilities in Los Angeles and Seattle, restoration of Amfleet equipment and locomotives, as well as improvements to more than 200 stations across the country.

Security and life safety investments totaling \$450 million will enhance fire detection and mitigation systems and fund security improvements at facilities such as stations, maintenance buildings, bridges and tunnels. These funds also include upgrades to signaling systems for the Northeast Corridor and Michigan Line.

Complete lists of ARRA programs by state and project category can be found on the Intranet under “How We Work” → “Finance” → “Economic Stimulus Guidelines” or on Amtrak.com under “Inside Amtrak” → “Other Reports.”

New Campaign Aims to Eliminate Stop Signal Violations

To further advance Amtrak's position as the nation's greener, safer and healthier transportation provider, a new campaign is underway that aims to prevent stop signal violations. Initiated by the Transportation department, this comprehensive effort focuses on educating and rewarding Train and Engine employees who contribute to reaching the goal of zero stop signal violations during the fiscal year.

"We're increasing awareness, training and testing to avoid incidents on the railroad," said Steve Strachan, chief transportation officer. "Violating a stop signal could result in a collision or other accident that might cost people their lives, so we're doing everything we can to make sure it doesn't happen."

Each quarter, the campaign will focus on improving situational awareness, restricted speed, communication and teamwork through informational posters and other printed materials, which will be distributed at crew bases across the country. Supervisors will also work with engineers and conductors on an individual basis to reinforce the material before testing employees at the end of each quarter.

A unique element of the campaign is the "challenge" coin that will be given to all T&E employees. "We want everyone to keep the coin on them as a reminder of what we're trying to do," explained Strachan. "We want it to build unity among crews and reinforce the importance of safety."

As the year progresses, Strachan and his staff will host conference calls with Transportation supervisors throughout the system to evaluate the campaign and share best practices. At year's end, Strachan hopes to recognize every division for reaching the goal of zero stop signal violations.

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Amtrak Strategic Guidance and Five Year Financial Plan FY 2010-2014

Summary

Amtrak's Strategic Guidance discusses the opportunities and challenges presented by the current passenger rail environment and describes the activities being undertaken to reshape, renew and rebuild the railroad. It establishes broad goals and creates key performance indicators to measure Amtrak's progress as it pursues a growth-oriented mission to maximize unprecedented federal and state support for more passenger rail service.

The Five Year Financial Plan serves as a companion document to, and provides additional detail for, the Strategic Guidance. Submitted to Congress on Oct. 1, the Plan describes specific investments, actions and initiatives Amtrak is planning to take during the FY 2010-2014 period to advance the goals of the railroad. It is bound by the authorized funding levels as stated in the Passenger Rail Investment and Improvement Act of 2008; however, Amtrak's vision extends beyond these constraints.

The Strategic Guidance sets the foundation for the Five Year Financial Plan, and together they encompass the strategy for continuing the growth Amtrak has seen since 2002 and better positioning the company to capitalize on this historic moment in passenger rail and secure its leadership position in an increasingly competitive industry.

Strategic Guidance

Over the course of the last decade, economic and social trends have led to an increase in the demand for passenger rail. In a period during which airport and highway congestion is growing, fuel prices are volatile, urban centers are expanding and concerns about environmental sustainability are affecting city planning, Congress passed the Passenger Rail Investment and Improvement Act (PRIIA). PRIIA gives states more control over the development and expansion of passenger rail and sets objectives for Amtrak to serve as the nation's intercity passenger rail provider. In addition, the American Recovery and Reinvestment Act (ARRA) provides Amtrak economic stimulus funds with which to make and advance significant investments, while providing states funds to expand service and develop high-speed passenger rail corridors.

It is within this context that Amtrak has set six fundamental strategic goals to be safer, greener and healthier and to improve financial performance, customer service and meet national needs. Amtrak will advance these goals by improving current service and by partnering with states. To track its progress toward these goals, Amtrak will use nine Key Performance Indicators.

Amtrak's Strategic Guidance also outlines several values that its workforce must embody in order to achieve its goals and remain competitive. Recognizing the value of every employee, and understanding that each employee makes his or her own contribution to the company's well-being and success, the company will strive to foster a working environment that calls for safety and integrity, and encourages qualities such as teamwork, innovation and customer focus.

Funding

During the FY 2010-2014 period, Amtrak will fund 80 percent of its operating need from revenues, a share that will increase as costs shift onto state partners in compliance with federal law. The company will, however, continue to require federal funding for both operating and capital costs.

Ridership and Ticket Revenue

Amtrak aims to increase ridership to 31.4 million passengers by FY 2014, representing a 15 percent jump from 27.2 million in FY 2009. In addition, the railroad expects ticket revenue to grow by 20 percent by FY 2014, exceeding \$2 billion annually. Amtrak intends to achieve these goals with the successful implementation of the many initiatives described below.

Safer: Operate the safest passenger railroad in America

Amtrak is undertaking two revolutionary initiatives that will work hand in hand with more traditional approaches to safety. Safe-2-Safer strengthens the emphasis on safety within the corporate culture by promoting a more collaborative working environment and ensures a higher reliability of safe behaviors at all levels of the railroad. Amtrak also will implement Positive Train Control across its system to bring the most modern information technologies to the task of controlling and protecting train movements to prevent collisions and other accidents.

Also, passengers will see a more interactive police and security presence with greater emphasis on random and unpredictable patrols, baggage screenings and other activities in stations and on trains. Amtrak will continue to expand its K-9 explosive detection teams, harden more stations and strengthen cooperative inter-agency operations with local, state, and federal law enforcement and counterterrorism partners.

Greener: Increase efficiency, reduce emissions, and make better use of resources

Passenger rail has a smaller carbon footprint than its competitors and Amtrak is proving that it can draw riders from both air and auto in places like the Northeast Corridor, the Midwest and California. In addition, Amtrak is taking action to improve its own Green bottom line by pursuing the following initiatives:

- Conserve energy at buildings and other facilities and reduce diesel locomotive fuel consumption;
- Reduce greenhouse gas emissions by diesel locomotive operations;
- Expand recycling program at facilities, stations and aboard trains and incorporate alternative energy sources such as solar cells and wind turbines where it makes sense to do so;
- Extend electrification to additional routes to utilize low-emission energy generation sources; and
- Purchase more energy-efficient locomotives and extend the life of the existing fleet as warranted.

Healthier: Improve the condition, durability and wholesomeness of every aspect of the company

The health of the company relates to its vital signs — ridership and revenue, the condition of its infrastructure and fleet, financial stability, cost savings and new revenue opportunities, improved business processes and systems and sustained workforce and customer satisfaction.

Amtrak is making enduring investments in all areas of the company to become healthier and grow. To that end, during the next five years, Amtrak will:

State Supported Services

- Establish agreements for eight service expansions (frequency increases and/or route extensions) through existing state partnerships;
- Form at least two new state partnerships; and
- Increase ridership on state corridors and state financial support as required by federal law.

Reliability

- Maintain Amtrak-owned tracks, infrastructure and equipment in a state of good repair to minimize malfunctions and associated train delays;
- Replace equipment that has reached the end of its life span including 130 single-level long-distance cars, 20 single-level cab cars and 20 electric locomotives;
- Order 470 new single-level cars to replace coaches approaching the end of their life span as funding sources are identified;
- Modernize and replace outdated Information Technology systems and business processes critical to the delivery of service such as for internal business processes and for external reservation and ticketing.

Customer Service: Improve the quality and attractiveness of our service for passengers

Amtrak must offer riders an experience that is convenient, competitive, and pleasant. Convenience and competitiveness are products of trip time and reliability, but customer experience is a product of a range of factors such as accessibility, food service, comfort, and attractiveness. Through FY 2014, Amtrak will:

- Continue with the “Mobility First” accessibility program to create barrier-free pathways from streets/parking areas to stations, trains and trackside locations;
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- Install Wi-Fi internet access first on *Acela Express* trains and subsequently to other services;
- Continue its Route Performance Improvement Program, which determines best opportunities for improvement on targeted routes; and
- Automate and streamline its Food and Beverage Management System to improve product availability aboard trains.

Financial Performance: Improve our bottom line

Amtrak is a government-supported business, and it must not lose sight of the responsibilities that come with taxpayer support. The company has a positive responsibility to ensure that federal and state money is spent in an economical and efficient manner that provides the nation with effective intercity passenger service and protects the investment the nation has made in its railroad. To this end, Amtrak must ensure that capital money is invested in those projects that return value and that sustain our infrastructure and that operating funds be spent efficiently and return the maximum obtainable benefit for the lowest cost consistent with the need to attract customers and develop new business.

In addition, Key Performance Indicators established in the Strategic Guidance will measure the return on investments made by the company.

Efficiency Measures

- Cost per Available Seat Mile (CASM) - cost to move a seat one mile
- Cost Recovery Ratio (CRR) - proportion of our expenses that are met with revenues
- Passenger Miles per Core Employee - Total passenger miles divided by employees in core business lines
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Effectiveness Measures

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- Ridership Growth - percentage of increase (or decrease) in riders

National Needs: Participate and assist with disaster relief and mobilization efforts and help advance national policies and plans

Amtrak was created to provide an essential national service and must support the government in moments of national need as demonstrated by agreements with the Federal Emergency Management Agency to provide services during periods of disaster relief and with the Department of Defense to transport troops. In addition, the railroad is expected to support national policies such as increasing the role of passenger rail as part of a more balanced transportation network. To achieve this goal, Amtrak is supporting the development and expansion of intercity and high speed rail networks and is partnering with states to provide the required expert analysis and advice needed to advance these plans.

As Amtrak grows, so does its capacity to meet national needs, such as contributing to national emergency response, congestion mitigation, emissions reduction, and reduction in the demand for foreign oil.

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Amtrak Strategic Guidance and Five Year Financial Plan FY 2010-2014

Summary

Amtrak's Strategic Guidance discusses the opportunities and challenges presented by the current passenger rail environment and describes the activities being undertaken to reshape, renew and rebuild the railroad. It establishes broad goals ~~and~~, creates key performance indicators to measure Amtrak's progress, ~~and outlines the opportunities and challenges facing Amtrak~~, as it pursues a growth-oriented mission to maximize unprecedented federal and state support for more passenger rail service.

The Five Year Financial Plan serves as a companion document to, and provides additional detail for, the Strategic Guidance. Submitted to Congress on Oct. 1, the Plan describes specific investments, actions and initiatives Amtrak is planning to take during the FY 2010-2014 period to advance the goals of the railroad. It is bound by the authorized funding levels as stated in the Passenger Rail Investment and Improvement Act of 2008; however, Amtrak's vision extends beyond these constraints.

The Strategic Guidance sets the foundation for the Five Year Financial Plan, and together they encompass the strategy for continuing the growth Amtrak has seen since 2002 and better positioning the company to capitalize on this historic moment in passenger rail and secure its leadership position in an increasingly competitive industry.

Strategic Guidance

Over the course of the last decade, economic and social trends have led to an increase in the demand for passenger rail. In a period during which airport and highway congestion is growing, fuel prices are volatile, urban centers are expanding and concerns about environmental sustainability are affecting city planning, Congress passed the Passenger Rail Investment and Improvement Act ~~of 2009~~ (PRIIA). PRIIA gives states more control over the development and expansion of passenger rail and sets objectives for Amtrak to serve as the nation's intercity passenger rail provider. In addition, the American Recovery and Reinvestment Act (ARRA) provides Amtrak economic stimulus funds with which to make and advance significant investments, while providing states funds to expand service and develop high-speed passenger rail corridors.

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Funding

During the FY 2010-2014 period, Amtrak will fund 80 percent of its operating need from revenues, a share that will increase as costs shift onto state partners in compliance with federal law. The company will, however, continue to require federal funding for both operating and capital costs.

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Passenger rail has a smaller carbon footprint than its competitors and Amtrak is proving that it can draw riders from both air and auto in places like the Northeast Corridor, the Midwest and California. In addition, Amtrak is taking action to improve its own Green bottom line by pursuing the following initiatives:

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- Conserve energy at buildings and other facilities and reduce diesel locomotive fuel consumption;
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The health of the company relates to its vital signs — ridership and revenue, the condition of its infrastructure and fleet, financial stability, cost savings and new revenue opportunities, improved business processes and systems and sustained workforce and customer satisfaction.

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Financial Performance: Improve our bottom line

Amtrak is a government-supported business, and it must not lose sight of the responsibilities that come with taxpayer support. The company has a positive responsibility to ensure that federal and state money is spent in an economical and efficient manner that provides the nation with effective intercity passenger service and protects the investment the nation has made in its railroad. To this end, Amtrak must ensure that capital money is invested in those projects that return value and that sustain our infrastructure and that operating funds be spent efficiently and return the maximum obtainable benefit for the lowest cost consistent with the need to attract customers and develop new business.

In addition, Key Performance Indicators established in the Strategic Guidance will measure the return on investments made by the company.

Efficiency Measures

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National Needs: Participate and assist with disaster relief and mobilization efforts and help advance national policies and plans

Amtrak was created to provide an essential national service and must support the government in moments of national need as demonstrated by agreements with the Federal Emergency Management Agency to provide services during periods of disaster relief and with the Department of Defense to transport troops. In addition, the railroad is expected to support national policies such as increasing the role of passenger rail as part of a more balanced transportation network. To achieve this goal, Amtrak is supporting the development and expansion of intercity and high speed rail networks and is partnering with states to provide the required expert analysis and advice needed to advance these plans.

As Amtrak grows, so does its capacity to meet national needs, such as contributing to a national emergency response, congestion mitigation, emissions reduction, and reduction in the demand for foreign oil.

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Amtrak Strategic Guidance and Five Year Financial Plan FY 2010-2014

Summary

Amtrak's Strategic Guidance discusses the opportunities and challenges presented by the current passenger rail environment and describes the activities being undertaken to reshape, renew and rebuild the railroad. It establishes broad goals and creates key performance indicators to measure Amtrak's progress as it pursues a growth-oriented mission to maximize unprecedented federal and state support for more passenger rail service.

The Five Year Financial Plan FY2010-2014 serves as a companion document to, and provides additional detail for, the Strategic Guidance. The Plan for the first time provides financial projections for Amtrak's revenue, operating costs, capital programs and debt service obligations. It also describes specific investments, actions and initiatives Amtrak is planning to take to advance the goals of the railroad and details key performance indicators with targets. It is bound by the authorized funding levels as stated in the Passenger Rail Investment and Improvement Act of 2008; however, Amtrak's vision extends beyond these constraints.

The Strategic Guidance sets the foundation for the Five Year Financial Plan, and together they encompass the strategy for continuing the growth Amtrak has seen since 2002 and better positioning the company to capitalize on this historic moment in passenger rail and secure its leadership position in an increasingly competitive industry. It also supersedes Amtrak's 2005 Strategic Reform Initiatives which the company adopted in the absence of a congressionally mandated policy, program and appropriations authorization.

Strategic Guidance

Over the course of the last decade, economic and social trends have led to an increase in the demand for passenger rail. In a period during which airport and highway congestion is growing, fuel prices are volatile, urban centers are expanding and concerns about environmental sustainability are affecting city planning, Congress passed the Passenger Rail Investment and Improvement Act (PRIIA).

PRIIA gives states more control over the development and expansion of passenger rail and sets objectives for Amtrak to serve as the nation's intercity passenger rail provider. In addition, the American Recovery and Reinvestment Act (ARRA) provides Amtrak economic stimulus funds with which to make and advance significant investments, while providing states funds to expand service and develop high-speed passenger rail corridors.

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Development of Intercity Passenger Rail and High-Speed Corridors

PRIIA assigns many roles to Amtrak including being the operator of the national intercity passenger rail network, operator and steward of the Northeast Corridor, operator of high-speed rail, and partner of choice for intercity passenger rail development. Amtrak's role in these partnerships will be that of planner, service provider and expert adviser. With Amtrak's help, the states will strategically plan rail service and the federal government will integrate state plans into a national plan and administer the capital grant program. Amtrak will bring knowledge, expertise, and capacity to these partnerships.

In addition, Congress appropriated \$8 billion in intercity and high-speed passenger rail funding as part of the ARRA. This will begin funding the PRIIA vision and the associated grant programs, and it will require close cooperation between Amtrak and the states to accelerate the pace of development and investment. Amtrak must leverage its experience as the nation's only operator of high-speed trains to support projected growth in new high-speed services.

Funding

During the FY 2010-2014 period, Amtrak will fund 80 percent of its operating need from revenues, a share that will increase as costs shift onto state partners in compliance with federal law. The company will, however, continue to require federal funding for both operating and capital costs.

Ridership and Ticket Revenue

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addition, Amtrak is taking action to improve its own Green bottom line by pursuing the following initiatives:

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Amtrak is making enduring investments in all areas of the company to become healthier and grow. To that end, during the next five years, Amtrak will:

State-Supported Services

Building upon existing and developing new partnerships with states to offer new and expanded rail service is a key objective for Amtrak over the next five years. In FY 2008, approximately 47 percent of Amtrak's daily train departures were state-supported, and Amtrak is leveraging its expertise and experience to capitalize on the demand for passenger rail and the opportunities presented by the availability of funds through the American Recovery and Reinvestment Act for passenger rail corridors and high-speed rail.

- Establish agreements for eight service expansions (frequency increases and/or route extensions) through existing state partnerships;
- Form at least two new state partnerships; and
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Reliability

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Amtrak must offer riders an experience that is convenient, competitive, and pleasant. Convenience and competitiveness are products of trip time and reliability, but customer experience is a product of a range of factors such as accessibility, food service, comfort, and attractiveness.

In addition, customer service is at the heart of Amtrak's objective to maintain and forge new agreements with state and commuter service partners. Amtrak strives to exemplify qualities typically attributed to excellent customer service, such as responsiveness, anticipating needs and a high degree of professionalism in its approach to its relationships with its partners. Because of its depth of knowledge and experience, Amtrak serves as expert advisor as well as service provider.

Through FY 2014, Amtrak will:

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In addition, Key Performance Indicators established in the Strategic Guidance will measure the return on investments made by the company such as cost per available seat mile, customer service index of performance, on-time performance, and ridership growth, among others.

National Needs: Participate and assist with disaster relief and mobilization efforts and help advance national policies and plans

Amtrak was created to provide an essential national service and must support the government in moments of national need as demonstrated by agreements with the Federal Emergency Management Agency to provide services during periods of disaster relief and with the Department of Defense to transport troops. In addition, the railroad is expected to support national policies such as increasing the role of passenger rail as part of a more balanced transportation network. To achieve this goal, Amtrak is supporting the development and expansion of intercity and high speed rail networks and is partnering with states to provide the required expert analysis and advice needed to advance these plans.

As Amtrak grows, so does its capacity to meet national needs, such as contributing to national emergency response, congestion mitigation, emissions reduction, and reduction in the demand for foreign oil.

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Former FRA Official Joins Amtrak

D.J. Stadtler, a former Director of the Office of Financial Management at the Federal Railroad Administration has joined Amtrak as chief of staff to President and CEO Joe Boardman.

Having known Stadtler for xx years during his tenure as FRA administrator, Boardman said, “I have seen D.J.’s clear-thinking skills at work. He possesses the ability to break through issues and identify solutions, and always does so in a calm and respectful manner.”

Boardman added that Stadtler’s role is to help manage some of the corporate issues that arise to help free up more time for him to broaden his exposure to the field and build strong connections across the system. “I learn a lot more in the field than behind a desk, and my goal is to do just that.”

Stadtler Bio info

Tomorrow is Veteran's Day. We observe it on November 11, the anniversary of the armistice that ended the First World War. This day has become a traditional occasion for us to remember the living and the dead who served in the nation's armed forces in time of war. It is a day of gratitude and peace, and it will quickly give way to the holidays that remind us how fortunate we are to live in an age of safety and plenty — holidays such as Thanksgiving, Hannukah and Christmas.

As Americans, we enjoy all the comforts and freedoms our age has to offer. We enjoy them in part because another generation of Americans is serving as many of us once did for the safety of our country. Many are abroad and serving in the field; some are at work in our stations and along our rights-of-way, ensuring the safe passage of our trains. Some of them even combine the exacting work of the railroad with the obligations of the citizen-soldier. Some, although they may not even know it yet, will someday join our ranks here at Amtrak, and when they come, we will be glad to have them.

It is impossible to distill the essence of military life into a sentence, but easy to compress it into a word: that word is "service." We speak of service on the railroad, too, just as we think in terms of "divisions," and this is no accident. The railroad business has always drawn veterans, many of whom find in our company the dedicated fellowship that comes from the pursuit of a demanding business with high standards of performance and individual responsibility. Run through the ranks of Amtrak, and you will find plenty of former soldiers, sailors, airmen and Marines in our shops, bases, trains and stations. We are proud of them, and we're committed to taking care of them, too.

At its foundation, Amtrak was filled with veterans of the Second World War and of the two conflicts that followed it. Since 1971, America has faced two major wars and a host of minor actions, and the end of each has brought new people into the industry. Chairman Carper and I served in Vietnam, and incredible as it now seems to us, the veterans of the Second World War whom we knew as teachers, elder colleagues and commanders are now leaving us, and will soon rejoin the young friends they left overseas. When we walk through stations and shop floors we still see plenty of grey heads — but the grey hair belongs to the Vietnam veterans now, and the young men and women who are coming to Amtrak from the service are veterans of a different war in other places. That war, like all wars, continues to take its regrettable toll, and while we honor the survivors today, we must not forget the dead. Only the living can know the fullness of their sacrifice, for the years and the lives they gave up are their last great gift to us. Many of us are graying now, and when we look back across years filled with work, family and happiness to the scenes of our youth, we hope for two things: one, that all of us can look back on the lives we had led with satisfaction, pride and gratitude; and two, that we can find it in ourselves today to thank God for the sacrifices of the men and women who gave up their lives so that we could enjoy our own.

Sincerely,

Joe Boardman
President and CEO

To Amtrak's men and women assigned at VRE,

I know you are now aware that the VRE has announced that it intends to award a contract to Keolis to operate its service starting July 1, 2010. I am disappointed in this result and want you to know that we made every effort to be competitive and to win this contract. We believe that our response was fair and competitive and provided VRE with an experienced workforce that had a great record.

I realize that you have questions as to what this means for you in the future, I know that I would. First, I want you to know that I consider you all part of Amtrak, and I intend to retain you as a part of Amtrak to the best of my ability and the needs of the company. You have my gratitude and admiration for the excellent customer service and commitment to safety that you have provided in service to the VRE and to their customers. I am proud of your service. And, I know that you will do no less right up the end of our contract with VRE on June 30. I have asked staff to think about what you may need to encourage retaining you in VRE service until that time, and then also to look at the ability for you to exercise your national seniority as the service comes to an end so that you don't miss an opportunity, and we don't have any disruption to your years of service.

When our contract with VRE ends, Amtrak will — as we did when this occurred with MBTA and Metrolink — abolish all the positions at VRE. It is that action that triggers your right under the union agreements to bid for positions using your seniority. That will be the last time you have that right at Amtrak; once you accept employment with Keolis your seniority with Amtrak ends. If you decide to leave Keolis once you have been employed by them — even if it's for just one day — you could only return to Amtrak as a new hire without any of the past seniority that you had earned. I have heard a rumor that you may have been told something different, and it's important to me that I clear that up so that you have the correct information. I need to be clear — just as we have done in similar situations in the past, if an employee decides to be employed by Keolis, his or her employment with Amtrak will be terminated, no leave of absence will be provided and seniority with Amtrak will end at that point.

The next few months will be a stressful period for all of us. I ask you to continue to represent Amtrak until the end of the contract, and then to continue with Amtrak in another role consistent with your seniority. You make up the knowledge and experience that makes Amtrak unique and I value your contribution. This is a new era in passenger rail and Amtrak has a bright future. Our stock is rising and there are opportunities to grow. There are many global companies that are realizing this and they understand what I already know: that our key assets are you — the men and women of Amtrak. With your help and support, I am committed to moving our nation toward greater mobility.

Thank you for all that you are doing.

Joe Boardman
President and CEO

Employees Urged to be Mindful of Cold Weather Risks

As winter approaches and brings with it cold temperatures for much of the system, Amtrak is taking steps to educate employees on how to remain safe in cold-weather conditions as well as how to identify and address potential weather-related medical emergencies.

“When most people think of safety, they tend to think about slips, trips and falls, but fail to acknowledge the hazards of working in cold weather,” said Chief Operating Officer William Crosbie.

Precautionary measures should be taken when working in cold temperatures such as dressing appropriately and trying to stay hydrated by drinking warm liquids. The temperature does not have to be below freezing to cause health problems. Ideal work wear includes multiple layers of clothing, including an insulated and waterproof layer, as well as gloves and a winter hat or hard hat liner. Headwear should also provide protection to the ears and face. Overshoes and/or insulated, waterproof boots are also extremely important for guarding against frostbite.

Initial effects on the body caused by cold temperatures may be mild, such as shivering or numbness, but can quickly escalate to more severe problems such as frostnip (a mild form of frostbite), frostbite and hypothermia.

After shivering or numbness, the first sign of more serious injuries due to the cold include discolored skin — usually whitish, yellowish or grayish. If the skin begins to feel hard or waxy, frostbite may be setting in and medical attention should be sought immediately.

A person with possible frostbite should move to a warm area and gently loosen or remove tight clothing or jewelry that may restrict circulation. Warm the affected area slowly using body heat or warm breath, but *do not* rub the area or apply dry heat, as this may damage the tissue.

Symptoms of hypothermia include fatigue, confusion, stiff muscles and slurring of speech. This condition can quickly become life-threatening, so medical attention should be sought immediately. The individual should be moved to a warm area and wrapped in blankets. Body-to-body contact will also help to slowly raise the victim’s body temperature. Monitor the victim’s breathing and heart rate, as CPR may become necessary. *Do not* use electric blankets, hot water bottles or any other kind of artificial heat to warm the victim.

If the person cannot be moved out of the cold, cover them with dry clothing or blankets until help arrives. Providing warm liquids to drink is also helpful.

OSA 09-77, which was issued today, provides further details on working in cold weather. It can be found on the intranet under “Library” → “Service Standards.”

2010

special employee advisory

April 22, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today marks the 40th anniversary of Earth Day, a movement that has taken on international significance and has changed attitudes all over the globe. As we strive to be a greener railroad, we're examining many facets of the business to help ensure better environmental stewardship.

Just this week, we joined the Oklahoma and Texas state Departments of Transportation in announcing the first-ever test of a cleaner and renewable biodiesel fuel blend to power the *Heartland Flyer*. This was made possible by a FRA grant to trial alternate fuels; the fuel used on the *Heartland Flyer* includes beef byproduct refined into biofuel.

While we currently make recycling available on all trains that provide food service, we aim to increase recycling aboard our trains, in stations and at facilities this year.

As a result of our fuel conservation and emissions-reduction efforts, our diesel fuel consumption and carbon emissions fell by 8.5 percent from 2000 to 2008, while ridership grew more than 27 percent over the same period. And we plan to improve on those efforts each year.

We also plan to reduce utility usage by 2 percent at 10 locations with the highest usage, and are implementing measures to reduce computing energy use by 20 percent by FY '12.

We've also partnered with organizations like The Climate Registry, which has helped provide a framework for our first comprehensive greenhouse gas emissions inventory. We're also

working with Climate Counts, an organization that makes independent assessments of companies' commitment to the environment, and Amtrak was recently awarded a score of 62 out of 100 — the highest among transportation-related businesses.

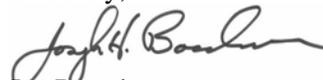
While it often takes innovation to help make the most of our natural resources, there are also things as simple as switching to more energy-efficient light bulbs or printing on both sides of the paper that also make a difference. Half the battle is changing our collective attitudes and changing our behaviors so that we are all more environmentally conscious.

Our Environmental Management Steering Committee, a cross-departmental group of employees that develops strategies to reduce Amtrak's carbon footprint, sets many of these goals. If you have an idea for the steering committee please e-mail Joanne Maxwell at MaxwelJ@amtrak.com.

There are many other goals and accomplishments on the green front, and you can learn more about those in this month's issue of *Amtrak Ink*. But being green is more than measuring up — good environmental stewardship makes us a more efficient operation, a better corporate citizen and a good neighbor to the communities we serve.

"Greener" involves a state of mind that is put to action, and it is what responsible companies need to be. We can all — individually and collectively — help advance our goal of becoming greener.

Sincerely,



Joe Boardman
President and CEO



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April 29, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today we come together at 46 different locations to celebrate our second annual Employee Appreciation Day. I hope that you'll take the time to participate and learn more about what's going on in the company.

We've made a lot of headway in the past year, but I'd like to focus on some of the things we're doing as a company to improve life at Amtrak.

Whether you are a locomotive engineer or a financial analyst, each employee is the power behind the Amtrak brand. You — your ideas, your energy, your know-how — are what makes us America's railroad. And our employees show a loyalty to Amtrak and to the Amtrak family that in my view is uncommon in today's world.

We have our own financial challenges, and as a government-supported business we are fully aware of the responsibilities that come with taxpayer support. But one of the most meaningful investments we can make is in our workforce.

Next month, we'll be unveiling three interconnected resources for employees: the new Human Resources Employee Service Center, the Employee Information Portal and access to the intranet from home for all employees.

Also next month, employees participating in the Fidelity 401 (k) Retirement Savings plan will have new lower-cost options in which to invest, allowing you to save more for retirement. The new options are the direct result of the initiative of our Treasurer, Dale Stein, who made securing these new options for employees among his top priorities.

We're devoting resources toward implementing Safe-2-Safer because the

return on a safer working environment — saving a co-worker from an injury or worse — is employees going home to their families at the end of the work day. With Safe-2-Safer, we're also providing managers ongoing training and helping foster a more collaborative environment. While the full benefits of Safe-2-Safer will play out over time, the result is an enduring change in the way we relate to one another, and a safer and more pleasant place to work.

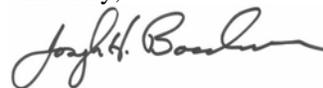
We also offer other resources that are unique to Amtrak. We are among few companies with its own Employee Assistance Program. The benefit of an in-house EAP is that our staff of professional counselors provides confidential support and guidance, but they also understand the unique Amtrak culture.

We also recently marked the 10th annual Operation RedBlock Day, aimed at educating employees about how to promote a drug- and alcohol-free workplace.

Next Saturday, approximately 170 locations in 44 states (including the events in Los Angeles, Chicago, Philadelphia, and Washington) will be hosting National Train Day events — an opportunity to celebrate the American railroad and the people behind it.

These are just a few examples of our efforts to show our commitment to you. We value and appreciate you, and the work you do every day. Thank you and keep working safely.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 10, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I want to update you on some recent developments on the transition with Virginia Railway Express.

We were all surprised by the unexpected announcement this afternoon from VRE that Amtrak would continue to provide Train and Engine crews and operate the commuter service for an additional two-week period beyond June 25.

Our intent all along has been to ensure the continuity of service to the passengers of VRE during this transition.

At this time, we have not finalized an agreement with VRE to provide an extension of service. But we are in negotiations and if an agreement is reached, we would continue to operate through July 9.

As you may know, VRE had proposed a “soft start,” which would require that Amtrak would operate the Manassas service only, while the new service provider would operate the Fredericksburg service.

I made it clear that Amtrak would not support such an operation, and that we would not mix union and non-union employees. I told them that it would be solely operated by Amtrak employees, or we would not be party to the agreement. However, our preferred option is for Keolis/VRE to provide full service on June 28 — when they were supposed to.

As I’ve told the T and E crews currently assigned to VRE service, we have a civic responsibility to the 17,000 daily riders, and we will not allow VRE commuters to suffer a loss in service.

I want our crews to know that I am proud of the work they do and look forward to having them continue to be part of the Amtrak family. We will do our best to keep you updated on further developments.

Thank you for the work you do every day and please keep working safely.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 21, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

At about 1:57 a.m. on Sunday morning, a CSX conductor was shot and killed by an intruder who boarded the locomotive while the freight train was stopped at a red signal about four miles outside of the New Orleans Terminal. The engineer was grazed by additional gun fire and played dead while the intruder searched through their pockets. The assailant fled the scene, and an investigation is underway.

Upon hearing about the incident, Amtrak Police Department Chief John O'Connor dispatched four special agents to assist CSX and the New Orleans Police Department with increased security presence. While the *Crescent* does travel through the area, it rarely stops there. Nevertheless, we are closely monitoring activity in the area, and local crews are being briefed to take precautions and to remember to keep cab doors locked. In addition, I've asked that all crews across the system be reminded of safety and security tips during crew briefings this week.

We become so familiar with our daily working environment that it's easy to let our guard down and fall into a false sense of security. Whether it's in New Orleans or anywhere on the railroad, I ask everyone to be mindful of their environment at all times. Sadly, this horrific and senseless act could take place anywhere. Your personal safety and security is paramount — please be watchful, and lock doors that should be locked.

We mourn the loss of one of our brothers and we extend our sympathies to the families of both victims. I will never understand why people commit such horrible acts of violence, but the reality is that it happens, and we must be vigilant and watch out for one another.

Sincerely,



Joe Boardman
President and CEO



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June 23, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Earlier this week, we suffered a high-profile customer service failure in Maryland. One of the MARC commuter trains that we operate for Maryland Mass Transit Administration lost power, along with cooling and ventilation. About 900 people were stuck in a very high-heat environment for about two hours, in some cases taking things in their own hands to improve the situation.

As your President and CEO, I have made a public apology, and called the MTA Administrator, the Maryland Secretary of Transportation, and Gov. O'Malley apologizing and committing to do better. In a letter that we placed on the evening rush-hour MARC trains yesterday, we asked for forgiveness from the MARC passenger population, particularly those directly affected by this failure. Similarly, those involved in this incident have accepted accountability and have committed to improving how we handle these incidents.

We are working in conjunction with MTA to improve service, with managers riding trains, running two locomotives on some trains and other measures so that we're better prepared to troubleshoot if we need to. Just as we have a plan for passenger service recovery in extreme cold weather, we should have the same for severe heat.

This is not about blame — this is about ownership — and there's an important difference. Blame is the culture we're doing away with at Amtrak. It's about ownership, and having the resilience to learn and drive harder to do our very best. That is what we're doing with the MARC operation.

This company is full of daily heroes who make our system work. We get the job done under constantly changing conditions and with daily equipment

failures, bad weather, or any number of surprises that present significant challenges.

Monday's service failure started out with the same intent. Our people were trying to do the right thing in rescuing the 900 passengers. But it took too long, and the rescue itself went bad when we could not move the stalled train. While our on-board crews were trying to keep people safe, passengers were infuriated that there seemed to be no concern for them. To make matters worse, communication broke down almost everywhere, among our staff, with CNOC, and aboard the train itself.

Are we to "blame"? The answer to that is that we are accountable, and responsible for the safety and security of our passengers. Our recovery effort failed this time. But this experience should serve to strengthen our resolve to learn from the experience, put measures in place — and stick to them — to avoid a repeat occurrence. We must accept responsibility, dust ourselves off and do better. Our confidence in ourselves, and our faith in our ability to correct our course and perform at a higher level has not failed.

We ask a lot of our daily heroes. I thank you for your commitment to provide those who make a choice to ride our trains safe, secure and friendly service. We are all accountable for how we perform and for how — good or bad — that affects others. Please be accountable and maintain that sense of ownership and duty for what you do to make us better each day, and thank you for the work you do to that end.

Sincerely,



Joe Boardman
President and CEO



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June 24, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Last night, a suspect was arrested by New Orleans Police in connection with the recent shooting aboard a CSX locomotive that was stopped outside New Orleans, which resulted in the conductor being killed and the engineer sustaining injuries.

Safety and security are always our top priority and I felt it was important to keep you informed and close the loop on this matter.

Thank you for your continued vigilance and commitment to staying safe.

Sincerely,



Joe Boardman
President and CEO



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March 17, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

It is with great regret that I inform you that United Transportation Union (UTU) General Chairman Al Suozzo passed away last night.

I just learned the news during our meeting of the board of directors today and we held a moment of silence in his memory. We were all saddened — he had just attended a meeting here a few weeks ago.

Having begun his career in the railroad industry in 1964, he became UTU General Chairman in 1992. Well-respected by the conductors he represented, he was known for his passion and concern for his members. He presided over numerous contract negotiations and earned the respect of his peers and company officials.

The board of directors and Amtrak offer our condolences to the union and his family.

Sincerely,

Joe Boardman
President and CEO



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March 19, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

To support our corporate growth strategy and our goal of remaining the premier operator of high-speed passenger service in the United States, I am creating a new High-Speed Rail department at Amtrak, which will be led by a vice president reporting directly to me.

The board of directors approved this change yesterday at its monthly meeting and we plan to move quickly to fill the new vice president position so he or she can build a department that will focus on pursuing opportunities to expand our high-speed rail operation.

Specifically, this department will work on the planning and development activities that will allow us to significantly increase operating speeds above 150 mph (240 kph) on the Northeast Corridor. It will also pursue partnerships with states and others in the passenger rail industry to develop federally-designated high-speed rail corridors such as the new projects moving forward in California and Florida.

Amtrak's leadership in this area is reaffirmed in the Passenger Rail Investment and Improvement Act of 2008 and we must make every effort to remain in that position.

The increasing demand for passenger rail service means we will face new competition from companies all over the world, but we have

several strategic advantages that we must not waste. We have assets, partnerships and knowledge that others do not. And most importantly we have an extremely skilled team of employees that is unmatched. In short, we are uniquely qualified to meet the goals laid out by President Obama and the administration's *Vision of High-Speed Rail in America*.

Our new High-Speed Rail department will capitalize on these assets to ensure that we keep our position as the most effective, most professional high-speed rail operator in the nation.

We will continue to keep you informed as we develop this new department. In the meantime, please keep up the great work and continue to work safely.

Sincerely,

Joe Boardman
President and CEO



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special employee advisory

November 12, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Last Friday morning, an out-of-service MARC train being backed into Washington Union Station collided with a switcher pulling a Dome Car and a private car, as the trains were switching in the yard. The collision sent six people — all Amtrak employees — to area hospitals. Thankfully, all employees were released from the hospitals that day.

The incident investigation has determined that the MARC train passed a stop signal without permission. In addition, preliminary findings show that the assistant conductor, who was responsible for calling the signals to the locomotive engineer, was using a cell phone immediately prior to the collision, in violation of federal rail safety regulations and Amtrak operating rules. That person is currently not performing service, pending the completion of the investigation.

All of us — especially employees in the operating departments — should be familiar with the rules that stem from FRA Emergency Order 26, which prohibits on-duty railroad operating employees from improperly using personal cellular telephones and other distracting electronic devices. A Rules Alert is being distributed to crew bases today to remind employees of the details of how it applies to them.

I say “all of us,” because we are all responsible for our own, as well as one another’s, safety. With the rollout of Safe-2-Safer, we are in the midst of a safety culture transformation. Rules are necessary and must be enforced, but as I’ve said many times, the safety culture we’re developing is not about rules and

“catching” people — it’s about fostering a culture that is committed to identifying and eliminating barriers to safety and unsafe behaviors to prevent injuries in the first place.

Safety is a value — not a rule — that is universally shared and that guides everything we do; every action, every decision. But you can’t impose a value, it’s got to come from each one of us. It’s got to be internalized. Safety is a fundamental value and it comes down to each and every one of us embracing it. It’s easy to relate to, because we all want to go home the way we came in to work. And I know we want the same for all of our co-workers.

Our unions have been cooperative in this regard and I value the relationships we are strengthening as we work together to create a safer work environment.

As I’ve said before in different circumstances, this is not about blame — this is about ownership — and there’s an important difference. Blame is the culture we’re doing away with at Amtrak. Ownership, learning from each other and looking out for one another, help instill a strong safety culture.

Based on feedback from front-line employees and managers alike, I’m encouraged to know that Safe-2-Safer is changing our safety culture for the better. Please keep it up, look out for one another, and thank you for the work you do to accomplish that.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

October 11, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

I am extremely pleased to report to you that we set ridership and ticket revenue records for Fiscal Year 2010, which just ended on Sept. 30.

Thanks to your hard work, we carried 28,716,857 passengers and earned \$1.74 billion in ticket revenue. That's a 5.7 percent increase in ridership and a 9 percent rise in ticket revenue over FY '09. And we beat our previously best year ever, FY '08.

The numbers are important, but it's what's behind them that tells the true story. It's the people — you, your co-workers and the passengers you serve — that make it happen. More and more Americans see passenger rail as the way to get to where they need to go, and when our front line employees put them first, they are the ones that help bring passengers back for another trip. Similarly, all the people behind the scenes — the road foremen, the machinists, the coach cleaners, the marketing officers, among many others — have also contributed to our success.

While our accomplishments are noteworthy, this is no time to rest. We operate in an increasingly competitive industry and we must use last year's success to energize ourselves and continue to drive forward. Just as we must earn the loyalty of the customers who ride our trains, we must work to build stronger ties to our state and commuter customers.

Keep in mind that ridership and ticket revenue are not the only measures of our success in the last year. We aim to be a safer, greener, healthier Amtrak that continually improves customer service and financial performance while

meeting our nation's needs. We strive to be a safer Amtrak, and we're witnessing growing enthusiasm for Safe-2-Safer and the benefits a risk-reducing, more collaborative workforce can bring.

Our efforts toward a greener Amtrak have led to improvements in our energy efficiency. According to the latest data, Amtrak is 20 percent more energy efficient than airlines and 30 percent more efficient than automobiles on a per-passenger-mile basis, improvements on both counts since the previous report.

There are multiple ways we're working toward a healthier Amtrak, whether it's announcing the procurement of 130 single-level long-distance cars or adding the Commonwealth of Virginia as our newest state partner.

One of our more popular customer service improvements is the availability of Wi-Fi on our high-speed *Acela Express* service.

An example of improving our financial performance is the smart revenue management that helped generate more ticket revenue.

And as America's railroad and high-speed operator, we unveiled a vision for next-generation high-speed rail that would help meet national needs by revolutionizing transportation, travel patterns and economic development in the Northeast for future generations.

I want to thank you for everything that you did last year to make Amtrak the preferred choice for so many travelers. As your CEO, it's up to me to report on the year-end results — but when I do, please know that I am representing all of you who had a role in



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special employee advisory

October 11, 2010 • Page 2 of 2

helping us make history. And if you are a front line employee or someone who interacts with our state and commuter partners — please thank them as well — we wouldn't be here without them.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

Sept. 23, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I am pleased to announce that we selected industry expert and passionate proponent of high-speed rail, Al Engel, to serve as vice president of a new High-Speed Rail department, the mission of which is to advance Amtrak's role as the preferred and premier provider of high-speed rail in America. Al will officially take on his new duties on Oct. 18 and will be based in Philadelphia.

Al will lead further development of our high-speed rail expertise, pursue high-speed rail corridor development opportunities such as the projects in Florida and California in partnership with states and others in the industry, and conduct long-term planning initiatives to improve high-speed rail operations on the Northeast Corridor.

Al is no stranger to Amtrak, the passenger rail industry or high-speed rail. He has more than 40 years of engineering and management experience in transportation, including high-speed rail equipment and infrastructure projects. Some of you may be familiar with his work on the E60CP locomotive procurement and the infrastructure preparation for the *Acela Express* service.

He currently serves as vice president and High-Speed Rail director at AECOM, a global provider of professional technical and management services, where he is serving as senior advisor on a feasibility study commissioned by Amtrak to significantly increase speeds on the Northeast Corridor.

Prior to his current position, he was affiliated with Morgan Stanley as financial advisor. He was the founder, president and CEO of LS Transit Systems — which was later renamed SYSTRA Consulting — and one of the projects he worked on was the California High-Speed Rail Authority Implementation Plan. SYSTRA Consulting is affiliated with the French National Railway and Paris Metro. He also held the position of president and chief operating officer of Atlantic Track and Turnout Co., a steel product fabricator and distributor specializing in rail and track. He began his professional career in the GE Locomotive department, earning positions of greater responsibility up through manager of the Domestic Electric Locomotive business unit.

Al has considerable expertise, is a dedicated advocate for public transportation and shares our conviction that Amtrak plays a vital, leading and necessary role in expanding and operating high-speed rail service across the country.

You'll be hearing more about the configuration of the High-Speed Rail department in the coming weeks and months, and how it fits in with our current organization. We have ample opportunities for synergies and collaboration to expand our presence in the high-speed rail market. Please join me in welcoming Al next month.

Sincerely,



Joe Boardman
President and CEO



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April 22, 2010 • Page 1 of 1

Chief O'Connor Testifies Before Senate Committee

Amtrak must focus its efforts on defeating and deterring the most dangerous and likely terror tactics, Vice President and Chief of Amtrak Police John O'Connor told members of a Senate Committee on Wednesday.

O'Connor was invited to appear before the Senate Committee on Commerce, Science and Transportation as part of a panel to provide expert testimony on securing rail and surface transportation networks.

Citing attacks on train systems in Madrid, London, Mumbai and Moscow in recent years, O'Connor stated that future attacks on surface transportation modes would likely occur with the use of an Improvised Explosive Device on a train or in a station, or an active shooter. Accordingly, Amtrak is focused on a growth strategy to address security goals and to make it harder for terrorists to use their preferred strategies to attack stations, trains and passengers.

The plans include strengthening the bomb-detecting K-9 operation, which includes "vapor-wake" teams that can detect residual fumes; increasing the number of baggage screening teams; and bolstering partnerships with federal authorities, including expanding the Visible Intermodal Prevention and Response (VIPR) program with the Transportation Security Administration. The company is also advancing its corporate security goals by using American Recovery and Reinvestment Act funds to assess and fortify vulnerabilities, utilize Station Action Teams and continue to train employees to remain vigilant.

"We are enthusiastic about programs that help us to bring more people, technology and animals to bear on the task of keeping our stations and trains secure," said O'Connor.

Describing the merging of the former Office of Security Strategy and Special Operations and the Amtrak Police Department, O'Connor stated that the new integrated Amtrak Police Department organization would eliminate some duplication of functions and allow better use of personnel and assets, yielding a blend of "customer-oriented policing and robust counterterrorism efforts."

In a letter to Amtrak Police Department employees issued today, President and CEO Joe Boardman pointed out that this change aligns with what many other police departments have done. "These departments have found that they are better able to detect-deter-defend in an integrated public safety and security organization than with separate organizations," he said.

O'Connor's testimony is posted on the intranet, under "News"→ "Legislative," and on Amtrak.com under "Inside Amtrak."



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August 3, 2010 • Page 1 of 1

Board Approves Reporting Structure for Labor Relations

The Amtrak board of directors has formalized a change in reporting structure for the Human Resources and Labor Relations departments by approving the appointment of Lorraine Green as vice president, Human Resources, Labor Administration, and Diversity Initiatives, effective immediately.

In addition, the board approved the appointment of Charlie Woodcock to a newly created position, chief labor negotiations officer and assistant vice president. Woodcock will report to Green with respect to labor relations functions; on issues pertaining to labor negotiations and related activities, Woodcock will report directly to President and CEO Joe Boardman.

With the addition of these duties, Green will assume full responsibility for overseeing the Labor Relations department and its functions, as well as support programs for agreement-covered employees.

The decision to make this organizational structure official supports the company's objectives for more effective human capital management. This structure will enable more cohesive management and integration of the activities that influence employees' lives, **including more effective support for agreement-covered employees.**



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August 9, 2010 • Page 1 of 1

Board Approves Changes for Labor Relations and Human Resources

The Amtrak board of directors has formalized and made permanent the current reporting structure between Labor Relations and Human Resources that has been in place since January.

As part of the process, the board approved the appointment of Charlie Woodcock to the newly created position of chief labor relations officer and assistant vice president. He was previously assistant vice president of Labor Relations.

Woodcock will report to President and CEO Joe Boardman on issues pertaining to labor negotiations and related activities. On matters related to labor administration, Woodcock will continue to report to Lorraine Green, whose title has been updated to vice president of Human Resources, Labor Administration and Diversity Initiatives.

Green had previously assumed executive responsibility for day-to-day labor administration and support programs for agreement-covered employees. She will retain those duties full-time in addition to human resources and diversity functions.

The decision to make this organizational structure official supports the company's objective to enable more cohesive management and integration of employee programs and practices that provide a more supportive and motivating work environment throughout Amtrak.



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August 11, 2010 • Page 1 of 1

ARASA-MW Ratifies Labor Contract

The tentative labor contract with the American Railway and Airway Supervisors Association – Maintenance of Way was ratified this week by the union's membership. Terms of the five-year agreement are patterned after those already reached with other labor organizations.

The wage increases included in the contract will be retroactive to July 1 and union members will receive back pay to account for unpaid earnings to date.

The new contract covers Maintenance of Way supervisors within the Engineering department.

With the ARASA-MW contract ratification, 45 percent of Amtrak's total unionized workforce is now covered by new five-year labor agreements.



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Dec. 8, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Tomorrow, Amtrak will be announcing the purchase of 70 new electric locomotives for use on the Northeast Corridor (including the *Keystone Service*), the first of which will be delivered in February 2013.

The six-year, \$466 million contract has been awarded to Siemens, and will create 250 jobs at its manufacturing plant in Sacramento, Calif., as well as its other facilities in Norwood, Ohio, and Alpharetta, Ga.

Board Chairman Tom Carper and FRA Administrator Joe Szabo will be at the Sacramento facility tomorrow to describe how the new equipment will expand and modernize our fleet. The new equipment will result in improved reliability and better service to our passengers, helping meet the growing demand for passenger rail. The engines will replace locomotives that are between 20 and 30 years old, which many of you know we run very hard.

This news follows the announcement we made in the summer to buy 130 new long-distance rail cars and is the next step in our fleet renewal plan.

Part of the responsibility of leadership is to ensure that the men and women meeting our mission have the tools they need to do the mission well. Not only does aging and problematic equipment hurt our ability to deliver good service, but I know it also takes a toll on our crews. Expanding and renewing our fleet is not only critical to meeting our nation's transportation needs, but also to creating a safer, greener and healthier Amtrak.

The new locomotives will be equipped with anti-climbing technology and push-back couplers that will help keep the train upright and on the tracks in the event of a collision. In addition, the regenerative braking system in the units will return electricity to the power grid.

As we take delivery of the 70 new locomotives, we will retire 64 older locomotives in our current electric fleet, including 20 DC AEM-7s, 29 AC AEM-7s and 15 HHP-8s. The additional units will be put toward service expansion.

This is an exciting time for our company as we approach our 40-year anniversary. We are making important and lasting changes that will help shape the future of transportation in America. Thank you for all your hard work — let's keep it going.

Sincerely,



Joe Boardman
President and CEO



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Dec. 9, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Operation RedBlock (ORB) takes on a heightened level of attention and importance near the holidays. Many of us attend Christmas parties and other events where alcohol is part of the celebration. ORB volunteers make an important contribution all year long, but especially at this time of year.

Amtrak has an excellent record with ORB, and we know the program works. I am pleased with what I see in that regard.

However, management has not done a good job meeting FRA requirements, and they have told us that we must correct those deficiencies if we are to continue to have a qualified program. Our Office of Inspector General (OIG) has also told me that I need to take action to correct the management of the program.

I strongly support Operation RedBlock, so I asked both the FRA and the OIG to attend a meeting with the RedBlock executive committee and several other union leaders.

That meeting took place on Tuesday afternoon, and there were not a lot of happy faces — not among union, management, FRA, or OIG. But I spent the time needed to explain that I was disappointed with how we as management had been unable to provide the data support that supplied the authenticity for which we were being criticized. I also said that we could — and would — change that, and I made a decision to take this away from management altogether and turn the program over to those whom it belongs to, the men and women of Amtrak.

But I'm not going to just turn it over and walk away. I intend to hand it over and provide financial support for three co-coordinators that are geographically dispersed and are chosen for set two- or three-year terms, rotating among our unions. These would be full-time positions within the unions and paid for by the company.

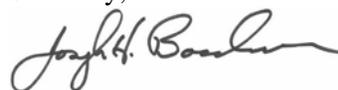
This new structure will come into being sometime in March of 2011, and until then it will continue to be administered by management so that there will be no gap.

I believe ORB will become stronger. The importance of the program to the health, welfare and safety of those who see its benefits every day will provide the motivation to get the data right.

I thank both management and our unions for supporting RedBlock. Together, we will gain the endorsement of both the Federal Railroad Administration, who is required to authenticate the result of all RedBlock programs, and of our own Inspector General, who is working hard to meet a high professional standard in his interaction with the company.

You'll be hearing more about this shift in the coming months. In the meantime, thank you for what you do every day, and please be careful during this busy holiday season.

Sincerely,



Joe Boardman
President and CEO



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February 9, 2010 • Page 1 of 1

Jagodzinski Named to New Position of Transportation General Manager-East

Chris Jagodzinski has been tapped as the Transportation department's general manager-east and will report directly to Vice President of Transportation Richard Phelps. Previously, Jagodzinski was senior director, System Operations.

Mike Frazier, director, System Operations, will serve as acting senior director until a permanent replacement is named.

"In his new role, Chris will oversee all aspects of day-to-day railroad operations and business performance within the Central, Northeast, Mid-Atlantic and Southern Divisions as well as NEC Service Operations and assume supervisory responsibility for the respective general superintendents," explained Chief Operating Officer William Crosbie. Jagodzinski will be based in Wilmington, Del.

The position was created to streamline the department's senior management structure and allow the vice president to focus more attention on high level policy and management issues. The department is also conducting a search for a general manager-west to oversee the Southwest and Pacific Divisions.

"I'm excited to have Chris as general manager," said Phelps. "His unique skill set, railroad experience and focus on safety make him an ideal candidate to lead performance

and customer service while supporting the Safe-2-Safer rollout."

Jagodzinski joined Amtrak in 1989 as an assistant transportation manager in Boston while a co-op student at Northeastern University. Since then he has served in various roles including trainmaster, terminal superintendent and assistant chief mechanical officer. Jagodzinski graduated cum laude from Northeastern with a bachelor's degree in transportation and logistics.



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January 12, 2010 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Earlier today, I announced that we had the best ridership of any first quarter (October through December) in Amtrak history, breaking the previous record set in FY 08 — our best year ever.

I made the announcement as part of my remarks at a Transportation Research Forum event, where I also told the group that the state of the railroad is strong and that we are optimistic.

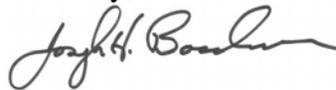
The days of just surviving and uncertainty about the future of passenger rail are behind us. We are focused on growth, and we are making enduring investments to maximize the history-making opportunities before us.

I've attached the speech and hope you'll take the time to read it. It reflects all of the things we're doing this year to secure our position as the provider and partner of choice for commuter, intercity passenger rail and high-speed rail service.

You'll be hearing more from me soon, when the FRA makes its announcement on the grant awards to states for intercity and high-speed rail development. We'll also be submitting our Legislative and Grant Request, which will include a very comprehensive fleet plan.

In the interim, thank you for doing your part to deliver excellent service and please work safely.

Sincerely,



Joseph Boardman
President and Chief Executive Officer

Please distribute at all safety meetings and post on all employee bulletin boards.



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January 29, 2010 • Page 1 of 1

A Message from Joe Boardman on Safety Goals

Dear Co-Workers,

Since we launched Safe-2-Safer last year, I've been telling you about how we are going to change the way we approach safety at Amtrak, and that we would be doing so based on the input you provided us through the Safe-2-Safer survey and focus groups.

One of the things we heard from you is that there is sometimes reluctance to report injuries because to some employees, it appears that blame and punishment are the primary response to reporting an injury. This kind of thinking is one of the things Safe-2-Safer aims to change, and I'm happy to announce to you the first major step we're taking to usher in a new way of doing things.

For many years, Amtrak has measured its safety performance by using injury ratios. While working toward a goal is important, the goal and the numbers in some instances may have contributed to a mindset more focused on managing the ratio rather than truly identifying and reducing the risks that cause injuries.

So effective immediately, injury ratios will no longer be associated with safety goals. We must still record this data to comply with FRA requirements, but the performance of managers and supervisors will no longer be graded on how many injuries occur within their group or department. Instead, we will focus on improving the activities that reduce risk and prevent injuries.

The Executive Committee and I have made this decision because it's vital that employees feel comfortable reporting injuries without fear of being

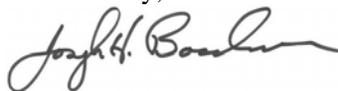
reprimanded or impacting their co-workers' ability to meet a ratio goal. We want managers to be more concerned with the welfare of their employees and creating safe working environments, not statistics. Knowing when and how all injuries occur is the only way we can take action to reduce risks and increase our chances to go home to our families and loved ones every day.

In the absence of injury ratios, we still need ways to measure our safety performance and we are in the process of developing new metrics. Until then, managers and supervisors will have interim safety goals for FY '10 that focus on risk reduction.

Our hope is to someday reach a point where no one in our company gets injured on the job. But instead of celebrating and rewarding people for not reporting any injuries, we want to recognize employees who work hard to reduce risk as much as possible and learn from them what they're doing right.

Safe-2-Safer will provide us all with the tools and knowledge to make Amtrak the safest workplace possible, but it will take commitment from all of us to put them into practice. Changing things that have been in place for so long will not happen overnight, but I have total confidence that we can make it happen together.

Sincerely,



Joe Boardman
President and CEO



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Please post on bulletin boards and distribute at safety briefings.

special employee advisory

July 12, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

To say that the summer heat has taken its toll on our equipment would be an understatement. While we're taking some steps to address the equipment issues, we're also taking action to put our passengers first when things go wrong.

And they do go wrong. We run our aging fleet very hard, and we have other operational issues that challenge us every day. The key is to make sure that we are prepared to manage service recovery well — and we usually do.

But whether it's a service recovery scenario or making sure that a train is properly cleaned before it departs, each of us is accountable for carrying out the duties of our job. That collective spirit of duty and ownership — a culture of accountability — is what makes great companies great.

There are significant differences between blame and accountability. Blaming is centered on assigning fault, and involves finger-pointing and making excuses. When we blame, we stop communicating effectively and lose our opportunity to get to the heart of the problem. It's negative and rarely leads to real, sustainable improvement. That is not the Amtrak we want and need to be.

On the other hand, accountability is about taking ownership, learning from mistakes and taking action because we strive for a higher standard. Being accountable liberates us to focus on the root cause of an issue and take steps to improve. You can't fix something unless you've taken a look at what caused the problem, not simply who caused the problem.

We must do away with the blame game because it stands in our way of delivering a better service, and fostering an environment driven by responsibility and ownership, not scapegoating.

When something goes wrong, we must focus on what drove someone to make a mistake. We need to remember that we rely on one another to run this railroad and that negative events are often not just attributable to just one person. But we are each responsible for doing our part, and if we're not accountable, then something needs to change.

This accountability management philosophy is central to Safe-2-Safer, which is designed to create a safer and more secure workplace by engendering a more collaborative environment.

And if you think that it's just talk, consider the source and my own actions. We have owned up to our mistakes, I have made public apologies for our failures, learned from the experience and we have taken steps to institute measures to avoid repeating them.

I thank you for your dedication. Please work safely and be careful in the summer heat.

Sincerely,



Joe Boardman
President and CEO



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July 13, 2010 • Page 1 of 1

Employee Service Center Down Due to Power Outage

The Employee Service Center (1-888-694-7372) is currently down due to a commercial power outage that occurred this morning.

Delmarva Power has advised Amtrak that it expects to restore power in about 12 hours, so it is anticipated that the Employee Service Center will resume operations tomorrow morning. An update will be provided if that changes.

E-mails (hresc@amtrak.com) sent today will be answered in the order they were received once power is restored.

Employees can continue to use the Employee Information Portal on the Amtrak intranet to conduct certain Human Resources functions.

We apologize for the inconvenience and thank you for your patience.



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July 23, 2010 • Page 1 of 1

Amtrak to Purchase 130 Rail Cars for Long-Distance Fleet

Amtrak has agreed to buy 130 new single-level rail cars to support national long-distance service as the first step in a long-term, comprehensive fleet renewal plan. The five-year, \$298.1 million contract was awarded to CAF USA, which will manufacture the cars in Elmira, N.Y., where it will add 575 jobs to support the work. The first car is scheduled to roll off the assembly line in October 2012.

“This major equipment purchase demonstrates our strong belief in the future of intercity passenger rail in America and Amtrak’s leading role in meeting this critical national transportation need,” said President and CEO Joe Boardman.

Included in the purchase are 25 sleepers, 25 diners, 55 baggage cars and 25 baggage/dormitory cars. They will replace and supplement the existing fleet. The new equipment will also allow Amtrak to retire some of its oldest cars, which have been in service for over 60 years.

“Passengers will have a better experience traveling with us but these new cars will also make it easier for our crews to provide great service,” said Boardman.

The new equipment will have modern interiors with better layouts along with better lighting, more efficient HVAC systems and improved accessibility for passengers with disabilities.

Passengers will also benefit from additional power outlets and bicycle racks in the baggage cars.

The first year of the five-year contract will be paid for with \$29.8 million from Amtrak’s current revenues which are running above budget estimates due, in part, to ridership that is on a record-breaking pace. Amtrak will seek to fund subsequent years of the contract with other sources such as loans or direct Congressional appropriations.

This equipment purchase is just the first step in Amtrak’s multiyear Fleet Strategy Plan to replace its entire fleet of passenger rail cars and locomotives over the next 30 years and help support the growth of a domestic rail manufacturing industry. Amtrak is currently reviewing bids to replace many of the electric locomotives used along the Northeast Corridor and may make a contract award later this summer.

CAF USA, along with its parent company, Spain-based Construcciones y Auxiliar de Ferrocarriles, is an experienced rail car manufacturer for the global market. CAF USA currently produces rail equipment for several U.S. transit systems at its Elmira, N.Y., facility.



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July 27, 2010 • Page 1 of 1

Message from Joe Boardman

Amtrak set a record last week. We ordered 130 long-distance single-level cars to support our East Coast service. It has been 15 years since our last order for single-level long-distance equipment, and back then it was the Viewliner Sleeper.

This order was preceded by releasing a Fleet Strategy Plan this past February, which itself set a record, because it is the first of its kind for Amtrak and it provides all of our supporters and critics something they have been asking for.

We had record snow this winter on the East Coast; we are having record heat this summer. These extremes are hard on our equipment. They are also hard on our passengers and our commuter customers, and of course they make the jobs that we do more difficult.

Even so, we have been getting record support from the Administration and from Congress.

Some of us now see an opportunity to set another record. In FY 2008, Amtrak set a ridership record of 28.7 million riders. Now the executive committee and the board of directors are being told by our scorekeepers that we could break that record this fiscal year, which ends on Sept. 30. But it will be close.

It would be a very good thing for us to be able to do that when gas prices are much lower than they were in 2008, and the economy is still

suffering some lag with the recession. Setting a new ridership record in this environment validates Amtrak and our supporters in the most visible way.

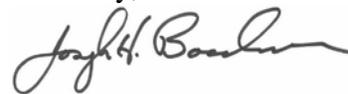
We can do this. We recently tied another record in that we now have 65 percent of the air/rail market between New York and Washington, D.C. The only other time we've had market share this high was in the months immediately after 9/11.

To set a new record it will take all of us — every craft, every department, every person — doing what we can to help take care of our passengers, to help our trains look better and operate better, to keep our stations clean, to encourage others to ride Amtrak. We need to help each other and look out for each other, and that also means our customers.

Let's push ridership over the 29 million mark for this fiscal year.

Thank you to every one of you for all that you do every day.

Sincerely,



Joe Boardman
President and CEO



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July 28, 2009 • Page 1 of 1

Message From Chairman Tom Carper

Dear Amtrak employees,

I am extremely pleased to inform you that the board of directors has unanimously agreed to retain President and CEO Joe Boardman for another two-and-a-half years.

Since he was tapped for the job in November of 2008, Joe has set out to provide Amtrak the leadership, vision and stability needed to guide the railroad into this new era of passenger rail.

A couple of weeks ago, Joe told you about a Strategic Guidance document that sets the foundation for Amtrak's FY 2010-2014 Five Year Financial Plan (you should read them — both are posted on the Intranet and on Amtrak.com). Combined, the two documents encompass the strategy for growth and for maintaining of position as the service provider in an increasingly competitive industry.

Joe's current focus includes enhancing safety, improving the reliability of today's services, reducing trip times and increasing speeds, making targeted and effective infrastructure investments, and ensuring the delivery of quality customer service.

Through Joe's leadership, Amtrak is further developing our relationships with state, commuter and other partners. To that end, Joe will continue to work

closely with the Obama administration and states to develop a network of high-speed intercity corridors. His longer-term vision for Amtrak involves implementing a fleet plan to replace

aging locomotives and cars, adding frequencies to current routes and developing service to new markets.

Joe takes an active interest in the Amtrak workforce, visiting facilities and meeting many of you. He is a part of the Amtrak family and is invested in Amtrak's success. He is dedicated to building and strengthening relationships — from states to labor organizations — while striving for a safer, greener and healthier Amtrak.

On behalf of the board, I thank Joe for his commitment and service to Amtrak in this exciting era for passenger rail in America.

single most important thing this board can do for Amtrak at this time is to give it the tools for sustained stability, and key to that is a talented CEO whose leadership will drive continued improvement and growth in the coming years.

Sincerely,



Tom Carper
Chairman, Board of Directors



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July 29, 2010 • Page 1 of 1

Message From Board Chairman Tom Carper

Dear Amtrak employees,

I am extremely pleased to inform you that the board of directors has unanimously agreed to retain President and CEO Joe Boardman through 2013.

Since he was tapped for the job in November of 2008, Joe has been a strong and visible leader dedicated to providing Amtrak the vision and stability needed to guide the railroad into this new era of passenger rail.

Joe's focus on a safer, greener and healthier Amtrak will enhance safety, improve the reliability of our services, reduce trip times and increase speeds, yield targeted and effective infrastructure investments, and ensure the delivery of quality customer service. And as we near the end of the fiscal year, it appears we will rival our all-time-high ridership and ticket revenue record from FY 2008.

With the implementation of Safe-2-Safer, he has dedicated himself to creating a safer and more collaborative working environment. His sincere desire to build a culture of accountability and ownership is evident in his own words and deeds.

Through Joe's leadership, we announced last week the purchase of 130 new single-level cars for long-distance service, the first step in making a long-term fleet plan that was issued in February a reality.

Joe is also strengthening our relationships with state, commuter and other partners to add frequencies to current routes and develop service in new markets. In addition, he is setting the stage for Amtrak to be a competitive force as we expand our role in new

markets as America's only high-speed rail operator.

In addition, Joe takes an active interest in the Amtrak workforce, visiting facilities and meeting many of you. He is a part of the Amtrak family and is committed to building and strengthening relationships, from states to labor organizations.

As you may know, this month we welcomed three new members — Anthony Coscia, Bert DiClemente and Jeffrey Moreland — to the board. We were all proud to make giving Joe a strong vote of confidence one of this new board's first decisions.

On behalf of the entire board, I thank Joe for his commitment and service to Amtrak and look forward to working with him in the coming years.

Sincerely,



Tom Carper
Chairman, Board of Directors



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June 17, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Last week, I told you that I would update you on our negotiations with Virginia Railway Express to continue to provide Train and Engine crews and operate the commuter service for an additional two-week period. Despite an unexpected announcement issued by VRE last Thursday that an agreement had been reached, we were still in negotiations at the time.

Since then, the negotiations have completed and yesterday Amtrak signed an agreement to continue operating both VRE lines through July 9, a two-week extension of the existing agreement.

VRE requested the extension because of the new service provider's inability to assume operations as scheduled on June 28, and our priority is the continuity of service to the VRE passengers during this transition.

I thank our VRE-assigned crews for their dedication and know that they will continue to deliver the professional and outstanding service for which they are known.

Sincerely,



Joe Boardman
President and CEO



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June 24, 2010 • Page 1 of 1

Bill Duggan Named to New Position of Transportation General Manager-West

Railroad industry veteran Bill Duggan will become the Transportation department's general manager-west effective July 12, and will report to Vice President, Transportation, Richard Phelps. Duggan was most recently vice president and general manager of rail operations for New Jersey Transit.

Prior to joining New Jersey Transit in 2002, Duggan was vice president of operations and customer service for Amtrak's West Region when the company was organized by strategic business units.

"Bill knows our stakeholders and partners in the West and has a wealth of experience in commuter operations. He's the perfect candidate to maintain our strategic partnerships and manage the general superintendents in the Southwest, Pacific and Pacific Northwest Divisions," said Phelps. "But just as importantly, he has the open, honest and collaborative leadership style that we're trying to build in all our managers through Safe-2-Safer in order to transform our culture."

Duggan will be based in Oakland, Calif., and will work closely with Chris Jagodzinski, who was hired as the general manager-east in February.

The general manager positions were created to streamline the Transportation department's senior management structure and allow the vice president to focus more attention on high level policy and management issues.

Phelps also noted that Safe-2-Safer is now beginning in western divisions and one of Duggan's priorities will be to help implement the management training and peer-to-peer observations known as the Behavior Accident Prevention Process, or BAPP.

Duggan started his railroad career with Penn Central in 1973. He joined Amtrak in 1974 and was promoted to various leadership positions in station operations and passenger services in numerous locations including Washington, D.C., Oakland, Seattle, Boston and Chicago.



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June 25, 2010 • Page 1 of 1

Labor Contracts with ASWC and ATDA Ratified

Tentative labor contracts with the Amtrak Service Workers Council (ASWC) and American Train Dispatchers Association (ATDA) were ratified last week by each union's membership and new wage increases included in the agreements will go into effect July 1. Terms of the five-year settlements are patterned after those already reached with other labor organizations.

The new contracts cover On-Board Service employees along with Train Dispatchers and Power Directors.

With the addition of ASWC and ATDA, Amtrak now has new agreements in place covering nearly 7,500 employees.



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June 28, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

As many of you know all too well, we are currently experiencing a rash of engine problems — particularly with the electric locomotives on the Northeast Corridor — that is seriously affecting the quality of our service.

The combination of high temperatures and the fact that our locomotives are old and hard-run is resulting in mechanical failures. But saying that this is what happens to aging engines when it's hot is not an acceptable answer. We simply cannot afford any level of complacency on this.

To that end, we have increased the number of mechanical technicians riding Northeast Corridor trains to minimize customer disruptions when equipment failures do occur. Who rides when and where is the result of a daily evaluation based on weather conditions, locomotive type, history and other operational conditions.

To help address the restoration of Head End Power when an engine loses motive power, the Mechanical department is beginning to replace the current mechanical output contactor — the mechanism that can restore HEP to the cars after the main circuit breaker trips — with an electric one on HHP-8 and AEM-7 AC locomotives. This replacement will make it a lot easier to reset HEP and to restore it more quickly, and installation is expected to be completed on the electric fleet by the end of the calendar year.

Modeled after a Mechanical Reliability Bad Actor team for the diesel engines in Chicago, we've established another team for electric locomotives in

Washington to identify the root causes of failures for engines that are chronically breaking down. The team in Chicago has processed more than 40 units with over 7,000 days reported defect-free, so I am hopeful that we'll have similar success on the NEC.

On July 14, we will be expanding Maintenance Events Analysis Program training to Ivy City for some mechanical technicians. MEAP is a relatively new program that provides real-time fault monitoring for our electric locomotive fleet, so that each facility can better diagnose and troubleshoot en-route problems.

In addition, about two weeks ago Engineering's Electric Traction group installed recording volt meters at the Union substation to monitor the voltage for irregularities that would result in a service disruption or mechanical issue. None have been detected, but they will continue to closely monitor the voltage until the number of failures is reduced.

While the recent wave of engine failures is taking place on the Northeast Corridor, we've recently dispatched technical expertise from Chicago to the Southern and Mid-Atlantic divisions to see how we can better support the diesel fleet. In addition, the diesel Process Focus Team is renewing its efforts to address issues with the propulsion system, the largest contributing factor to diesel engine failure.

I know these failures take a toll on our on-board crews. I know that our mechanical forces work hard to maintain equipment that is way past its prime. This is not about pointing fingers, it's about knowing that we CAN do better



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June 29, 2010 • Page 2 of 2

and putting our minds together to make things right.

I have communicated to Congress the urgency of replacing our aging fleet and the situation we're facing today is dire. So we are moving forward with the purchase of new equipment and we expect to procure between 20 and 60 electric locomotives in the near future. But please keep in mind that even as we press forward on buying new equipment, we won't take delivery for another two to three years.

We're taking steps to address the mechanical issues that are affecting our service. To our front line employees, I thank you for your dedication. I know it can be challenging when the equipment is failing — it's in the tough times that it's extremely important to maintain our professionalism.

I thank you for working hard to do that and want you to know that we're taking steps to provide you and our passengers with healthier equipment.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

June 29, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I know you've been hearing a lot from me about our MARC service lately, but I want to keep you in the loop. Whether you're in Seattle, New Orleans or Jacksonville, I want you to know what's going on and how this relates to how we work as a company.

Last night, MARC Train 538 failed to make a scheduled stop at the Odenton, Md., station, stopping about three car lengths past the station. Because of the presence of another train down the track, the train could not be backed into the station. Instead, it proceeded to the next stop, BWI, where passengers were transferred to an *Acela Express* train that made a special stop (it normally doesn't stop there) to take these inconvenienced passengers back to Odenton.

The Maryland Transit Administration Administrator, Amtrak senior managers and I were at the Odenton station this morning apologizing to the passengers who were affected by the 30-minute delay last night. Some of those passengers told me that they were satisfied with our response and that we had made swift arrangements to get them back to their destination. Don't get me wrong, there were plenty of unhappy customers, and I don't blame them.

The Maryland Secretary of Transportation — who was aboard Train 538 last night — delivered a message to MARC passengers this afternoon and I understand her frustration.

Missing the station is certainly a mistake, the incident is under review, and we are accountable for it. However,

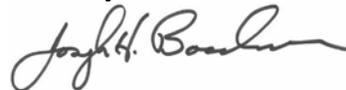
what also happened last night was service recovery done right. Why is this important? It's important because we put the passengers first.

This is not a good situation by any means. What I want you to know — regardless of where you work — is that we have taken ownership of our failures and mistakes, we are investigating them and we are going to fix what is broken. We don't make excuses and don't point fingers; we own our mistakes as much as we own our successes.

We transport people. I know the equipment, on-time performance, and other issues are very important. But people come first and they should always come first when we are making operational decisions — especially in service recovery scenarios.

To the many of you who do put our passengers first — thank you for your dedication.

Sincerely,



Joe Boardman
President and CEO



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June 29, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

As many of you know all too well, we are currently experiencing a rash of engine problems — particularly with the electric locomotives on the Northeast Corridor — that is seriously affecting the quality of our service.

The combination of high temperatures and the fact that our locomotives are old and hard-run is resulting in mechanical failures. But saying that this is what happens to aging engines when it's hot is not an acceptable answer. We simply cannot afford any level of complacency on this.

To that end, we have increased the number of mechanical technicians riding Northeast Corridor trains to minimize customer disruptions when equipment failures do occur. Who rides when and where is the result of a daily evaluation based on weather conditions, locomotive type, history and other operational conditions.

To help address the restoration of Head End Power when an engine loses motive power, the Mechanical department is beginning to replace the current mechanical output contactor — the mechanism that can restore HEP to the cars after the main circuit breaker trips — with an electric one on HHP-8 and AEM-7 AC locomotives. This replacement will make it a lot easier to reset HEP and to restore it more quickly, and installation is expected to be completed on the electric fleet by the end of the calendar year.

Modeled after a Mechanical Reliability Bad Actor team for the diesel engines in Chicago, we've established another team for electric locomotives in

Washington (as part of the current electric Process Focus Team) to identify the root causes of failures for engines that are chronically breaking down. The team in Chicago has processed more than 40 units with over 7,000 days reported defect-free, so I am hopeful that we'll have similar success on the NEC.

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June 29, 2010 • Page 2 of 2

This is not about pointing fingers, it's about knowing that we CAN do better and putting our minds together to make things right.

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I thank you for working hard to do that and want you to know that we're taking steps to provide you and our passengers with healthier equipment.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

March 19, 2010 • Page 1 of 1

Alleman to Fill New Senior Engineering Position

Steve Alleman, formerly the general superintendent of the Mid-Atlantic Division, has been named to the newly created position of deputy chief engineer-special projects.

In this Philadelphia-based role, he will report to Chief Engineer Frank Vacca and manage the implementation of the department's major special projects such as the expansion of Positive Train Control on the Northeast Corridor (NEC) and the Michigan Line, construction related to compliance with the Americans with Disabilities Act and overseeing the NEC Environmental Impact Assessment process.

According to Chief Operating Officer William Crosbie, the position was created to meet the increasing volume of work for the Engineering department thanks to additional capital funding from the Recovery Act and infrastructure projects required in other federal legislation.

“We need a proven leader with the ability to manage these major projects on-time and on-budget,” said Crosbie. “But just as important, we want someone who demonstrates safety leadership, is able to work collaboratively and is committed to being a teacher and mentor to employees under his or her supervision. Steve is that person.”

Prior to becoming general superintendent in 2008, Alleman served as deputy chief engineer for the Fire & Life Safety Program. He originally joined Amtrak in 1977 as a trackman and has worked in a variety of roles in the Transportation and Engineering departments during his career. Alleman holds a bachelor's degree from Virginia Tech.

Mike Sherlock, superintendent of operations, is the acting general superintendent for the Mid-Atlantic Division until a permanent replacement is named.

Please post on bulletin boards and distribute at safety briefings.



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March 23, 2010 • Page 1 of 1

Supplemental Funding Request for Equipment Sent to Congress

*Boardman Testified on FY '11
Budget at House Subcommittee
Hearing*

Amtrak submitted to Congress yesterday a supplemental request to its FY 11 Grant and Legislative Request for \$446 million for the purchase of new equipment.

The \$446 million is in addition to Amtrak's FY '11 request made in February for \$2.1 billion, which is in line with the level recommended in the Passenger Rail Investment and Improvement Act.

President and CEO Joe Boardman focused his testimony today before a House Appropriations Subcommittee on the fleet plan released by Amtrak in February. Boardman noted that the plan "supports the administration's stated intent to develop a domestic rail manufacturing capability, and we do so by projecting long-term large scale procurement streams that will nurture and sustain suppliers."

He added that it will also provide an affordable means for states to add their purchases to our own, with unit cost savings for everyone, especially as the demand for more passenger rail service continues to grow.

In addition, Boardman noted that between 2002 and 2008, Amtrak ridership increased by 32 percent to record-levels and the railroad handled the new passengers without buying a single piece of new equipment.

The \$446 million would set the plan in motion, and fund acquisitions, including 130 single-level long-distance passenger cars and 15 electric locomotives. The procurement process for this equipment was initiated last year.

Citing the equipment's age and the fact that it is the hardest-run in the industry, Boardman stressed the critical need for new equipment.

Boardman's testimony is posted on the intranet under "News" → "Legislative," or on Amtrak.com under "Inside Amtrak."



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March 25, 2010 • Page 1 of 1

Joe Boardman Elevates Police Department to Executive Level

President and CEO Joe Boardman announced that effective today, Amtrak Chief of Police John O'Connor will report directly to him, a move that elevates and gives greater visibility to police and security issues at the executive level.

“It’s important that matters pertaining to the security of our workforce, passengers and assets be given a direct line to the CEO,” said Boardman.

O'Connor oversees all law enforcement and security activities at Amtrak, consisting of Patrol, Special Operations, and Corporate Security divisions.

“Chief O'Connor has built a professional policing organization and ties with local, state and federal agencies to extend the reach of the APD — it's that kind of vision and leadership that he is now applying to counterterrorism polices and strategies,” added Boardman.

Until now, the department resided in Operations under Chief Operating Officer Bill Crosbie.

“Our operating departments will continue to work closely with Chief O'Connor and his department to help safeguard our system,” added Crosbie.

This shift represents another step in the formalization of the consolidation of the Amtrak Police Department and the former Office of Security Strategy and Special Operations.

Please distribute at all safety meetings and post on all employee bulletin boards.



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March 26, 2010 • Page 1 of 1

Amtrak Signs Final Agreement to Operate Metrolink Service

Amtrak today executed a final contract with the Southern California Regional Rail Authority to operate Metrolink trains on all seven lines of the Los Angeles-based commuter rail agency beginning June 26, 2010.

The final agreement provides for an initial four-year operating contract with the potential for two additional three-year extensions. Amtrak will provide the Train and Engine crews — and related management and support staff — required to operate Metrolink trains. The 512 route-mile network covers six counties throughout the Los Angeles region.

SCRRA decided to enter into this contract with Amtrak because of the railroad's unique qualifications and experience in intercity and commuter rail operations, its excellent safety performance, its present operation of intercity trains over four of the seven lines that comprise Metrolink service, and its prior experience as the original operator of Metrolink trains from 1992 to 2005.

“We are pleased to move forward with this board action,” said Metrolink CEO Eric Haley. “The depth of relevant experience and management support Amtrak has for our operation is unique in the passenger rail environment and we look forward to working with them again in this capacity.”

“Amtrak is proud of our safety record and we are dedicated to providing excellent and efficient service to Metrolink and its passengers,” said Amtrak President and CEO Joseph Boardman.

Over the coming weeks and months, Amtrak will work closely with Metrolink, Metrolink's current operator and its employees, and other contractors to ensure a smooth transition.

Please distribute at all safety meetings and post on all employee bulletin boards.



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March 30, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

On Friday, April 30, we will celebrate our second companywide Employee Appreciation Day. We instituted Employee Appreciation Day last year to express our thanks for what you do for the company — it's just one way we can show our commitment to you.

We're making many long-lasting investments to position the company for growth, including investments in our workforce. I am committed to helping make Amtrak a more collaborative and unified company, because each one of us has a role to play in our collective success.

We want Employee Appreciation Day to be meaningful and beneficial to you, so we'll provide information, tools and resources that we hope you'll find useful.

After last year's event, I asked for your feedback about Employee Appreciation Day so we could understand what was valuable to you at the events and how we could improve. Some of you took the time to send your thoughts and we have used your feedback to improve this year's program.

At 46 locations throughout the system, we will host events to recognize our many collective accomplishments over the past year, while providing information and resources to help us become safer, greener and healthier — both personally and professionally.

Specifics will vary by location, but planned activities include personal finance and retirement planning sessions with representatives from Fidelity

Investments; health and wellness screenings from Aetna and United Healthcare; "green" tips from local energy conservation organizations; and safety tips and updates from Safe-2-Safer, Operation RedBlock and Operation Lifesaver. We will also be providing information about the new Employee Information Portal, a new Employee Service Center, and how all employees will soon be able to access the company's intranet from home — all aimed at better serving you.

One of the other things that many of you liked last year was the "Did You Know" booklet that offers company information and discounts to Amtrak employees on services from AT&T, Verizon, Carnival Cruise Lines, PRO-FLOWERS, Hertz, Budget and other companies. We've expanded that resource this year to make it even more valuable.

I plan to visit some of our locations in Florida on April 30 (I'm still working out the schedule), so that I can spend that day with some of you. It is a wonderful opportunity to provide leadership for this company today. From all the members of the Executive Committee, the Board of Directors and from me as your CEO, I hope that you are seeing and understanding a new appreciation for what you do every day and not just during this day dedicated to it. Feel free to ask us questions, voice your concerns or just say hello.

Thank you all for your dedication. Please keep up the great work and, as always, work safely.

Sincerely,

Joe Boardman
President and CEO



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May 12, 2010 • Page 1 of 1

Commer and Sherlock Named General Superintendents

Amtrak has announced the appointments of Jay Commer and Mike Sherlock as general superintendents of the Pacific and Mid-Atlantic divisions, respectively.

Previously, Commer was principal officer, state contracts, and acting superintendent, Caltrain commuter operations. Sherlock was superintendent of operations and acting general superintendent of the Mid-Atlantic Division.

Vice President of Transportation Richard Phelps explained that he and the executive committee are dedicated to promoting employees who have a leadership style based on collaboration, communication and teamwork in order to build a more unified culture within the company.

Additionally, some of Amtrak's largest commuter partners operate in the Mid-Atlantic and Pacific divisions, which influenced the selections.

"Mr. Boardman is devoted to growing our railroad, and a key part of his strategy is expanding our operating partnerships despite increased competition from other companies," said Phelps. "I am confident that both Jay and Mike have the expertise and commitment to provide the best possible service to our state and commuter partners."

Sherlock began his career with Amtrak as a block operator in 1976. He held positions in the Rules department, Crew Management and System Operations prior to joining the Mid-Atlantic Division. He will report to General Manager-East Chris Jagodzinski.

Commer will temporarily report directly to Phelps until a general manager-west is appointed. Commer joined Amtrak in 1986 as a locomotive engineer and has since held a variety of positions including road foreman and general manager of the California Corridor.



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May 12, 2010 • Page 1 of 1

Tentative Agreement Reached with ATDA

Amtrak has reached a tentative agreement on a new labor contract with the American Train Dispatchers Association (ATDA) covering the period of January 1, 2010, through January 1, 2015.

The new contract must be ratified by the union membership and will cover Train Dispatchers, Power Directors and Load Dispatchers on the Northeast Corridor.

In addition to earlier tentative agreements with the International Brotherhood of Electrical Workers (IBEW), International Association of Machinists and Aerospace Workers (IAM), the Joint Council of Carmen, Coach Cleaner and Helpers (JCC) and the Transportation Communications International Union (TCU), Amtrak now has tentative agreements with five of the 14 labor organizations and two joint councils representing Amtrak employees. About 7,300 employees, or 43 percent of Amtrak's unionized labor force, are affected by these agreements.



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May 13, 2010 • Page 1 of 1

Laird Named General Superintendent of the Pacific Northwest Division

Amtrak has announced the appointment of District Superintendent Kurt Laird as general superintendent of the Pacific Northwest Division, effective today.

“This newly created position will strengthen our relationship with Washington and Oregon, states that have been ardent supporters of passenger rail and where there are tremendous opportunities for growth,” said President and CEO Joe Boardman.

This division was not previously under the management of a general superintendent. The creation of this position reflects Amtrak’s commitment to being more responsive to the needs of state and commuter partners, and to the communities Amtrak serves.

Chief Operating Officer William Crosbie cited Laird’s strong relationship with partners, business acumen and a ground-level understanding of good customer service as the qualities that make him best suited for the job.

Laird will oversee all transportation and mechanical operations, including maintenance of the Talgo equipment, the Amtrak *Cascades* service, and Sounder commuter contract.

Laird joined Amtrak in 1977 and has served as the District

Superintendent of the Pacific Northwest District since 2002. He began his railroad career in 1974 as a trackman and then several years as an on-board services crew member. Laird has a Bachelor of Arts degree from Southern Connecticut State College.

Laird will temporarily report directly to Vice President of Transportation Richard Phelps until a general manager-west is appointed.



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May 17, 2010 • Page 1 of 1

Amtrak Reaches Tentative Agreement with ASWC

Amtrak has reached a tentative agreement on a new labor contract with the Amtrak Service Workers Council (ASWC) covering the period of January 1, 2010, through January 1, 2015. The ASWC consists of members of the Transportation Communications International Union, Transport Workers Union and UNITE HERE union.

The new contract must be ratified by the union membership and will cover On-Board Service employees such as service attendants, lead service attendants, train attendants and chefs.

With the addition of ASWC, Amtrak now has tentative agreements in place with six labor organizations and joint councils representing 9,200 employees, or 54 percent of the total unionized labor force.

Tentative agreements have also been reached with the American Train Dispatchers Association (ATDA), International Brotherhood of Electrical Workers (IBEW), International Association of Machinists and Aerospace Workers (IAM), the Joint Council of Carmen, Coach Cleaner and Helpers (JCC) and the Transportation Communications International Union-Clerks (TCU-Clerks).



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May 28, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

On Monday, May 31, we will observe Memorial Day. For more than a century, our nation has honored the men and women who died in the service of their country at the end of May. The holiday was originally known as Decoration Day, and it was so called because communities turned out to decorate the graves that the Revolution, the War of 1812, and the Civil War had left scattered across the American landscape.

The Twentieth Century's wars took Americans farther afield than many of them had ever been or meant to go, and it was not practical for everyone to come out to decorate graves in France, Italy, or the distant Pacific islands. Today those graves are well tended by people who have as much cause as we do to be grateful for their freedom and the sacrifices that won it, and we now know this holiday as Memorial Day.

In recent years, at the request of Congress, people have begun to observe a national "moment of remembrance" on Memorial Day. They stop what they're doing and observe a minute of silence as a way of honoring the people who gave their lives for our country. Amtrak is America's railroad, and we, too, will commemorate Memorial Day.

This year, as on previous years, all of the engines on the system will sound their horns at 3 p.m. local time as a salute to those who died for our country. Over the years, Amtrak employees have served our nation and have gone in harm's way to protect our freedoms and our way of life.

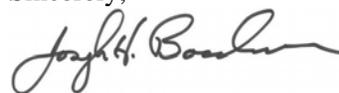
Today I hope you will remember the Amtrak employees who are on active duty with the Reserve or the National Guard and are deployed away from their families and friends.

Memorial Day is customarily regarded as the first day of summer, and it's always an occasion for joy — and after the past winter, I think we can all agree that we're ready for a little summer sun and warmth. I hope those of you who can take the holiday do so, and enjoy the time off. I also hope, however, that if you are away from work that day, you can find a moment to remember the people who gave "their last full measure of devotion" for our country, our people, and our form of government.

For those uniformed crew members who will be working on Memorial Day, Amtrak has authorized the wear of dignified or appropriate lapel pins or badges that commemorate your military service. We wish to encourage wear of service crests, unit badges, and ribbon pins. Wearing of American flag pins or yellow ribbons is likewise appropriate, and everyone who wishes to wear them should feel free to do so.

Amtrak supports our veterans. We are proud of you and grateful for your service, and I hope that everyone can spare a minute or two on Memorial Day to reflect on the sacrifices that secured our freedom, and are preserving it today.

Sincerely,



Joe Boardman
President and CEO



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Nov. 8, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today, we will announce an agreement with French high-speed rail company SNCF and Bechtel Infrastructure Corporation to bid for the contract to design, build, operate, maintain and finance Florida's high-speed rail network between Tampa and Orlando.

The consortium we have formed presents a powerful, full-service team to pursue the high-speed rail contract in Florida.

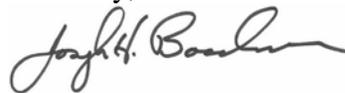
Partnership is central to our future, whether it be with states, freights, or others in the industry. Each partner brings its own brand of experience and knowledge. Bechtel offers demonstrated engineering, construction, and program management expertise; while SNCF has its proven ability to design, operate and maintain high-speed rail systems around the world. As America's high-speed rail provider, we offer a wealth of operational expertise and know-how to the group. Combining SNCF's international experience operating high-speed rail, combined with our own, amplifies what we can offer the citizens of Florida.

What Florida needs is an out-of-the-box high-speed rail system. We believe, along with our partners, that we can deliver that.

As I've mentioned before, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end with the NEC. As you may remember, we recently announced a new High-Speed Rail department, led by Vice President of High Speed Rail Al Engel, to help us advance our ambitions in the high-speed rail arena.

We need to aggressively compete and we need to bring all of the resources to bear to beat out the competition, and with this consortium, we aim to win.

Sincerely,



Joe Boardman
President and CEO



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Nov. 8, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today, we're announcing an agreement with French National Railways (SNCF) and Bechtel Infrastructure Corporation to bid for the contract to design, build, operate, maintain and finance Florida's planned high-speed rail line between Tampa and Orlando.

The consortium we have formed presents a powerful, full-service team to pursue the high-speed rail contract in Florida.

Partnership is central to our future, whether it be with states, freight railroads, or others in the industry. In this case, each partner brings its unique body of experience and knowledge. Bechtel was the leader in a consortium which brought high-speed rail to the UK (HS1). The SNCF launched high-speed rail service (TGV) in Europe on the Paris to Lyon line in 1981, bringing three decades of high-speed rail implementation and operating expertise to the team.

Bechtel offers demonstrated engineering, construction, and program management expertise; while SNCF has its proven ability to design, operate and maintain high-speed rail systems around the world. As America's high-speed rail provider, we offer a wealth of operational expertise and know-how to the group. Combining SNCF's international high-speed rail experience with our own amplifies

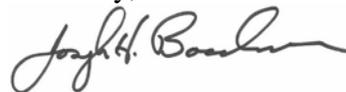
what we can offer the citizens of Florida.

The Florida line is a turn-key project requiring a team that can provide all of the systems needed for a world-class high speed rail operation. We believe, along with our partners, that we can deliver that.

As I've mentioned before, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end with the NEC. As you may remember, we recently announced a new High-Speed Rail department, led by Vice President of High Speed Rail Al Engel, to help us advance our ambitions in the high-speed rail arena.

We need to aggressively compete to secure this leadership position, and by bringing all of our resources to bear, together with our partners in this consortium, we aim to win.

Sincerely,



Joe Boardman
President and CEO



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Nov. 8, 2010 • Page 1 of 1

Message from Joe Boardman

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Each partner brings its own brand of experience and knowledge. Bechtel offers demonstrated engineering, construction, and program management expertise; while SNCF has its proven ability to design, operate and maintain high speed rail systems around the world. As America's high-speed rail provider, we offer a wealth of operational expertise and know-how to the group.

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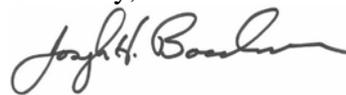
Why not do this on our own? Simply put — we want to win this contract. First, just because we are the only high-speed rail operator in this country doesn't mean that we automatically win the contracts on our own. We need to earn it. Second,

the Florida project is very complex and requires some expertise, like construction, that we just don't offer. Third, I go back to what I said about partners — partnership is a critical element of our ability to grow.

As I've mentioned before, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end with the NEC. As you may remember, we recently announced a new High-Speed Rail department, led by Vice President of High Speed Rail Al Engel, to help us advance our ambitions in the high-speed rail arena.

We need to aggressively compete and we need to bring all of the resources to bear to beat out the competition, and with this consortium, we aim to win.

Sincerely,



Joe Boardman
President and CEO



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Oct. 6, 2010 • Page 1 of 1

Employees Needed to Help Document “A Day in the Life”

Amtrak is producing a commemorative book that will be published next year honoring its 40th anniversary. A very important part of the book will be a chapter devoted to “A Day in the Life” of our company, and employees are asked to help provide photos.

Posters have been distributed across the system with details. Employees who have received the posters are asked to put them up and help spread the word.

“Talk about it with fellow employees — help get other employees interested in being a part of the book so that they can show their friends or families what Amtrak is all about and the great company for which we work,” said Joe McHugh, vice president, Government Affairs and Corporate Communications.

The goal is to have employees play a very large part in the content of the book, especially those who have a talent for photography.

Following are details about the effort:

What: At any hour of the day and night, someone, somewhere is helping keep the Amtrak system running. The goal is to document that in photographs with action shots of employees doing what they do best in order to illustrate “A Day in the Life” of the company for the commemorative book. Photos should feature employees working, and not looking into the camera for a posed photo.

Who: All employees are welcome to participate. Any image that speaks volumes about the dedication, hard work and industriousness of Amtrak employees and their service to its passengers and the nation is ideal.

Where: Photographs can be taken in stations, with passengers, aboard trains, mechanical shops, on engineering project sites, at the contact centers and in offices around the country.

When: Photos must be taken during the week of October 15-22, and should include all shifts. We’d like to get as many employees involved as possible.

Employees whose photo submissions are selected for inclusion in the book will receive photo credit. Submissions must be accompanied by the photographer’s name, phone number and e-mail.

By submitting a photo, employees are indicating that it is their property and that Amtrak has permission to publish it. Employees must be able to secure photo releases from any individuals who are clearly identifiable in a photo they submit (see attached Photo Release Form). Operating employees must still observe all Amtrak and FRA safety and operating rules and regulations relative to the use of electronic devices and cameras on and around trains.

Anyone needing more information or requiring help should contact:

Ann Owens
ATS 777-4404 or 202-906-4404
OwensA@amtrak.com



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Employee Communications

ecom@amtrak.com

special employee advisory

Oct. 7, 2010 • Page 1 of 1

Employees Needed to Help Document “A Day in the Life”

Amtrak is producing a commemorative book that will be published next year honoring its 40th anniversary. A very important part of the book will be a chapter devoted to “A Day in the Life” of our company, and employees are asked to help provide digital photos.

“Talk about it with fellow employees — help get other employees interested in being a part of the book so that they can show their friends or families what Amtrak is all about and the great company for which we work,” said Joe McHugh, vice president, Government Affairs and Corporate Communications.

The goal is to have employees play a very large part in the content of the book, especially those who have a talent for photography.

Following are details about the effort:

What: At any hour of the day and night, someone, somewhere is helping keep the Amtrak system running. The goal is to document that in photographs with action shots of employees doing what they do best in order to illustrate “A Day in the Life” of the company for the commemorative book. Photos should feature employees working, and not looking into the camera for a posed shot. Photos should be no smaller than 300 dpi, and employees may submit more than one shot.

Who: All employees are welcome to participate. Any image that speaks volumes about the dedication, hard work and industriousness of Amtrak employees and their service to its passengers and the nation is ideal.

Where: Photographs can be taken in stations, aboard trains, mechanical shops, on engineering project sites, at the contact centers and in offices around the country.

When: Photos must be taken during the week of Oct. 15-22 and should include all shifts. We’d like to get as many employees involved as possible. All photos must be received by Oct. 27.

How: Digital photos should be submitted to Ann Owens via e-mail (OwensA@amtrak.com) or if the file is too large, you can send a disc to Ann Owens (10 G St, NE, 3E-537, Washington, D.C. 20002).

Employees whose photo submissions are selected for inclusion in the book will receive photo credit. Submissions must be accompanied by the photographer’s name, phone number and e-mail address.

By submitting a photo, employees are indicating that it is their property and that Amtrak has permission to publish it. Employees must be able to secure photo releases from any individuals who are clearly identifiable in any photo they submit (see attached Photo Release Form). Operating employees must observe all Amtrak and FRA safety and operating rules and regulations relative to the use of electronic devices and cameras on and around trains.

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Oct. 21, 2010 • Page 1 of 1

Operations Vice Presidents to Report to CEO

Chief Operating Officer Bill Crosbie will be leaving Amtrak, and the position of chief operating officer will be abolished, effective Oct. 22.

The vice presidents of the operating departments will begin reporting directly to President and CEO Joe Boardman. Just as with other Amtrak vice presidents, they will serve as official members of the company's Executive Committee.

“Bill has made important contributions to Amtrak in the seven years he's been here, and his oversight of the many facets of the operation has supported Amtrak through a period of strong ridership and demand for our services,” said Boardman.



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October 26, 2010 • Page 1 of 1

Labor Contracts with Four Unions Ratified

Tentative labor contracts with the American Railway and Airway Supervisor Association-Mechanical Foreman (ARASA-ME), the American Railway and Airway Supervisor Association-On-Board Services (ARASA-OBS), the International Brotherhood of Electrical Workers (IBEW) and the International Association of Machinist and Aerospace Workers (IAM) were recently ratified by each union's membership.

Terms of the five-year agreements are patterned after those already reached with other labor organizations, including wage increases each July and January, until the beginning of 2015.

The July 1, 2010, wage increase will be retroactive, and union members will receive back pay to account for unpaid earnings to date.

With the addition of these four contract ratifications, 58 percent of Amtrak's unionized workforce is now covered by new five-year labor agreements.



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Oct. 28, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Tomorrow, Amtrak will be announcing the purchase of 70 new electric locomotives for use on the Northeast Corridor (including the *Keystone Service*), the first of which will be delivered in February 2013.

The six-year, \$466 million contract has been awarded to Siemens, and will create 250 jobs at its manufacturing plant in Sacramento, Calif., as well as its other facilities in Norwood, Ohio, and Alpharetta, Ga.

Board Chairman Tom Carper and FRA Administrator Joe Szabo will be at the Sacramento facility tomorrow to describe how the new equipment will expand and modernize our fleet. The new equipment will result in improved reliability and better service to our passengers, helping meet the growing demand for passenger rail. The engines will replace locomotives that are between 20 and 30 years old, which many of you know we run very hard.

This news follows the announcement we made in the summer to buy 130 new long-distance rail cars and is the next step in our fleet renewal plan.

Part of the responsibility of leadership is to ensure that the men and women meeting our mission have the tools they need to do the mission well. Not only does aging and problematic equipment hurt our ability to deliver good service, but I know it also takes a toll on our crews. Expanding and renewing our fleet is not only critical to meeting our nation's transportation needs, but also to creating a safer, greener and healthier Amtrak.

The new locomotives will be equipped with anti-climbing technology and push-back couplers that will help keep the train upright and on the tracks in the event of a collision. In addition, the regenerative braking system in the units will return electricity to the power grid.

As we take delivery of the 70 new locomotives, we will retire 64 older locomotives in our current electric fleet, including 20 DC AEM-7s, 29 AC AEM-7s and 15 HHP-8s. The additional units will be put toward service expansion.

This is an exciting time for our company as we approach our 40-year anniversary. We are making important and lasting changes that will help shape the future of transportation in America. Thank you for all your hard work — let's keep it going.

Sincerely,



Joe Boardman
President and CEO



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September 24, 2010 • Page 1 of 3

2010 PSSA Recipients Announced

Amtrak is pleased to announce the recipients of the 2010 President's Service and Safety Awards (PSSA). The company honors employees and external partners each year who have made exceptional contributions to Amtrak. The following award winners will be honored later this fall at a ceremony in Washington, D.C.

Employees who have completed 30 and 35 years of service in 2010 will also be honored at a series of regional celebrations in Beech Grove, Chicago, Jacksonville, Los Angeles, New York, Oakland, Philadelphia, Providence, Seattle and Washington, D.C.

Achievement

Lyman/Cruz Achievement Team

Jose A. Cruz
Thomas C. Lyman

Hartley/Ott ADA Achievement Team

Duane Hartley
Wayne L. Ott
Annette M. Westall
William R. White IV

Diversity Champion

MARSCC Diversity Team

Ann M. Adams
Eleanor Gravely
Michael W. Greeley
Linda M. Hinds
Milagrosa Martinez
Doris Moon
Frances Pietrzykowski
George Vogel
Kim M. Wright
Donald R. Skinner

Environmental Achievement

Michael S. Lucero

Project Excellence

Amtrak.com Relaunch Technical Team

Stephen J. Alexander
Richard D. Bock
Brian J. Byrne
Deborah Cheng
Emmanuel Cheung
James C. Fichthorn
Rajesh H. Kanginakuduru
Steven Lebo
Robert Ng
Vishnu Palaniswamy
Marilyn A. Peifer
Jose Erwin Pepito
Fernando Rocha
Frederick M. Schuler
Anup Shah

ARRA Reporting Team

Mark R. Donovan
Michael H. Dowd

Police Department Information

Management System Project Team

William R. Bessette
Daniel L. Campbell
Clifford A. Cordani
William J. Foster
Ronald K. Gontkof
Michelle A. Jennings
Felix L. Perez
Brian P. Ravert
Lisa Shahade
Albert R. Winterbottom

PCI-DSS Compliance Team

Ronald R. Baklarz, Jr.
Franklin C. King
Janet R. Langenderfer

Disney Train Team

Donald E. Cushine, Jr.
Teresa C. Hughey
Gail B. Reisman
Michele E. White

William J. Coleman
Walter C. Foura
Mark J. Long, Jr.



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September 24, 2010 • Page 2 of 3

Safety Achievement

MAD Safe-2-Safer Roll Out

Patricia A. Baylor
Deborah D. Benham
Pat Graham

Generation 2 Transfer Bridge Team

Solomon J. Carey, Jr.
Richard P. Gadbois
Phyllis F. Gadson-Boykins
Gregory J. Marzili
Michael F. Pollick
Joseph B. Slaughter
Lawrence M. Tkachenko

Juan J. Bernal

Joseph F. MacDougall

Safety Committee of the Year

Empire Safety Committee

Dave J. Batzold
Michael R. Burns
Kevin M. Chittenden
Thomas D. Connolly
Todd C. Hart
Virginia L. Hunter
Donald S. Muscat
Howard G. Noll
Andrew Pellettieri
James J. Slowey, Jr.
James P. Twyman
Catherine A. Welch

State Partner

Oklahoma Department of Transportation

John Dougherty
Gary Ridley
Joe Kyle

Texas Department of Transportation

William Glavin
Jennifer Moczygemba
Gil Wilson

Rob Eaton (Leavenworth, WA)

Kevin Page (Virginia Department of Rail
and Public Transportation)

Allan Paul (North Carolina Department
of Transportation – Rail Division)

Sustained Excellence

Todd Almilli
Ramish Apanah
Glenda C. Atkinson
Gregory Behun
Gaye Lynn Bekkeund
Bert C. Bertin
Danny W. Best
Richard L. Beynon
Martin M. Bodtmann
Ryan N. Bradshaw
Martina L. Brewbaker
Elijah L. Brown
Rosalyn "Tina" R. Brown
Connie Bundy
Brenda L. Butler
Michael W. Cogdill
Patrick A. Diecidue
Deborah E. Duarte
Thomas P. Favoroso
William W. Ferguson
Marshall A. Fleming
William A. Foehr
Walter C. Foura
William C. Gross
John W. Hammond
David J. Holcomb
Brodie G. Johnson
Hugh S. Krasin
James P. Lewis
Cheryl Linyear
Therese M. Marshall
Richard J. Martinez
Ophelia C. Mayhue
Robin A. McCarthy
Anne E. McGinnis
Scott B. Meek
Michael T. Milburn
Claude H. Mitchell
Roy D. Moyer
Jill R. Moyer
Eve Nacinovich
Irene H. Niewiadomski
Timothy Noel
Christopher N. O'Keefe
Marilyn A. Peifer
Felix L. Perez
Keith A. Pinder



special employee advisory

September 24, 2010 • Page 3 of 3

Sustained Excellence (cont.)

Stephanie H. Pritchard
Marion "Dennis" Rector
Lysa M. Ridley-Jones
Glennis L. Robinson
Diane Sanders
Andy Saucedo
Lisa Shahade
Alfreda Smith
Victoria A. Smith-Davis
Michael S. Sullivan
Nancy Charlene Todaro
Carol W. Todd
George Vogel
David A. Wease
Carla Wright
Brenda S. Yater

**Please distribute at all safety meetings
and post on all employee bulletin
boards.**



special employee advisory

Sept. 28, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

Today, Amtrak released a bold vision of a realistic and attainable next-generation high-speed rail system that could revolutionize transportation, travel patterns and economic development in the Northeast for generations.

With trains operating up to 220 mph (354 kph) on a two-track corridor, we could operate from Washington to New York in 96 minutes and New York to Boston in just 84 minutes, cutting today's trip-times in half. We could offer our passengers at least four hourly high-speed departures in each direction, compared to once per hour today.

As America's Railroad and our country's high-speed rail operator, it is part of our central to our mission to put forth concepts and plans that look beyond what we can operate with what we have today.

Entitled "*A Vision for High-Speed Rail in the Northeast Corridor (NEC)*," the study describes a system that addresses a major national transportation need for generations to come. Given its population, economic densities and demand for intercity travel — which estimates show doubling by 2050 — the Northeast is in need of a next-generation high-speed rail system that will support growth through the next century.

When it's completed in 2040, the new infrastructure would support expected high-speed train ridership of 18 million, but it could accommodate 80 million passengers annually, with a hundred or more frequencies a day in the decades to follow as demand increases.

Building a world-class system of this magnitude would require \$4.7 billion annually, or \$117 billion, over the course of a 25-year construction period. Certainly, this is a significant investment, but with the billions more needed just to maintain the region's overburdened highway and aviation networks, building a new high-speed, high-capacity railroad may be the more cost-effective solution.

You may remember that this summer we developed an NEC Infrastructure Master Plan that examined how the NEC could meet accommodate growth given the railroad we have today. That study predicted that capacity would max out by 2030 — this next-generation high-speed rail system will provide the necessary new capacity to meet growing demand well beyond 2030.

Our vision meets our safer, greener and healthier goals. We could provide fast, safe and secure travel that reduces energy use and emissions while providing comfortable and reliable service to sustainable communities and helping support the national and regional economies. It would help ease highway and airway congestion and foster "greener" travel for millions of Americans.

Construction of the system alone would mean more than 40,000 annual jobs during the 25-year build-out period, and the operation would yield 7,100 new rail operations jobs.

Keep in mind that it's a concept, and represents only one of a wide range of possible network and service configurations that could be developed. But the key here is that we have undertaken an initial in-depth study of what it would take to offer a world-class high-speed system for the future, and the economic viability of such an endeavor.



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September 28, 2010 • Page 2 of 2

If you don't live in the Northeast, the significance of this plan shouldn't mean any less to you. While this is a major undertaking for the NEC, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end with the NEC. We are pursuing high-speed rail corridor development opportunities such as the projects in Florida and California in partnership with states and others in the industry. Last week, I introduced our incoming Vice President of High Speed Rail Al Engel, an industry expert to help us advance our ambitions in the high-speed rail arena.

I hope you're as excited as I am about the prospects of this concept plan and the opportunities before us. Please take the time to take a look at the study — it's posted on Amtrak.com and on the Amtrak intranet — it's an excellent example of kind of thinking we should be doing, and the dynamic and bold Amtrak I know we can be.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

Sept. 28, 2010 • Page 1 of 2

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September 28, 2010 • Page 2 of 2

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special employee advisory

Sept. 28, 2010 • Page 1 of 2

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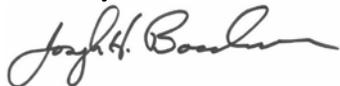
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October 9, 2010 • Page 2 of 2

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Sincerely,



Joe Boardman
President and CEO



News Release



FOR IMMEDIATE RELEASE
October 11, 2010

ATK-10-xxx
Contact: Media Relations
202 906.3860

AMTRAK SETS NEW RIDERSHIP RECORD, THANKS PASSENGERS FOR TAKING THE TRAIN

Strong performance shows demand for passenger rail ~~continues to grow~~ ~~is real and growing~~

WASHINGTON – Amtrak set a new annual ridership record of 28,716,857 passengers for the fiscal year ending September 30 and collected a record \$1.74 billion in ticket revenue.

The strong performance ~~is evidence that the demand shows demand~~ for passenger rail service ~~is rising is real~~ and ~~that more Americans are choosing Amtrak — a greener and more convenient travel mode~~ ~~growing~~.

“We thank every passenger for choosing Amtrak to meet their intercity travel needs,” said President and CEO Joseph Boardman. “More and more people see passenger rail as a way to get to where they need to go, and when our front line employees put them first, it helps to bring passengers back for another trip.”

Boardman added that in addition to passengers, Amtrak’s relationship with other customers such as states and commuter agencies are crucial. “Just as we must earn the loyalty of the customers who ride our trains, we must work to build stronger ties to our state and commuter customers,” he added, noting that Amtrak operates in an ~~increasingly~~ competitive environment.

A year-over-year comparison of FY 2010 to FY 2009 shows total Amtrak ridership grew by 5.7 percent, or about 1.55 million passengers, and all Amtrak business lines experienced growth including the Northeast Corridor (up 4.3 percent), long-distance trains (up 6.6 percent), and state-supported and other short-distance routes (up 6.5 percent.) Over the same period, ticket revenue increased 9 percent, or more than \$140 million.

Factors that ~~have~~ contributed to Amtrak’s success include an improved economic environment allowing for some recovery of business travel along the Northeast Corridor, the increased appeal and popularity of rail travel, effective marketing campaigns, the introduction of Wi-Fi on the high-speed *Acela Express* trains and sustained high gasoline prices.

In addition, continued difficulties with air travel and consumer dissatisfaction with air service are moving passengers from planes to trains particularly along the Northeast Corridor, where Amtrak now enjoys a 65 percent share of the air-rail market between Washington and New York and a 52 percent share of the market between New York and Boston.

Since FY 2000, Amtrak ridership is up nearly 37 percent. To continue this long-term trend, Amtrak is pursuing several initiatives including partnering with states to expand existing services and establish new routes, buying 130 new single-level long-distance passenger cars to modernize its equipment fleet, and beginning the process to expand capacity along the Northeast Corridor to support growing demand. Amtrak is also promoting its vision for a world class next-generation high-speed rail service capable of achieving 220 mph (354 kph).

Furthermore, Amtrak recently completed the first of several comprehensive reviews of its long-distance trains exploring every aspect of operations from on-time performance to on-board services to identify opportunities for improvement. The initial group of [reports](#) analyzed the *Sunset Limited*, *Texas Eagle*, *California Zephyr*, *Cardinal* and *Capitol Limited*.

About Amtrak

As the nation's intercity passenger rail operator, Amtrak connects America in safer, greener and healthier ways. Last fiscal year (FY 2009), the railroad carried 27.2 million passengers, making it the second-best year in the company's history. With 21,000 route miles in 46 states, the District of Columbia and three Canadian provinces, Amtrak operates more than 300 trains each day—at speeds up to 150 mph (241 kph)—to more than 500 destinations. Amtrak also is the partner of choice for state-supported corridor services in 15 states and for several commuter rail agencies. Visit Amtrak.com or call 800-USA-RAIL for schedules, fares and more information.

Ridership and Revenue Charts Attached



Operation Changes: Select Northeast Corridor train schedules have been changed to reduce hold time that had been previously added to accommodate track work. *Keystone* Train 644 will depart Philadelphia five minutes earlier, while *Acela Express* Train 2190 and *Northeast Regional* Train 190 will depart New Haven, Conn., eight and four minutes earlier, respectively.

Marketing and Product Development: Amtrak will be featured in an episode of the TLC hit reality show “*Cake Boss*” on Aug. 16 at 9/8c. To promote the partnership, a fully wrapped *Acela Express* trainset featuring Buddy Valastro, star of the show, will run through August. Keep an eye out for employee contests for “*Cake Boss*” merchandise in the coming weeks.

PSSA: The President’s Service and Safety Awards Committee has announced that it will present all 2010 awards at a single ceremony rather than at multiple regional ceremonies, as in recent years. All PSSA winners and their guests will be invited to Washington, D.C., for a luncheon on Nov. 3. Regional luncheon ceremonies will still be held to honor employees reaching 30 or 35 years of service in 2010. Locations and dates for these events will be released soon.

Did You Know?

New Data Shows Improved Energy Efficiency

The latest edition of the U.S. Department of Energy’s Transportation Energy Data Book shows that Amtrak trains are now even more efficient than auto and airline travel.

According to the latest data, Amtrak is 20 percent more energy efficient than airlines on a per-passenger-mile basis, up from 19 percent in the previous study. Amtrak trains improved to being 30 percent more efficient than automobiles, up from 28 percent.

Amtrak also improved its absolute efficiency, by decreasing BTUs per passenger mile from 2,561 to 2,398.

Board Receives Update on Safe-2-Safer Progress

In conjunction with the program’s one-year anniversary, the Safe-2-Safer leadership team delivered an update to the board of directors at its meeting last week on the progress that has been made thus far, along with the challenges that still need to be overcome.

Safe-2-Safer was designed to be implemented over three years. Now a third of the way through the implementation, all divisions, contact centers and headquarters departments have begun the process of creating a workforce that is unified around safety and security through collaboration and communication.

“I can’t tell you how impressed I’ve been with individuals throughout the company who have taken it upon themselves to champion Safe-2-Safer in their division, shop or office,” said Richard Phelps, vice president, Transportation and Safe-2-Safer executive sponsor. “These folks have an infectious desire to change the way we work together to be safe and secure. They truly believe in Safe-2-Safer and I know we will succeed because of that.”

Since last July, every executive has been meeting regularly with a coach from BST, Amtrak’s partner in Safe-2-Safer. Additionally, more than 1,600 managers and supervisors have started the leadership training program to learn how to communicate more effectively with their teams and create an atmosphere of cooperation.

On the front lines, the Mid-Atlantic, Northeast and Southern Divisions have progressed into the implementation of the Behavioral Accident Prevention Process (BAPP). This process involves local Steering Committees made up entirely of union members working with their peers to reduce risks as much as possible.

“I believe we’re at the tipping point,” said Peter Hall, senior director, Safe-2-Safer. “As people build trust and see that this process not only keeps them safer, but also improves the relationships they have at work, they’ll get on board and we’ll see a real transformation.”

Downeaster Expansion is Underway

Amtrak officials were in Brunswick, Maine, this morning with Gov. John Baldacci, FRA Administrator Joe Szabo and representatives from the Northern New England Passenger Rail Authority for the kick-off of the *Downeaster* Expansion Project.

The project involves upgrading 30 miles of track to extend service north beyond Portland to Freeport and Brunswick. Service studies estimate that the expansion will increase ridership by approximately 36,000 per year upon completion in 2012.

The \$38 million investment is funded primarily with a \$35 million Recovery Act grant, with the balance contributed by the state of Maine. An estimated 200 jobs will be created to support the work.



Operation Changes: Beginning today, select northbound *Acela Express* trains will depart Washington 5-10 minutes earlier and select northbound *Northeast Regional* trains will depart Washington, Baltimore and/or Philadelphia 5-15 minutes earlier. These schedule changes are being made due to the completion of track maintenance.

Benefits: All non-agreement employees who added dependents to their Amtrak benefits plan prior to 2010 will soon receive a dependent verification package requesting documentation, such as a birth certificate or marriage license, that shows dependents are eligible for coverage. Employees that added dependents in 2010 have already complied with this request.

Engineering: Amtrak has reached an agreement with East Lyme, Conn., Selectman Paul Formica, the U.S. Coast Guard, local boaters and marine businesses that allows use of the Niantic River channel while keeping the Niantic River Bridge replacement project on schedule. The agreement permits channel closures on Monday and Tuesday nights through Oct. 15, the traditional end of the summer boating season.

Timetable Distribution Reminder

In advance of the new Fall-Winter System Timetable being distributed in November, station employees wishing to adjust their current allotment of timetables may contact Joe Wenclawiak (wenclawj@amtrak.com) or Keith Bonnacarrere (bonneck@amtrak.com) in the National Marketing group.

Timetable orders made within three weeks of the new version being issued will be held until the new timetable is available in order to keep obsolete products from being distributed to passengers.

Amtrak Gearing Up for 40-Year Anniversary

Amtrak will turn 40 on May 1, 2011, and in addition to celebration plans that are still being made, the company is publishing a commemorative book that will document the story of its first four decades. To make it a true representation of the railroad, employees are invited to submit photos of people, places and equipment for the book.

“We’re really trying to tell the story of Amtrak from every angle and as the saying goes, a picture is worth a thousand words,” said Joe McHugh, vice president, Government Affairs and Corporate Communications. “We’re seeking photos that represent a complete range of time periods, geographies and functions — whether it’s a car shop in the 70s or a call center in the 90s.”

Employees whose photo submissions are selected for inclusion in the book will receive photo credit. By submitting a photo, the employee is indicating that it is their property and that Amtrak has permission to publish it.

Because prints and slides will not be returned, employees are encouraged to have print photos or slides copied into digital form and e-mail their submission. This will also prevent one-of-a-kind items from being lost in the mail. Digital submissions should be 300 dpi (dots per inch) or better.

To submit a digital photo, e-mail it to Alvin.Riddell@amtrak.com. Print photographs and slides (black and white shots are welcome) should be packaged in a flat envelope marked “Do Not Bend” and mailed to:

Amtrak Corporate Communications
Attn: Doug Riddell 4E-328
60 Mass. Ave. NE
Washington, D.C. 20002

All submissions, via e-mail or hard copy, should include a description identifying the year, location and subject(s) in the photo. Amtrak cannot accept responsibility for any photos that are lost or damaged. The deadline for submissions is Aug. 18.

“The book will be called ‘Amtrak: An American Story,’ and we want it to be an enduring contribution to our nation on this important milestone in the company’s life,” said McHugh. “So what better way to tell the story than through the eyes and images of the people who built this railroad.”



Operation Changes: Amtrak *Cascades* service has returned to normal with the early completion of critical bridge maintenance by BNSF Railway. Trains are now operating between Bellingham, Wash., and Vancouver, B.C., ahead of the scheduled completion date of Aug. 18.

Hit Us With Your Best Shot!

This is the last week for employees to submit photos for inclusion in the company’s 40th anniversary commemorative book. Photos of current and former employees at work during each of the four decades in all departments are still needed. Action shots will be favored over posed photos.

Because submissions will not be returned, employees are encouraged to copy print photos or slides into digital form and sent via e-mail. This will also prevent one-of-a-kind items from being lost in the mail. Digital submissions should be 300 dpi (dots per inch) or better.

To submit a digital photo, e-mail it to Alvin.Riddell@amtrak.com. Print photographs and slides should be mailed to:

Amtrak Corporate Communications
60 Mass. Ave. NE 4E-328
Washington, D.C. 20002

All submissions, via e-mail or hard copy, should include a description identifying the year, location and subject(s) in the photo. Submissions must be sent/postmarked no later than Aug. 18, and Amtrak cannot accept responsibility for any photos that are lost or damaged.

APD Receives Award for K-9 Program

At a recent ceremony in Alabama, the Auburn University Canine Detection Research Institute (CDRI) presented the War Eagle Spirit Award to Amtrak Vice President and Chief of Police John O’Connor and Inspector William Parker, manager of the department’s K-9 program.

The award is in recognition of Amtrak’s commitment and contributions to the field of K-9 detection. It is the first such award ever presented by the CDRI, the largest K-9 detection research program in the U.S.

“The Amtrak Police Department [has] a K-9 program that is second to none,” said John Pearce, associate director of the CDRI. “Amtrak’s K-9 detection program quickly became the benchmark for other K-9 programs...[its] innovative deterrence strategies and use of dogs is changing how mass transit K-9 detection operates.”

The APD has had a relationship with Auburn University since 2007. Of the department’s 48 K-9 teams, 34 of them have undergone training at the CDRI.

Watch Amtrak on “Cake Boss” Tonight, Win Prizes This Week

Earlier this year, Amtrak worked with Carlo’s Bakery, featured on the TLC reality show “Cake Boss,” to create a train-themed cake in honor of National Train Day. Tonight, the “Cake Boss” episode featuring the National Train Day cake will premiere. Amtrak is celebrating with all employees by giving away “Cake Boss” prize packs to 20 randomly selected winners of a trivia contest, which is being hosted on the Amtrak intranet.

Tune into “Cake Boss” tonight at 9 p.m. EDT. Then, log in to the Amtrak intranet anytime after 10 a.m. EDT on Tuesday, Aug. 17, to answer a trivia question about the show. The contest will be featured in the “News & Info” section of the intranet and will be open until noon EDT on August 20. Winners of the “Cake Boss” prize package will be selected randomly from all participants that have submitted correct answers. Entrants must be current Amtrak employees or contractors.



Amtrak to Begin Revitalization Project in New York

In addition to a \$15 million safety improvement project and its ongoing efforts to remove graffiti and debris along the Northeast Corridor in New York City, Amtrak has begun a landscape revitalization project in the city to restore trees and shrubs, while also fencing a section of the right-of-way in Woodside, Queens.

The project is the result of extensive cooperation with the local community, U.S. Rep. Joseph Crowley and New York City Councilman Peter Vallone, Jr. Approximately 600 new trees and shrubs will be planted in addition to the installation of 1,350 lineal feet of standard and ornamental fencing.

When completed, the work will help keep debris out of the right-of-way and increase safety by preventing access to tracks. Total cost for the project is estimated at \$460,000.

“Our efforts in Woodside underscore Amtrak’s commitment to be a good neighbor and provide our passengers with a reliable, efficient and safe travel experience,” said Chief Engineer Frank Vacca.

Operation Changes: Due to track work being performed by BNSF Railway, schedules for *Saluki* Trains 390 and 391, and *Illini* Train 392 will be adjusted between Carbondale and Du Quoin, Ill., on Aug. 24-25. Alternate transportation will be provided.

Operation Changes: On Aug. 28, Amtrak *Cascades* Train 513, which normally originates in Vancouver, B.C., will operate between Seattle and Portland only.

We Asked, You Responded!

Amtrak extends a “thank you” to every employee who participated in the recent “Cake Boss” trivia contest, as well as those who have submitted a photo for consideration in the upcoming book to commemorate the company’s 40th anniversary.

Earlier this year, Amtrak worked with Carlo’s Bakery, featured on the TLC reality show “Cake Boss,” to create a train-themed cake in honor of National Train Day. The “Cake Boss” episode featuring the National Train Day cake premiered last Monday. Nearly 600 employees took part in the related trivia contest on the Amtrak intranet last week. The 20 random prize pack winners are being notified this week.

Amtrak has also received more than 250 photo submissions for “Amtrak: An American Story,” which will be published next year to celebrate the company’s first four decades. Final selections are being made and employees who submitted selected photos will be contacted in the coming weeks.

New Medical Director Joins Amtrak

Paul J. McCausland, MD, MPH, recently joined the company as corporate medical director. In this Philadelphia-based role, he provides expert medical guidance to Amtrak by advising departments and programs as needed, while providing input on policy decisions related to medical issues. Dr. McCausland is also responsible for managing the Medical Services staff, which handles all medically-related activities including physical exams, medical surveillance programs and the evaluation of medical documentation.

Dr. McCausland is board certified in family practice and occupational medicine, and he is the immediate past president of the Philadelphia Occupational and Environmental Medical Society. Prior to joining Amtrak, he was medical director for Sunoco’s Northeast Refineries, which include five facilities in four states. In addition to earning his medical degree from the Hahnemann Medical College, he also holds a master’s degree in public health from the Medical College of Wisconsin.



Amtrak Takes Part in National Preparedness Month

As part of its commitment to safety and security, along with its strong relationship with the U.S. Department of Homeland Security, Amtrak is participating in the seventh annual National Preparedness Month throughout September.

National Preparedness Month is sponsored by the DHS through the Federal Emergency Management Agency’s Ready campaign, which aims to inform individuals, families and businesses on how to prepare for an emergency or natural disaster.

Amtrak is hosting a series of events and activities at multiple work locations and stations throughout September. In addition to distributing information to passengers and employees on how families can prepare for an emergency, many of these events will include blood drives.

“Readiness comes in many forms and preparedness is everyone’s responsibility,” said Chief Operating Officer William Crosbie. “Be informed about the risks in your area — both work and home — and take action to be ready before an emergency arises.”

A National Preparedness Month calendar has been produced for Amtrak employees. The calendar offers daily tips on how to increase safety and security at home and at work in the event of a natural disaster or emergency situation. The calendar can be downloaded on the intranet by clicking “National Preparedness Month Calendar” under the “Police” menu on the home page.

For more information, visit www.ready.gov or go to www.fema.gov.

Operation Changes: Beginning on Aug. 30, many *Northeast Regional* and *Acela Express* trains will operate according to an adjusted schedule for up to eight weeks between Boston and New Haven, Conn., due to track upgrades being performed in Rhode Island. Select westbound trains will depart 5-10 minutes earlier and all eastbound train schedules have been adjusted.

Accounts Payable Deadlines are Approaching

With the end of the 2010 fiscal year approaching, it is important that all company purchases and other liabilities incurred this year be accounted for before books are closed.

To meet this accounting requirement and help make Amtrak healthier financially, all employees must submit any unpaid invoices, purchase orders and eTrax requests to Accounts Payable as soon as possible. The table below outlines deadlines and cutoff dates.

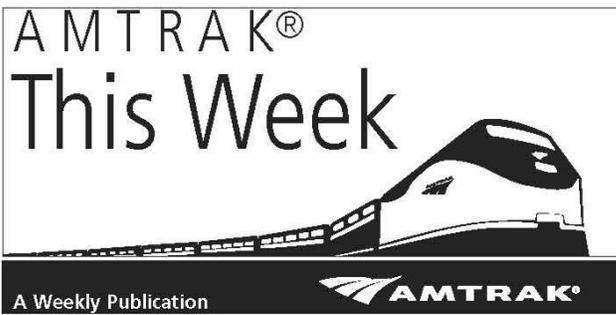
YEAR END A/P CUTOFF SCHEDULE	
Item	Due Date
Deliver invoices to A/P to ensure entry into AAMPS	Sept. 15
PO Receivers (RNV) Accrual	Sept. 30
eTrax Payment Request Accrual	Oct. 11
A/P Invoice Accrual	Oct. 11
Final Day for eTrax eAccrual	3 p.m. Oct. 12
Reversal of all September Accruals	Oct. 20

Midwest Service Added for Labor Day Weekend

As consumers aim to enjoy the last summer holiday of the year, Amtrak is capitalizing on increased demand for travel to Lake Michigan destinations by adding service between Northern Illinois and Western Michigan over Labor Day weekend.

“People want day trip and weekend travel options to beaches along the lake and we’re responding by providing extra early morning and late evening trains between Kalamazoo and Chicago,” said Superintendent, Road Operations Moe Savoy.

From Sept. 2-7, five daily roundtrips will be offered along the route. One-way adult fares will begin at \$21.



Dec. 6, 2010

Acela Express Celebrates Ten Years of High-Speed Service

On Dec. 11, 2000, Amtrak became the first operator of high-speed rail in North America with the launch of *Acela Express* service between Washington and Boston. As Amtrak celebrates the service's 10-year anniversary this week, it thanks its employees for their commitment and passengers for their loyalty, while looking ahead to next-generation high-speed rail.

"This is a major milestone and we should all be very proud," said Al Engel, vice president, High-Speed Rail. "*Acela Express* represents the vision and innovation this company possesses. We need to use this knowledge and expertise to retain our position as the premier high-speed rail provider in the U.S., while expanding and improving service in corridors across the country."

Since the service's inaugural run, significant growth and service improvements have taken place. In FY '10, *Acela Express* accounted for \$440 million in ticket revenue and topped 3.2 million riders. In recent years, passengers have responded to service improvements such as better menu offerings, installation of leather seats and free Wi-Fi. All these accomplishments are even more significant when taking in to consideration the unique challenges of operating on a dense corridor with such heavy train traffic.

The latest data indicates that Amtrak earns 69 percent of the Washington-New York air/rail market and 51 percent between New York and Boston. These numbers are up from 45 and 27 percent, respectively, in 2001. Much of these gains can be credited to *Acela Express* service.

To celebrate the anniversary, Amtrak is offering *Acela Express* First class passengers free cupcakes, while passengers who buy one of the new sandwich offerings will receive a free baseball cap. Promotion of the anniversary is also being driven through special advertisements, e-mails to Amtrak Guest Rewards® members and social media outlets.

Celebrations for employees were hosted at noon today at crew bases in Boston, New Haven, Conn., New York and Philadelphia, as well as the Starlight Room in Washington Union Station.

In September, Amtrak unveiled its vision for the next generation of high-speed service in the Northeast with a conceptual plan for financially viable service that could cut trip times between Washington and Boston in half. Upon its full build-out in 2040, high-speed train ridership would reach 18 million passengers annually.

On Dec. 7, Engel will present the next generation high-speed rail vision at the Seventh Annual World Congress on High-Speed Rail in Beijing.

Commuter Services: The South County Commuter Rail Service begins operating on the Northeast Corridor today between Providence and Warwick, R.I. The access agreement is the result of hard work by numerous employees in the Policy, Law, Engineering and Transportation departments to ensure financial and operational feasibility.

Stations Update: The Wilmington, Del., station reopens today after 18 months of renovation work. Funded by federal stimulus money and DelDOT, the station offers passengers a new HVAC system, new waiting rooms and platforms, and other interior and exterior upgrades.

Marketing: Employees may visit www.RadioCityChristmas.com for a 25 percent discount on tickets to the Radio City Christmas Spectacular featuring The Rockettes in New York. Input "AMTRAK" in the promotional code box upon checkout. Some restrictions apply.

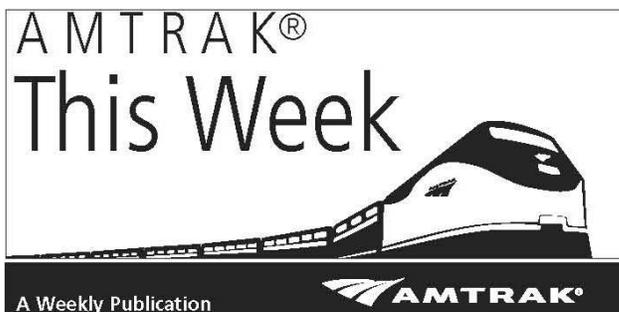
Smart IDs: New employee Smart ID badges are being distributed at locations across the system beginning tomorrow. Dates and times vary by location. The schedule for Dec. 7-17 distribution is now available on the intranet under "Police" → "Smart IDs."

Firearms Carriage Begins Next Week

Amtrak will begin accepting firearms in checked baggage on Dec. 15, as required by federal law. Media outlets across the country have already begun publicizing this major service change.

"Despite all our communications efforts to educate passengers, there may still be some confusion," said Amtrak Police Chief John O'Connor. "It is important employees know the rules and how to handle these situations."

The full policy is available on the "Reservations, Ticketing and Passenger Services Policies" page on the intranet under "Library" → "Policies."



IT: Employees no longer need to speak to an IT Service Desk agent to reset their Windows and Mainframe passwords. A new Voice Trust automated password reset service is now available, which uses “voiceprint” technology to verify identity. Instructions are located on the intranet under “How We Work” → “Service Desk” → “Password Resets.”

Marketing: Special Amtrak travel offer inserts will be placed in 200,000 DVD copies of *Scooby-Doo! Curse of the Lake Monster*, which is being released next month.

Reminder About Safety Reporting

Employees are reminded that all work-related injuries and illnesses, as well as safety and security violations must be reported immediately. Reporting activities are protected under the Federal Rail Safety Act (FRSA) and Amtrak will not tolerate retaliation of any kind against employees who report an incident.

Information on the protections to which you are entitled under the FRSA is attached to this issue of *Amtrak This Week*. Please distribute both flyers at safety briefings and post on bulletin boards for at least 180 days.

APD Mourns Loss of K-9

Amtrak mourns the loss of Ivan, a valued member of the Amtrak Police Department’s K-9 Unit, who passed away on Dec. 8 due to complications from immune mediated hemolytic anemia.

Ivan had served as a vapor wake and certified explosives detection dog with his partner, Officer Naomi Stratton, since joining the APD in May 2008. A memorial service will be held on Dec. 16 in Washington, D.C. As per Patrol Guide Directive 350.019, sworn APD officers are authorized to wear mourning bands for a 15-day period.

Amtrak Begins Carrying Firearms in Checked Baggage

Effective Dec. 15, Amtrak will begin to accept unloaded firearms in checked baggage at stations and on trains that offer checked baggage service and operate within the U.S. The requirement was established in section 159 of the Consolidated Appropriations Act of 2010 (Public Law 111-117), which was enacted by Congress in late 2009. Since that time, Amtrak has devoted considerable resources to provide firearms carriage for passengers while ensuring safety and security for employees and travelers alike.

“This is a major operational change for the company and implementing it was quite a challenge,” said Amtrak Police Chief John O’Connor. “But the innovation and resourcefulness of our employees got the job done on time.”

The total cost of the project was just over \$2 million. To ensure the safe carriage of guns, a total of 135 baggage floats, 145 stations offering checked baggage service and 142 baggage cars received security improvements including storage and signage. Modifications to the reservation system and operating policies were also made. Employee training has been ongoing for several months and passenger communications are in full swing.

“Despite all our communications efforts to educate passengers, there may still be some confusion,” said O’Connor. “It is important employees know the rules and how to handle these situations.”

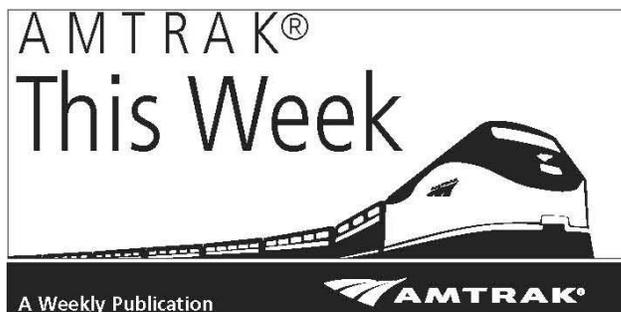
Amtrak stopped the carriage of firearms on trains after the terrorist attacks on Sept. 11, 2001. Further restrictions were made after the attacks on trains in Madrid, Spain.

The full policy and more information is available on the “Reservations, Ticketing and Passenger Services Policies” page on the intranet under “Library” → “Policies.”

Amtrak Featured in National Christmas Tree Display

An Amtrak model train will circle the National Christmas Tree outside the White House this year, thanks to a partnership with the National Park Service, National Park Foundation and the National Christmas Tree Railroad. Tourists from all over the world have visited the National Christmas Tree each year since 1923.

The featured train is a G scale (1:22.5) model and includes two GE Genesis P-42 diesel locomotives and four single-level Amfleet passenger cars, plus a café car. The model represents Amtrak’s Midwest corridor service, as well as the *Northeast Regional* service south of Washington, D.C., where the trains operate using this type of equipment. The National Christmas Tree and model Amtrak train will be on display through Jan. 1.



Message From Joe Boardman

Dear Co-workers,

Just before Thanksgiving, I wrote to you about all the ways in which I think our country, our communities and our company have been blessed. We get to work for a company that serves a need for the greatest nation on earth, at a time when lots of positive changes are taking place.

We're getting new rolling stock and building new facilities. We're putting cutting-edge technology to work for us and for our customers. And we're going to be an instrumental part of bringing truly high-speed rail to the U.S.

Now, as we approach the Christmas and New Year holidays, I want to encourage all of us to spend some time thinking about what we can accomplish in 2011.

With the 24/7 nature of running a railroad, it's very easy to get tied down by that next item on the to-do list. We often become consumed by the short-term and fail to spend any time thinking about a long-term vision for our company. We all have leadership work to do, regardless of rank or job title. Some of the best and most impactful ideas at Amtrak have come from folks in the field who saw a way to improve the way we serve passengers and did something about it.

Next year, which happens to be Amtrak's 40th anniversary, will be one that shapes the future of the company for a long time. We will roll out new systems, like Strategic Asset Management, that will drastically change the way we use information to make decisions. We will offer one of the most advanced e-ticketing systems in the world to our passengers. We will install Wi-Fi on many more of our trains to make traveling with us more enjoyable. And the exciting part is that we will also accomplish many things that haven't even been thought of yet.

So during this holiday season, remember that we are breaking away from our old "survival" mentality. To reach our potential we have to become innovative at all levels of the company, and that means thinking beyond today and tomorrow. What can we do over the next one, two or three years that will have a lasting impact on Amtrak? Let's start 2011 ready to make it happen.

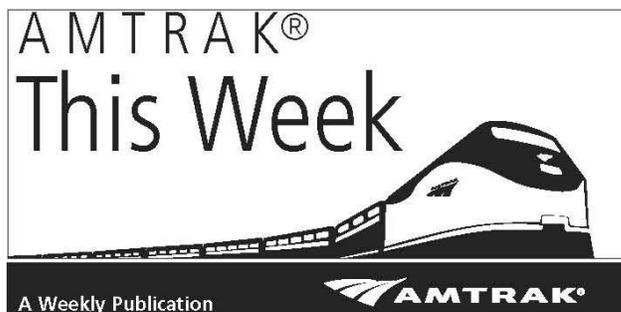
Thank you all for making 2010 such a great year. Let's carry this momentum forward.

Sincerely,

Joe Boardman
President and CEO

Operations Update: In response to growing demand, *Northeast Regional* trains are now making weekend stops in Newark, Del., near the University of Delaware. Southbound Train 133 will stop in Newark on Fridays at 3:05 p.m., while northbound Train 182 will stop on Saturdays and Sundays at 8:43 p.m.

Labor Update: The second general wage increase of 1.5 percent will take effect on Jan. 1 for Amtrak employees covered by new labor agreements. This wage increase applies to approximately 58 percent of agreement-covered workers.



Message From Joe Boardman

Dear Co-workers,

Sometimes I wonder if there is a better way to address you than “Dear Co-workers.” It’s an effort to communicate that we should all treat each other with the same level of respect regardless of one’s role in the company. I absolutely believe that every job well done deserves respect no matter what job you do, or what rank you hold at Amtrak. So we are “co-workers,” and I will stay with it, but please know when you read it that it comes with a high value for you and for what you do for our customers, our nation and for each other.

I’d like to wish you a Merry Christmas or Happy Holidays, depending on your personal beliefs. All beliefs are welcome here at Amtrak, along with how you wish to live your life. It is one of the greatest gifts we have for living in this nation, and we need to guard those rights for ourselves and for others who may not think the same way we do.

This season fills many of us with joy as we watch our children and grandchildren as they receive gifts or attend concerts or even play in the snow. Wouldn’t it be wonderful if we could feel that same way each time we see someone new experience a ride on our train?

I believe most of us want that kind of feeling to come from what we do. We might not articulate it just that way, but in fact, we want to enjoy coming to work everyday and we want a sense of purpose. I hope that while we might call ourselves “co-workers,” we can also consider each other — and our customers — as friends.

I think that feeling exists at many places in this company, which in part is why we had such a great year. Ridership and revenue are at record levels. The number of you that I have met and thanked is at a record level too. It bothers me that I can’t remember every name, but I am thankful to have had the opportunity to be here at Amtrak as one of your co-workers. I hope you feel that I treat you like a friend when we talk.

As a company we have lots of plans for the next year such as Wi-Fi on more services, our 40th anniversary celebration and new e-Ticketing systems — stuff that will help us all do our jobs better and improve our future as a company. Let’s make 2011 even better than 2010.

Thank you for what you do.

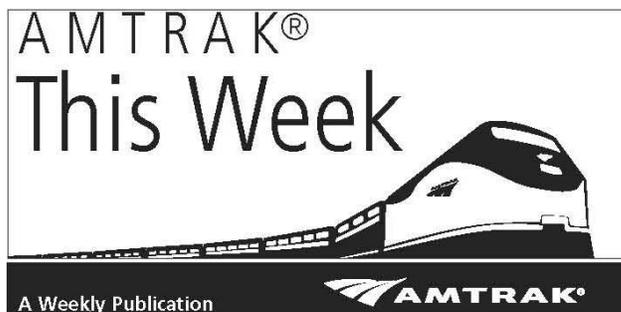
Joe Boardman
President and CEO

Government Affairs: On Dec. 21, Congress passed a continuing resolution (CR) that extends federal funding for Amtrak in the absence of an annual appropriations bill. The CR extends funding for Amtrak through March 4 at a prorated annual amount of \$1.5 billion.

Operations Update: In response to growing demand, *Northeast Regional* trains are now making weekend stops in Newark, Del., near the University of Delaware. Southbound Train 133 will stop in Newark on Fridays at 3:05 p.m., while northbound Train 182 will stop on Saturdays and Sundays at 8:43 p.m.

Labor Update: The second of 10 general wage increases over a five-year period will take effect on Jan. 1 for Amtrak employees covered by new labor agreements. This 1.5 percent wage increase applies to approximately 58 percent of agreement-covered workers whose unions have settled with Amtrak.

Benefits: The monthly limit of \$230 for pre-tax mass transit payroll deductions has been extended through 2011 as part of legislation signed by President Obama last week. Previously, the limit was scheduled to be reduced to \$120. The Amtrak benefits system will be updated accordingly. Employees should check their mass transit benefit elections by calling 1-800-481-4887 or logging on to www.AmtrakBenefits.com.



New Business Meetings Policy is Now in Effect

A new corporate policy for business meetings held off Amtrak property took effect on Dec. 20. The Business Meetings (Off Site) Policy defines responsibilities, Procurement controls and procedures for departments to appropriately plan and pay for small and large meeting requirements and expenses when holding meetings at off-site locations.

All meetings are to be held on Amtrak property when meeting space is available. When meetings must be held off-site, departmental meeting planners should work with Procurement, Amtrak's eTravel service provider and the Amtrak Business Travel Office to identify potential meeting sites and to ensure utilization of the proper Procurement processes.

For details, refer to the complete Business Meetings (Off Site) Policy (P/I 8.39.0) on the intranet under "Library" → "Policies" → "Amtrak Policy and Instruction Manual" → "Finance."

2011 Holiday Schedule

Holidays observed at Amtrak vary depending on an employee's status. Holidays for agreement-covered workers are defined by each union's labor agreement, which may also include personal holidays. Each agreement can be found on the intranet under "Employees" → "Labor Agreements."

Holidays for non-agreement employees in 2011 are as follows:

<u>Holiday</u>	<u>Day Observed</u>
New Year's Day	Sat., Jan. 1*
Martin Luther King, Jr. Day	Mon., Jan. 17
President's Day	Mon., Feb. 21
Memorial Day	Mon., May 30
Independence Day	Mon., July 4
Labor Day	Mon., Sept. 5
Veteran's Day	Fri., Nov. 11
Thanksgiving Day	Thurs., Nov. 24
Christmas Day	Mon., Dec. 26

* Since New Year's Day falls on a Saturday, non-agreement employees hired prior to 2011 are granted an additional personal day and are therefore entitled to three personal days in 2011.

For further information regarding holidays and personal days, please refer to the [Amtrak Policy and Instruction Manual](#), on the intranet under "Library" → "Policies."

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from 50 cents to 51 cents, effective for mileage expenses incurred on or after Jan. 1, 2011.

Finance: Employees are reminded that any time they are seeking to obtain project funding from grants, they should refer to the Amtrak Policy and Instruction Manual, section 8.14.0, for guidance. Any employee with a potential grant opportunity or pending grant submission should contact Beverly Thorpe, senior director, Grants Administration at 202-906-2218 or beverly.thorpe@amtrak.com.

Human Resources: Employees who have moved in the past year should be sure to update their mailing address in the Employee Information Portal. Addresses should be changed by Jan. 10 in order for W-2 tax forms to be mailed to the correct address. Log on to the intranet and click "Employees" → "Employee Information Portal."

Payroll: Employees are encouraged to review their W-4 Employee Withholding Allowance Certificate. Any status change requires a new W-4 be submitted to Payroll. Employees who wish to claim exempt status for 2011 must also submit a new form by Feb. 15.



Safety Policy Update: The Amtrak Safety Policy has been updated to include Safe-2-Safer risk-reduction principles in the job planning guidelines. The new policy can be found in the Operations section of the Amtrak Policy and Instruction Manual posted on the intranet under “Library” → “Policies.”

Travel Policy Update: The meal reimbursement section of the Travel Policy and Reimbursement Business Travel Policy has been revised. Employees must now input actual meal costs on their Expense Report e-form. Any meal over \$10 requires a receipt and total meal expenses may not exceed \$55 per day. The current daily meal and hotel maximum rates, which are subject to change, are posted on the intranet under “How We Work” → “Management Employee Business Travel.” The full policy is posted the Intranet at “Library” → “Policies” → “Finance.”

Transportation: Many disability groups are hosting conferences and events this summer and Amtrak expects many attendees to travel by train. Details on dates and locations were distributed last week in OSA 10-32. Employees should refer to Focus On 10-04 for reminders on how to best assist passengers with disabilities.

Marketing and Product Development: Amtrak is teaming up with the movie *Cats & Dogs: The Revenge of Kitty Galore* to offer a chance to win a grand prize trip for four to anywhere Amtrak travels. The sweepstakes runs until July 31. To learn more, visit www.catsanddogsmovie.com.

Heat Wave Continues in the Northeast

An early-summer heat wave will continue through the rest of this week in the Northeast, as temperatures in many areas are expected to reach record-breaking highs. Employees in the region should act quickly if they recognize heat stress symptoms such as heat exhaustion and heat stroke in themselves, co-workers or passengers.

Symptoms of heat exhaustion include headaches, dizziness or lightheadedness; weakness and moist skin; irritability or confusion; and upset stomach or vomiting. People suffering from heat stroke will have dry, hot skin with no sweating; become confused or lose consciousness; and suffer convulsions.

To prevent heat stress, try to block out direct sun; use cooling fans or air conditioning where possible; drink plenty of water (about 1 cup every 15 minutes); wear light-colored, loose-fitting clothes; and avoid caffeine. If you observe someone who appears to be suffering from heat stress, call 911 or Amtrak Police Department (1-800-331-0008). Move the person to a cool, shaded area and loosen or remove heavy clothing. Provide the person with cool drinking water, and fan and mist the person with water.

Supervisors of employees who work outside should be familiar with symptoms of heat stress and make sure that drinking water is made available to them.

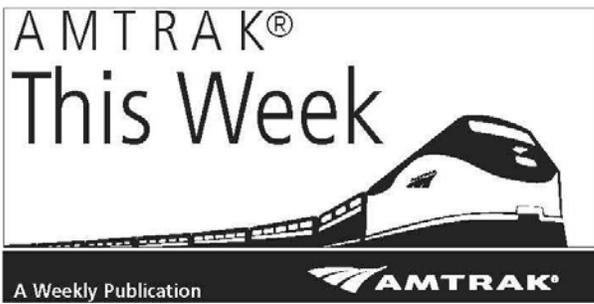
“Remember to follow the principles of Safe-2-Safer — look out for one another and reinforce safe behaviors,” said President and CEO Joe Boardman. Because heat can cause confusion, employees are reminded to pay close attention to the task at hand. “Stay hydrated and take a break if you need to,” he added.

On the Operations front, protect locomotives are stationed along the Northeast Corridor and crews are positioned to step in when needed, while mechanical technicians will be riding trains that may be problematic.

Should a train lose head-end power, employees should put the passengers first. Conductors should be in regular communication with CNOC to monitor on-board conditions, help assess passengers’ special needs and formulate appropriate responses. Crews are reminded to make frequent announcements aboard a disabled train, even if the information remains the same. Additional water and other beverages are being stored aboard trains and Amtrak Police Department patrol vehicles are being stocked with water to bring to the disabled train. In the event that it becomes necessary to transfer passengers to another train, no train capable of accepting additional passengers is to pass the disabled train.

In addition, crews and station personnel should watch for symptoms of heat stress in passengers aboard trains and in stations. Loads are heavy this holiday week, and passengers rushing for trains and carrying heavy luggage can become overheated easily.

More information about working in hot conditions and heat stress is available on the Intranet under “Safety.”



Amtrak Partners with DHS to Promote Rail Security

Stations Update: Amtrak Chairman of the Board Tom Carper will attend a groundbreaking ceremony for a new, state-funded Pontiac, Mich., station on July 16. The modern and energy-efficient multi-modal facility will serve Amtrak's *Wolverine* service in addition to Greyhound buses, replacing the existing trailer and unsheltered platform currently being used.

Operations Update: Effective July 12 through late August, many *Keystone Service* schedules will change between Harrisburg and Philadelphia, due to track improvements being performed along the route. Most eastbound trains will depart earlier, and westbound trains will depart later.

Amtrak Police Department: On July 15, the APD's San Diego Station Action Team will conduct a "tabletop exercise" with other Amtrak departments, local law enforcement and emergency response organizations as part of Amtrak's Continuity of Operation planning.

Secretary of Homeland Security Janet Napolitano and Amtrak Vice President and Chief of Police John O'Connor recently announced that the Amtrak Police Department will be the first passenger rail police agency to partner with DHS in the launch of the Suspicious Activity Reporting Initiative, along with a number of other federal, state and local law enforcement agencies. This initiative aims to implement a centralized and collaborative process of collecting information about suspicious activities.

"We're establishing a unified approach at all levels of government to gather, document, process, analyze, and most importantly share information about terrorism-related suspicious activities," said O'Connor. "APD is pleased to become a part of this network of law enforcement agencies and we look forward to working closely with federal, state and local authorities."

The announcement was made in New York at a media event on July 1 where Napolitano also announced a nationwide "See Something, Say Something" campaign before departing on a promotional whistle-stop tour with stops in Philadelphia and Washington.

The partnership announcement coincided with a weeklong Operation RAILS SAFE (Regional Alliance Including Local, State and Federal Efforts) exercise. The coordinated effort between APD, NYPD, TSA and other law enforcement agencies involved increased station patrols, additional security aboard trains, K-9 explosive detection sweeps and random passenger baggage screenings. The teams worked together to improve counterterrorism and incident response capabilities.

Similar to Operation RAILS SAFE, an Operation ALERTS (Allied Law Enforcement for Rail and Transit Security) exercise was conducted by APD personnel with Metra and TSA agents in Chicago and parts of Wisconsin and Indiana. This was the first time any such program has been conducted outside the Northeast Corridor.

"We're planning more exercises like this one for the coming months because they help us cast an even wider net of security and make us very visible to the public to let them know we are here for their protection," said O'Connor.



Amtrak Police Department: On July 22, the APD's Chicago Station Action Team will conduct a "tabletop exercise" with other Amtrak departments, local law enforcement and emergency response organizations as part of Amtrak's Continuity of Operation planning.

Marketing and Product Development: Amtrak has launched a "Create Our Contest Contest" on Facebook. The summer-long campaign invites the general public to develop what will become the company's first user-generated contest. Entries must be submitted in essay or video form by August 2. More information is available at www.facebook.com/amtrak.

Sales Distribution: Based on successful testing at the BWI-Thurgood Marshall Airport Station, improved ticket stock will now be distributed throughout the system as new orders are placed. The thinner tickets use nearly 30 percent less paper, reduce production and ticket printer maintenance costs and contain improved counterfeit protection features.

Chicago Hosts Civic Conversation This Week

Amtrak will host its sixth Civic Conversation in Chicago on July 21-22 as part of its Great American Stations Project. The event brings together Midwest community leaders, elected officials and other stakeholders to provide expert guidance on station development.

Special focus will be placed on best practices for renovating existing train stations and building new stations along planned routes between Chicago and cities in Illinois, Iowa and Wisconsin that are made possible by funding from the Recovery Act. Other topics will include real estate issues, compliance with the Americans with Disabilities Act and funding options.

Additional Virginia Service Begins Tomorrow

A new, state-supported *Northeast Regional* roundtrip between Richmond, Va., and Washington, D.C. begins tomorrow, bringing the total number of weekday *Northeast Regional* trains to five.

The new frequency is the second train funded by Virginia. Service between Washington and Lynchburg began last October.

"State partnerships are crucial to expanding the passenger rail network in this country and Virginia is a model example," said Jay McArthur, principal officer, Policy & Development. "This service addition offers Virginians another easy, convenient, green alternative to driving along the I-95 corridor."

The new northbound frequency will operate as Train 174 on Monday-Friday, departing Richmond at 7 a.m. and making stops at Staples Mill, Ashland, Fredericksburg, Quantico, Woodbridge and Alexandria before reaching Washington and continuing to Boston. Train 164 will depart on Saturdays and Sundays at 6:35 a.m. The new Monday-Friday southbound frequency is an extension of Train 125 that will depart Washington at 3:55 p.m. On Saturdays, Train 87 will depart at 7 p.m. and on Sundays, Train 157 will depart at 4 p.m.

"With hourly trains in the morning and several afternoon trains to choose from, you can easily plan your business trip and get to work on the train instead of sitting in traffic," added Thelma Drake, director, Virginia Department of Rail and Public Transportation.

To promote the new service, Amtrak Virginia is hosting a drawing for two free roundtrip tickets on *Northeast Regional* service at tonight's Richmond Flying Squirrels minor league baseball game. Fans in attendance can enter to win at the Amtrak Virginia booth inside the stadium. The winner will be announced during the game.

In addition to new service, Virginia has funded equipment rebuilds to increase the equipment pool and added new track capacity and infrastructure to service equipment at the Staples Mill Station.



Amtrak Celebrates ADA Milestone

On July 26, 1990, the Americans with Disabilities Act was signed into law to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” Amtrak celebrates the 20-year anniversary of the ADA and is proud to serve as an important mode of travel for people with disabilities.

Fleet Plan: On July 23, Amtrak announced plans to purchase 130 new single-level rail cars for the long-distance fleet. The five-year, \$298.1 million contract is being awarded to CAF USA, which is creating 575 jobs to perform manufacturing and final assembly work at its plant in Elmira, N.Y. The first car is scheduled to roll off the assembly line in October 2012.

Amtrak Police Department: On July 30, the APD’s Wilmington (Del.) Station Action Team will conduct a “tabletop exercise” with other Amtrak departments, local law enforcement and emergency response organizations as part of Amtrak’s Continuity of Operation planning.

“Over the course of the last two decades, Amtrak has taken significant steps to make travel on Amtrak more accessible and to enhance service to passengers with special needs,” said Lorraine Green, vice president, Human Resources and Diversity Initiatives.

These special services are designed to make the entire Amtrak experience — from trip planning, to booking, to stations, to equipment, to on-board and station services — accommodating for passengers with disabilities.

Special services include assistance with boarding and detraining, at-seat meals, reading menus to customers with visual disabilities and writing on-board announcements for customers who are deaf or hard of hearing. Additionally, the company has made improvements to Amtrak.com to better serve passengers with visual impairments or who are color-blind. All of Amtrak’s trains meet or exceed the ADA requirements for accessible seating and all Quik-Trak ticket kiosks are fully compliant with ADA requirements.

“In addition to what we already have in place, we’re continually making improvements to better serve all of our customers,” said Chief Operating Officer William Crosbie.

Crosbie explained that new passenger information display systems (PIDS) are being piloted in stations as part of a capital program aimed at improving communication of important information to all customers, including those with hearing and visual disabilities. The company is also taking steps to expand the presence of wheelchair lifts while replacing those that are aging and obsolete. And as Amtrak acquires new equipment over the next 20 years, every new rail car will have improved accessibility.

However, for all the progress Amtrak has made, there are still challenges that must be overcome. Upgrading stations and making them fully accessible is a challenge that requires significant, dedicated funding and, in many cases, complex access and other agreements. Amtrak is conducting a capital improvement program to bring all designated stations up to the necessary standards.

Amtrak is also in the process of hiring an ADA program director who will be responsible for coordinating ADA work, as well as a manager of Disability Outreach in the Government Affairs department. These new staff members will augment Amtrak’s existing personnel in departments across the company who are dedicated to ensuring station and on-board accessibility.



Operations: A Health and Safety Fair will be held for Operations employees at the Providence Maintenance of Way Base on June 29 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

Environmental Health and Safety: Amtrak has expanded its sponsorship of the Student Conservation Association to cover projects in nine cities across the country. The SCA provides environmental education and green jobs training. Reduced-cost travel will be provided to students as they complete projects related to trail and habitat restoration, invasive species removal and historical preservation.

Update on NEC Business Travel

All employees are reminded that *Northeast Regional* trains must be used for business travel along the NEC in order to maximize available revenue seats on *Acela Express*. Additionally, travel vouchers for *Acela* service should not be given to contractors or vendors unless their work is directly related to an *Acela Express* project.

“We understand that many employees have to travel frequently along the corridor for business related to SAM, EIM, Safe-2-Safer and other projects, but if employees are using an average of just 15-20 revenue seats on peak *Acela* departures, the lost revenue easily reaches nearly \$1 million per year,” said Emmett Fremaux, vice president, Marketing and Product Development.

Employees are also reminded that no flash-passing is allowed aboard *Acela Express* and that all business travel requires a ticket.

“I’m relying on our conductors to enforce this policy,” said Richard Phelps, vice president, Transportation. “We expect all our employees to have the integrity to do what’s right by our passengers and the company.”

Amtrak Assumes Full Operations for Metrolink Service

All seven lines of the Los Angeles-area Metrolink commuter rail service are now operated by Amtrak. The Southern California Regional Rail Authority selected Amtrak to provide operating service last fall and the two organizations signed a formal contract in March, setting the service transition date for June 26.

Under the terms of the four-year contract, Amtrak will provide Train and Engine crews along with the necessary management and support staff to operate the 512 route-mile network that covers six counties in Southern California. The contract includes two additional three-year extension options. Amtrak previously operated Metrolink from 1992 to 2005.

Expanding its commuter and state-supported operations service is a key cog in the company’s growth strategy. Amtrak will continue to seek new partnership opportunities where it can leverage its expertise in rail operations, safety performance, business support functions and other competitive advantages.

New Board Members Confirmed

Three rail industry veterans who were nominated by President Obama to the Amtrak board of directors were confirmed by the U.S. Senate last week, clearing the final hurdle for them to officially join the board. The only step that remains is for each new member to be sworn in.

Anthony Coscia, Bert DiClemente and Jeff Moreland are expected to join Chairman Tom Carper, Vice Chairman Donna McLean, President and CEO Joe Boardman, FRA Administrator Joe Szabo and Director Nancy Naples in time for the July board meeting.

Coscia is a partner at New York law firm Windels Marx Lane & Mittendorf and has served as chairman of the Board of Commissioners of the Port Authority of New York and New Jersey. DiClemente is vice president at CB Richard Ellis, Inc., the world’s largest real estate company and has 20-years of experience working on Capitol Hill. Moreland has 32-years of railroad experience, and was most recently executive vice president of public affairs at BNSF Railway.

Dear Co-workers,

Sometimes I wonder if there is a better way to address you than “Dear Co-workers.” It’s an effort to communicate that we should all treat each other with the same level of respect regardless of one’s role in the company. I absolutely believe that every job well done deserves respect no matter what job you do, or what rank you hold at Amtrak. So we are “co-workers,” and I will stay with it, but please know when you read it that it comes with a high value for you and for what you do for our customers, our nation and for each other.

I’d like to wish you a Merry Christmas or Happy Holidays, depending on your personal beliefs. All beliefs are welcome here at Amtrak, along with how you wish to live your life. It is one of the greatest gifts we have for living in this nation, and we need to guard those rights for ourselves and for others who may not think the same way we do.

This season fills many of us with joy as we watch our children and grandchildren as they receive gifts or attend concerts or even play in the snow. Wouldn’t it be wonderful if we could feel that same way each time we see someone new experience a ride on our train?

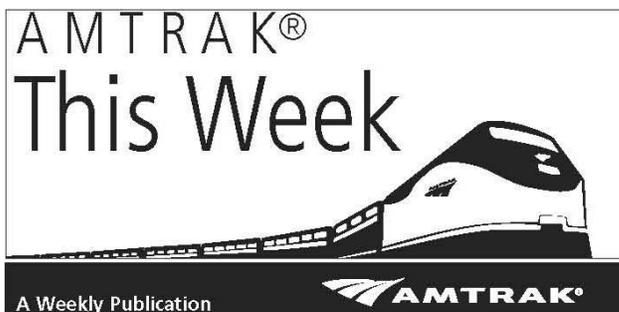
I believe most of us want that kind of feeling to come from what we do. We might not articulate it just that way, but in fact, we want to enjoy coming to work everyday and we want a sense of purpose. I hope that while we might call ourselves “co-workers,” we can also consider each other — and our customers — as friends.

I think that feeling exists at many places in this company, which in part is why we had such a great year. Ridership and revenue are at record levels. The number of you that I have met and thanked is at a record level too. It bothers me that I can’t remember every name, but I am thankful to have had the opportunity to be here at Amtrak as one of your co-workers. I hope you feel that I treat you like a friend when we talk.

As a company we have lots of plans for the next year such as Wi-Fi on more services, our 40th anniversary celebration and new e-Ticketing systems. Stuff that will help us all do our jobs better and improve our future as a company. Let’s make 2011 even better than 2010.

Thank you for what you do.

Joe Boardman



PSSA: Winners of this year's President's Service and Safety Awards, the company's highest honor, will be recognized at a ceremony in Washington, D.C., on Nov. 3.

Daylight Savings Time: Daylight Savings Time ends at 2 a.m. on Sunday, Nov. 7. Station personnel on duty at that time should set clocks back to 1 a.m. Stations that are closed at that time should adjust clocks the night before, prior to closing. Trains en route at 2 a.m. will proceed to the next station and hold there until the adjusted, Standard Time, departure time.

Numerous Flu Shot Clinics This Week

Amtrak is offering employees the opportunity to stay healthier this fall and winter by hosting free flu shot clinics across the country in November and December. The following clinics will be hosted this week:

New York Penn Station	Nov. 2
Rensselaer Mechanical Facility	Nov. 2
New York Division HQ	Nov. 3
North Brunswick (N.J.) M/W Base	Nov. 5
San Diego Station	Nov. 5

For a full schedule and details, log on to the intranet and click "Employees" → "Human Resources-Health Services" and scroll down to the "What's New" section.

Ethical Conduct and Conflict of Interest Forms Due Nov. 22

All non-agreement employees, including support staff and independent contractors hired prior to September 15, 2010, must complete a Certificate of Compliance (NRPC Form 1194) and submit the signed document to Human Resources for the official record. Send completed forms to laurie.barnaby@amtrak.com or fax them to 202-906-3558.

Additionally, all Executive Committee Members and Corporate Officers must also complete a Clayton Antitrust Act Statement (NRPC Form 1195) and mail it to the Vice President of Human Resources at 60 Mass. Ave. NE, 2E-230, Washington, D.C., 20002.

All completed forms are due by November 22. Both the Certificate of Compliance (NRPC Form 1194) and Clayton Antitrust Act Statement (NRPC Form 1195) are available on the Intranet on the "Human Resources" and "Forms" pages.

Kirk Serves as Southern Division Acting General Superintendent

Assistant Superintendent Tom Kirk has been appointed acting general superintendent of the Southern Division, following former General Superintendent Joe Wall's departure from Amtrak on Friday.

Kirk will manage the day-to-day operations in the division until a permanent replacement is selected. During this period, Mid-Atlantic Assistant Superintendent Al Scala will fill in as superintendent of operations for the division.

"Many of the employees in the division already know Tom well, and I ask that they give both him and Al the assistance they need to manage operations and deliver professional service in the Southern Division," said Chris Jagodzinski, general manager-East.

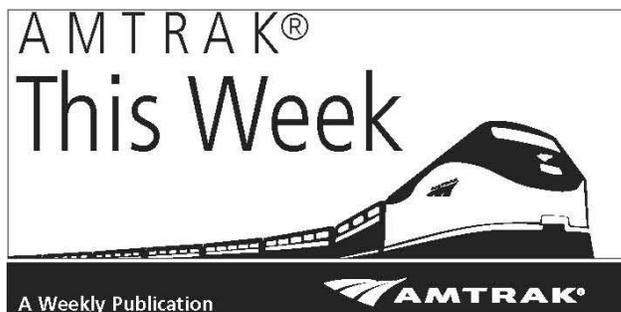
New "Smart ID" Badges Coming Soon

Employees in select locations will be issued new "Smart ID" badges beginning in December, with distribution continuing to all employees through January.

The new employee badges are more technologically advanced than current credentials, allowing the company to integrate them with existing and future systems to better ensure safety and security across Amtrak and its facilities.

Smart ID badges will not replace employee "flash passes" used for train travel. New badges will only replace current employee IDs used for access to buildings, IP Timeclock, TED and SupplyPro. No other systems or processes will be affected.

New badges will be distributed on site throughout the system. During the next few weeks, posters will be put up at each facility with details on when and where employees must pick up their new ID. More details, along with a distribution calendar, will be available on the intranet under "Police" → "Smart IDs."



Operations Update: On Sunday, Nov. 14, track work being performed by BNSF Railway will require the cancellation of several *Pacific Surfliner* trains, while others will operate on modified schedules.

Operations Update: Amtrak *Cascades* trains will operate with Superliner equipment this week as the trainsets normally used for the service undergo extensive exterior cleaning.

Open Enrollment Begins Today

Amtrak has taken significant steps to improve the benefits administration and information provided to employees about their benefits. Employees can take advantage of those efforts beginning today as open enrollment for 2011 benefits runs now through Nov. 19.

When enrolling in 2011 benefits elections, employees will find an improved AmtrakBenefits.com website. In addition to being easier to navigate and providing a great deal of information, the site has new tools and features to help employees select the best benefits for their needs.

Employees can now chat online in real-time with a benefits representative to answer questions and provide assistance. Questions can also be e-mailed directly to a representative through the site.

Employees are reminded that all benefits elections will roll over if no changes are made, except for Health Care and Dependent Care FSA elections. Employees must re-enroll in these programs each year.

For more information, or to make 2011 benefits elections, log on to www.AmtrakBenefits.com or call the Amtrak Benefits Service Center toll-free at 1-800-481-4887.

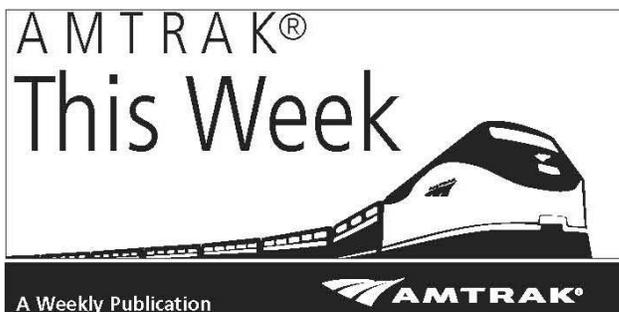
Fall-Winter Timetable Now in Effect

Schedules included in the Fall-Winter Amtrak System Timetable, which includes minor and seasonal operating schedules, go into effect today.

Notable changes include a new stop in Poughkeepsie, N.Y., for *Lake Shore Limited* trains, while the northbound *Silver Star* will now receive passengers at Richmond-Staples Mill, Va., which was previously a discharge-only stop.

Missouri River Runner Trains 311 and 314 now depart 45 minutes earlier to restore an eastbound connection from the *Southwest Chief* in Kansas City.

In the West, Richmond, Calif., is now part of the *California Zephyr* and *Coast Starlight* routes. California's Burbank Airport is another addition to *Coast Starlight* service.



Second Phase of Illinois High-Speed Rail Project Begins Today

After recently announcing record ridership in Illinois in FY '10, the state is set to begin the second phase of track upgrades along the Chicago-St. Louis corridor that will allow for high-speed train service. Under an agreement with the Illinois Department of Transportation, Union Pacific Railroad is installing new concrete ties and track switches along the corridor. Work between Springfield and Lincoln begins today.

Once the entire project is complete, *Lincoln Service* trains could operate at up to 110 mph (177 kph). The work is being completed in part with \$1.1 billion in federal stimulus funds designated for passenger rail corridor improvements. Other uses for Illinois' funds include purchasing new locomotives and passenger cars, additional grade crossing warning devices and safety technology.

Overall, the Midwest received \$3 billion for similar improvements to create the Chicago Hub Network. When completed, the network will connect more than 40 of the largest cities in the Midwest with passenger rail, including 60 daily roundtrips from Chicago. The Illinois Public Interest Research Group projects that the completed network will create 57,000 permanent jobs and support 15,200 new jobs during the 10-year construction period.

During the 2010 fiscal year, the Chicago-St. Louis corridor had the largest ridership increase in the Midwest. Total Amtrak ridership on routes operated in partnership with Illinois was 1.97 million, a seven percent increase from the previous year.

"These record numbers provide us with a glimpse of what is possible with future high-speed rail," said Gov. Pat Quinn. "Illinois will serve as the hub of a Midwest high-speed rail network that will provide travelers with a reliable and efficient travel option while attracting businesses that are demanding a 21st century transportation system."

Green Efforts Honored by TIME Magazine

Amtrak's partnership with the Oklahoma and Texas departments of transportation to test a biodiesel fuel blend to power the *Heartland Flyer* has been named on TIME magazine's list of "The 50 Best Inventions of 2010." The list is published in the Nov. 22 issue of the magazine.

Initial measurements of the biodiesel blend known as B20 (20 percent pure biofuel and 80 percent diesel) show it reduced hydrocarbons and carbon monoxide each by 10 percent, reduced particulates by 15 percent and sulfates by 20 percent.

Other inventions honored include the Apple iPad and a flying car from Terrafugia. To see the full list, visit www.time.com and click the "Best Inventions" link in the upper right corner.

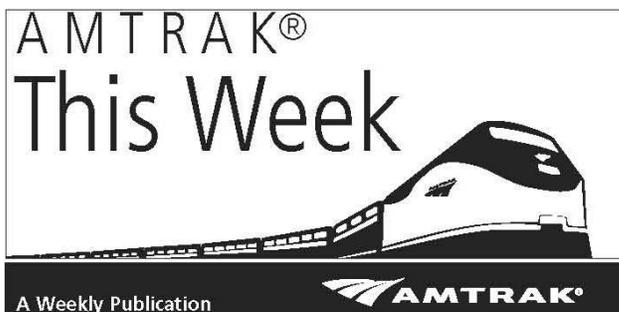
Operations Update: On Nov. 21 and 22, passengers traveling on several *San Joaquin* trains will be provided motorcoach service between Fresno and Merced, Calif., due to BNSF bridge replacement project. Service will not be available at Madera. Additionally, Trains 711 and 717 will operate according to a later schedule.

Health Update: The American Cancer Society is hosting the annual Great American Smokeout this Thursday, Nov. 18. Amtrak is hosting related information sessions on Nov. 16 at Ivy City in Washington, D.C., and in Jacksonville, Fla. The event encourages smokers to quit for at least one day, hoping it will challenge them to quit permanently. According to Amtrak Medical Director Paul McCausland, smoking is the number one avoidable health risk for heart, lung and vascular disease. For more information, visit www.cancer.org.

Open Enrollment Extended to Nov. 23

The open enrollment period for employees to make 2011 benefits elections has been extended to Tuesday, Nov. 23. Employees should go to AmtrakBenefits.com to make 2011 benefit elections. Those who have not done so already will need to log in as a "first time user."

Please note that anyone who needs to update a dependent's social security number must call the Amtrak Benefits Service Center at 800-481-4887.



Message from Joe Boardman

Dear Co-workers,

Early in my life, Christmas was my favorite holiday. I guess it was about the anticipation of the gifts and the drama of surprise around the tree on Christmas morning.

A number of years ago that thrill began to be replaced by an acknowledgement of how fortunate I was — some might even say blessed. It became natural, then, for Thanksgiving to become my new favorite holiday. It's a time to reflect on the bounty with which our nation, our communities and our company are blessed.

I have had the opportunity to know more and more of you, and I sense that many of you may feel the same way, and that you have probably gone through a similar transition over the course of your life.

I had the good fortune to become CEO of this company the day before Thanksgiving two years ago. Since then, so many of the wonderful members of the Amtrak team have worked hard and our dedication has resulted in great progress and many blessings.

Let me count just a few of our blessings:

- Having 200 new long-distance cars and electric locomotives on order.
- A new maintenance facility under construction in Miami.
- A new operation control center under construction in Chicago.
- All-time highs in ridership and ticket revenue in FY '10.
- A work culture that is improving thanks to your participation in Safe-2-Safer.
- Equipment that has been rebuilt even though some thought it could never be done.
- A vision for very high-speed rail in the Northeast.
- A newly rebuilt Wilmington, Del., station.
- Accessibility improvements at numerous stations.
- A very strong, award-winning K-9 team.

Hopefully each of you can add more to this list as you think about what to be thankful for this week. I know that our renewed focus on our customers is another one for which I am thankful. This is the time of year when so many people depend on us to get them to their families and loved ones in a safe and courteous way.

Thank you all for the hard work you do to make that happen. May each of you have a blessed and safe Thanksgiving.

Sincerely,

Joe Boardman
President and CEO

K-9 Teams Return from Training in Miami

The Amtrak Police Department hosted the second annual K-9 Unit Training Conference from Nov. 14-19 in Miami. The goal of the conference was to strengthen the department through intensive classroom and field training exercises.

Classroom training covered a variety of topics ranging from canine first-aid to techniques for recognizing various types of explosives. Field training included live-explosives demolition with the Miami Dade Police Department and firearms training at the Federal Air Marshall Field Office.

Finally, K-9 teams experienced interactive scenarios to test their skills in situations they may confront in the field, including bomb threats at a station, explosives hidden in a vehicle, abandoned luggage, and searching train equipment.

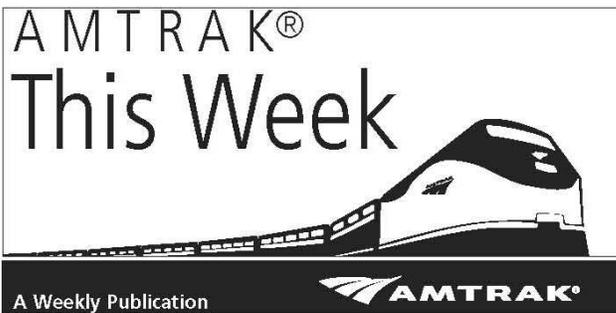
Open Enrollment Ends Tomorrow

The last day for employees to make 2011 benefits elections is Tuesday, Nov. 23. Employees who have not already done so should log in at AmtrakBenefits.com to make 2011 benefit elections, or call the Amtrak Benefits Service Center at 800-481-4887.

Thank You Photographers!

Thank you to the more than 80 employees who submitted photographs for the "Day in the Life" section of Amtrak's 40th anniversary commemorative book, which will be published next year.

With your help, we received more than 2,000 photographs for consideration that illustrate the hard work, dedication and industriousness of employees throughout the system.



Nov. 29, 2010

Amtrak Achieves Best Thanksgiving Performance Ever

Thank you to all of the employees who played a role in making last week potentially Amtrak's best Thanksgiving week on record.

While the numbers are not yet final, preliminary numbers show estimated increases in ridership of 3 percent and ticket revenue of 7 percent over last year, as more than 700,000 traveled during the Thanksgiving week. We will report on the final results once they become available.

Deitchman Named to Board of Operation Lifesaver

Vice President of Environmental Health and Safety Roy Deitchman has been named to the Operation Lifesaver, Inc. Board of Directors.

Operation Lifesaver, Inc. is a national non-profit safety education group dedicated to eliminating deaths and injuries at railroad crossings and along railroad rights-of-way. The group has programs in all 50 states, with trained and certified presenters (including about 35 Amtrak employees) who provide safety talks to community groups, school bus drivers, professional truck drivers and students to raise awareness of dangers on the railroad.

"Roy's expertise and passion for safety will be of great benefit to Operation Lifesaver's Board," said OLI Board Chair Reilly McCarren.

"Mr. Boardman's support for our increased involvement with OLI activities, including the recent OLI *Common Sense* trespass prevention campaign and the Pacific Northwest Safety Train, are helping to reinforce and extend the reach of our railroad safety message," said Deitchman.

Deitchman will fill the board position being vacated in January by Amtrak Senior Safety Coordinator Alvin Richardson, Sr., who is retiring.

Next Round of SAM Training Begins in January

As the Strategic Asset Management (SAM) Program winds down its second round of site visits across the system, the next critical wave of activity will be focused on preparation for end-user training of new systems generally associated with finance and logistics.

Training for the SAM Release 1a audience — this applies to employees whose jobs include budgeting, accounting, materials management and procurement — is slated to commence on Jan. 17, continuing through March 25. During December, the SAM Program will be conducting workshops for its SAP instructors and the SAM Subject Matter Experts/Power Users who will be supporting the classes during training.

Amtrak management has been working with managers of the SAM Program to select the roles, tasks and curriculum of employees who are involved in Release 1a. The SAM program plans to release the schedules for these courses within the next month.

Those employees are strongly encouraged to discuss their anticipated schedules in detail with their managers, as soon as possible, to make sure that their curriculum and roles in the SAM Program are understood and that their training schedules are clear and manageable.

Training will be offered at 10 off-site locations in or near Washington D.C., Boston, New York, Philadelphia, Wilmington, Del., Beech Grove, Ind., Sanford, Fla., Los Angeles, Oakland and Chicago. Transportation to and from training facilities will be provided by the SAM Program. Any appropriate expenses for travel and accommodation will be reimbursed by the SAM Program as well.

Training locations are posted on the SAM Program page on the intranet under "How We Work" → "SAM Program." Any questions about the program or SAM training may be e-mailed to sam@amtrak.com.



PSSA: Winners of the 2010 President's Service and Safety Award will be honored at a ceremony on Nov. 3 in Washington, D.C., at the Renaissance Downtown Hotel. Invited winners must RSVP by Oct. 20 to 202-906-2488.

High-Speed Rail: President and CEO Joe Boardman and Al Engel, incoming vice president of High-Speed Rail, were in Philadelphia last week to unveil the company's bold vision for next-generation high-speed rail service along the Northeast Corridor. Video of the event can be viewed on the new multimedia section of the corporate intranet. Click the link in the "Multimedia" tab at the bottom of the intranet homepage.

Chicago Union Station Upgrades to Benefit Passengers

Amtrak Chairman Tom Carper, Illinois Gov. Pat Quinn and Illinois Transportation Secretary Gary Hannig were at Chicago Union Station today to announce major renovation plans for the historic station that served more than 3 million passengers last year.

The \$40 million project will create approximately 100 jobs and nearly double the seating in Amtrak passenger lounges, increase the number of restrooms and provide air conditioning in the Great Hall. Project completion is scheduled for late 2012.

In concert with these passenger-related improvements, Amtrak is moving forward to create a redevelopment plan for the historic station's Headhouse Building. Jones Lang LaSalle (JLL) has been selected to conduct a feasibility study on the best plan for its use.

New Safety Metrics Replace Reportable Injury Ratio, Focus on Risk Reduction

In January, Amtrak announced that the FRA reportable injury ratio would no longer be used as a performance goal for managers, supervisors or departments as part of Safe-2-Safer, the ongoing process to improve Amtrak's safety performance and culture. Since then, employees from various departments and ranks have been working on a new set of safety metrics, which were announced recently in conjunction with the new fiscal year.

Safety performance goals will now be set according to the new measures, which are designed to track risk reduction, safety conditions and safe behaviors. Because the BAPP process is in its infancy at most work locations, metrics for observations and safety barriers removed will not be included in initial FY '11 monthly safety reports. Safety performance goals for managers and supervisors will not be set until data becomes available and benchmarks are set.

"Tracking injuries measures how often systems fail. Often times, the difference between an injury and a near miss is very small," explained Roy Deitchman, vice president, Environmental Health and Safety. "Our new metrics better indicate how safe a workplace actually is by measuring how well we are reducing the risks that make an injury possible in the first place."

The three new metrics used for safety performance at Amtrak are:

- 1. Number of quality behavior based observations per observer per month.* This metric is a measurement of the rollout of the Safe-2-Safer Behavioral Accident Prevention Process. The anonymous peer-to-peer observations are critical to helping Safe-2-Safer Steering Committees identify unsafe or at-risk behaviors in their work locations.
- 2. Number of safety barriers removed to reduce safety risks.* After barriers to safety are identified through the BAPP process, Steering Committees, Core Teams and management sponsors must work together to remove them. This metric tracks proactive efforts to make a workplace safer.
- 3. Percentage of injuries resulting in lost-time days.* This metric is aimed at tracking the severity of the injuries that occur, rather than just the total number of injuries that occur. It is measured as the percentage of total injuries that require an employee to miss work — whether it is one day or several months.

Deitchman also noted that Amtrak is still legally required to notify the FRA on all reportable injuries and illnesses and the FRA will continue to compare safety results by calculating the Reportable Injury Ratio, even though it is no longer used to set goals at Amtrak.



Marketing and Product Management:

Amtrak and LeapFrog, a leader in education innovation, have partnered to launch the LeapFrog Learning Journey Sweepstakes. The sweepstakes runs through Oct. 31. For more information, visit www.amtrak.com/leapfrog.

PSSA Correction: The *Special Employee Advisory* on Sept. 24 announcing this year's PSSA winners mistakenly omitted Howard G. Noll as a member of the Empire Safety Committee, which won Safety Committee of the Year. Additionally, the name of Sustained Excellence Award winner Ramesh Apanah was misspelled. Amtrak apologizes for the errors.

Company Information Protected by New Confidentiality Policy

Amtrak recently enacted a new Confidentiality Policy (P/I Number 9.1.0) that applies to all employees and all confidential company information. The policy aims to create a healthier Amtrak by better protecting corporate knowledge and assets.

Employees must protect confidential information and report any known or suspected incident where confidential information has been lost, improperly used or disclosed. Depending on the nature of the information, such an incident should be reported to the appropriate head of the Law, Amtrak Police or IT department.

Confidential information includes all information created or acquired by Amtrak that has not been made available to the general public, whether in electronic, paper or other form that an employee knows or has access to because of his or her job.

The full policy is posted in the Law section of the Policy and Instruction Manual on the intranet under "Library" → "Policies."

Annual Ridership and Revenue Hit All-Time Highs

Amtrak carried more passengers and generated more ticket revenue during the 2010 fiscal year than any other year in company history. Previous records were set in FY 2008.

"The resurgence in the popularity of rail travel, improved on-time performance and increasing difficulties associated with flying helped us draw in customers," said George Raed, chief, Market Research.

Amtrak finished the fiscal year with ticket revenue of \$1.7 billion, which was \$8.8 million more than in 2008. Ridership totaled 28,716,857 — just 450 more than in 2008. However, Raed noted that 2008 was a leap year, and that extra calendar day accounted for approximately 90,000 trips.

"The numbers are important, but it's what's behind them that tells the true story," wrote President and CEO Joe Boardman in a *Special Employee Advisory* issued earlier today. "It's the people — you, your co-workers and the passengers you serve — that make it happen. More and more people see passenger rail as the way to get to where they need to go, and when our front line employees put them first, they are the ones that help bring passengers back for another trip."

Free Flu Shot Vouchers Now Available; On-Site Clinics Also Scheduled Nationwide

In addition to hosting free flu shot clinics at Amtrak work locations across the system, the company is offering complimentary vouchers that allow employees to visit a local healthcare provider for a flu vaccination.

"We want every employee to have the opportunity to protect him or herself from the flu virus this year. So if you can't make it to an Amtrak on-site clinic, you can simply print the voucher to get a free vaccination," said Dr. Paul McCausland, corporate medical director.

Log on to <https://register.flushotsusa.com/Amtrak> to print the voucher and find a participating local healthcare provider. Employees will need to provide their full name, their employee ID number (omit any leading zeros) and contact information, including a personal or work e-mail address. A series of health-related questions must be answered to complete the registration process.

After completing the registration, the voucher will be sent via e-mail along with other directions. Please note that only current Amtrak employees may use the flu shot voucher. Call Mollen Services at 877-279-3588 for assistance with obtaining a voucher.

For a calendar of flu shot clinics being held at Amtrak locations, see the "What's New" section on the Health Services intranet page. Log on to the intranet and click "Employees" → "Human Resources-Health Services."



Operations Update: An agreement with the Canadian government related to border inspection fees clears the way for Amtrak to continue operating the second daily Amtrak *Cascades* roundtrip between Seattle and Vancouver that began last year in advance of the 2010 Winter Olympics.

Benefits Reminder: The open enrollment period for 2011 benefits elections will take place from Nov. 8-19. Elections can be made during that time at www.AmtrakBenefits.com. Employees will soon receive an enrollment packet with more details in the mail.

Remember to Submit Your Photos as Amtrak Documents "A Day in the Life"

At any hour of the day and night, someone, somewhere is helping keep the Amtrak system running. Employees are invited to capture our 24/7 operation in digital photographs now through Oct. 22 for a commemorative book that will be published next year honoring Amtrak's 40th anniversary. A chapter of the book will be devoted to "A Day in the Life" of our company.

Photos should feature employees doing what they do best in stations, shops, offices, aboard trains and at Engineering project sites. Photos should be no smaller than 300 dpi and must be received by Oct. 27. Digital photos and any questions should be directed to Ann Owens at 202-906-4404 or OwensA@amtrak.com.

Submissions must be accompanied by the photographer's name, phone number and e-mail address.

By submitting a photo, employees are indicating that Amtrak has permission to publish it. Employees must be able to secure photo releases from any individuals who are clearly identifiable in any photo they submit. All Amtrak and FRA safety and operating rules must be followed when taking photographs.

Notable Station Milestones Take Place This Week

Amtrak officials joined partners in the Northeast, South and Midwest to celebrate numerous station-related achievements.

Today in New York City, Amtrak took part in two events: a groundbreaking for the new Moynihan Station and an event honoring the 100th anniversary of Penn Station. In Florida, local, state and federal officials were on hand for the grand opening of the Sanford *Auto Train* terminal.

"These stations are great examples of what can be accomplished when local communities work with state and federal government to support passenger rail," said Joe McHugh, vice president, Government Affairs and Corporate Communications. "Stations are not only an important element of the travel experience, but they also serve as a catalyst to economic growth and revitalization."

New York Gov. David Paterson, Sens. Charles Schumer and Kirsten Gillibrand, Congressman Jerrold Nadler, Transportation Secretary Ray LaHood and Mayor Michael Bloomberg participated in the Moynihan Station groundbreaking. The event included the signing of a final grant agreement that provides \$83 million in Recovery Act funds to New York for the project.

At New York Penn Station, a rare collection of photos, artifacts and other items commemorating the station's rich history, as well as Amtrak's role in the history of passenger rail, was on display today. Nadler and other officials from Amtrak, Long Island Rail Road and New Jersey Transit were on hand to kick-off the festivities. In addition, Lorraine Diehl, renowned author of "The Late, Great Pennsylvania Station," hosted a discussion about the station's most memorable moments over its 100 year existence.

The new Sanford *Auto Train* terminal is almost four times larger than its predecessor at approximately 10,000 square feet and can now accommodate 600 passengers. Amtrak Chairman Tom Carper helped christen the new facility, which will serve more than 244,000 *Auto Train* passengers annually. It was funded mainly by grants through the American Recovery and Reinvestment Act of 2008.

Additionally, local organizations in Mattoon, Ill., last week wrapped up a four-year project to improve the depot that serves six daily Amtrak trains. The \$3 million renovation was funded by federal transportation grants along with money raised by the Coles County Historical Society and grants from the city of Mattoon and the Illinois Department of Transportation. The station now serves all passengers better thanks to accessibility improvements made in accordance with the Americans with Disabilities Act.



Notable Station Milestones Take Place This Week

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Marketing and Product Management:
Amtrak

PSSA Correction: The

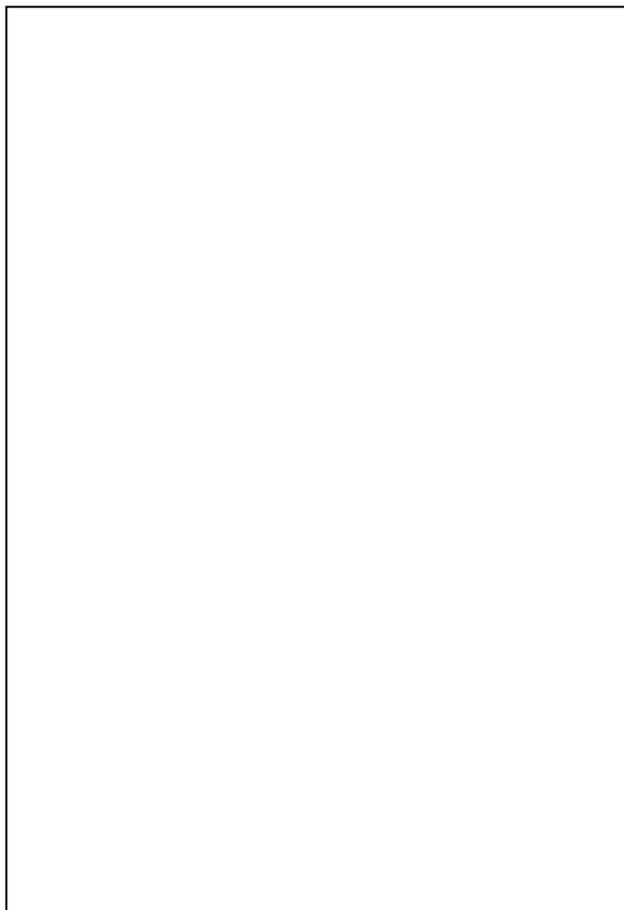
Today in New York City, Amtrak is partnering with New Jersey Transit and Long Island Railroad to celebrate the 100th anniversary of Penn Station. In Florida, local, state and federal officials will be on hand for the grand opening celebration of the Sanford *Auto Train* terminal. And in Mattoon, Ill., local organizations have just wrapped up a four-year project to improve the depot that serves six daily Amtrak trains.

“These stations are great examples of what can be accomplished when the public and private sectors work together,” said WHO? “Train stations are a key cog in a great transportation network and they are proven to help grow local economies. As Amtrak employees, we should all be proud of our role in the success of these three stations.”

At New York Penn Station, a rare collection of photos, artifacts and other items commemorating the station’s rich history, as well as Amtrak’s role in the history of passenger rail, is on display. Lorraine Diehl, renowned author of “The Late, Great Pennsylvania Station,” also attended to host a discussion about the station’s most memorable moments over its 100 year existence.

The brand new Sanford *Auto Train* terminal is almost four times larger than its predecessor at approximately 10,000 square feet and can now accommodate 600 passengers. Amtrak Chairman Tom Carper helped christen the new facility, which will serve more than 244,000 *Auto Train* passengers annually. It was funded mainly by grants through the American Recovery and Reinvestment Act of 2008.

The \$3 million renovation of the Mattoon station was funded by federal transportation funds along with money raised by the Coles County Historical Society and grants from the City of Mattoon and the Illinois Department of Transportation. A new clay tile roof, passenger elevator and other upgrades were made to the three-story, 1918 structure. It now serves all passengers better thanks to accessibility improvements made in accordance with the Americans with Disabilities Act.





Operations Update: Track work being performed by Union Pacific Railroad will affect *San Joaquin* and *Capitol Corridor* service through Oakland, Calif., on Oct. 25-29 and Nov. 1-5.

Benefits Reminder: During the upcoming benefits open enrollment period from Nov. 8-19, employees will have new, “green” ways to ask questions about their coverage. Simply log on to www.AmtrakBenefits.com to chat in real-time with an Amtrak Benefits Service Center representative, or send a question via e-mail.

Help Keep Employees and Passengers Healthier this Flu Season

Amtrak has again purchased various hand sanitizers for use at stations and aboard trains to help fight the spread of flu viruses and other germs. Employees are encouraged to order these products through the AAMPS system, rather than purchase sanitizer from an outside source.

Alcohol-based hand sanitizers, which are recommended for station and facility use, are available in one-liter (part number 47-123-00079) and two-liter (part number 47-123-00078) sizes. For use aboard trains, non-alcohol based sanitizers must be used. These are available in one-liter containers (part number 47-123-00085) or as hand sanitizing wipes (part number 47-123-00076).

Employees are also reminded that free flu shots are being offered around the system. Free vouchers for a flu shot from participating healthcare providers are also available. For more information, visit the “What’s New” section on the Health Services intranet page. Log on to the intranet and click “Employees” → “Human Resources-Health Services.”

FY '10 Performance Earns International Media Attention

After announcing all-time annual highs for both ridership and ticket revenue during FY '10, news organizations throughout the world took note. The widespread media coverage is helping to further promote Amtrak as the travel mode of choice for millions of Americans.

“We expect this attention to attract more ticket sales as people read about the popularity of our service,” said Joe McHugh, vice president, Government Affairs and Corporate Communications.

Following are excerpts from news stories that have been published over the last two weeks. Click the links for the full story or visit the outlet’s website and search “Amtrak Ridership”:

“Amtrak has benefited from the ‘remarkable lifestyle shift’ caused by smartphones, laptops and iPads that let travelers work and communicate almost everywhere, says Joseph Schwieterman, a transportation professor at DePaul University in Chicago. “It’s kind of a have-iPhone-will-travel kind of thing.”

[USA Today](http://www.usatoday.com) (www.usatoday.com)
Oct. 19, 2010

“North Carolina’s Amtrak ridership grew 15 percent in fiscal year 2010 – more than double the national Amtrak ridership growth rate during the same period.”

[Triangle Business Journal](http://www.bizjournals.com/triangle) (www.bizjournals.com/triangle)
Oct. 15, 2010

“Amtrak ridership and service have improved over the past several years with the help of increased U.S. government subsidies and political support in Washington for maintaining rail service outside the heavily traveled Northeast.”

[Reuters](http://www.reuters.com) U.S. Edition (www.reuters.com)
Oct. 11, 2010

“More than 572,000 passengers took Amtrak between St. Louis and Chicago in the just-completed federal fiscal year, a 13.1 percent increase that made the route one of the fastest growing in the country.”

[The State Journal-Register](http://www.sj-r.com) (www.sj-r.com)
Oct. 12, 2010

“AMTRAK, America’s government-owned passenger rail company, has had a good recession. But there’s a lot of good news in the railroad’s numbers, and, more importantly, some hints about where to go from here.”

[The Economist](http://www.economist.com) (www.economist.com)
Oct. 16, 2010



President Obama Announces Investment Plan for Rail

President Obama announced on Sept. 6 a plan to expand and renew the nation's roads, railways and runways as part of his administration's effort to support economic recovery and ensure long-term sustainable growth. Though specific details are not yet available, the announcement stated that investments would go toward overhauling Amtrak's aging equipment fleet, help construct and maintain 4,000 miles of track, build on previous ARRA investments in high-speed rail development and expand public transit systems.

In response to the announcement, Amtrak issued a statement supporting the president's plan. "President Obama's infrastructure investment plan ... is a smart move with major benefits for increasing personal mobility, jump-starting job creation and improving the environment. [He] understands passenger rail is a key component of America's transportation system and connects the nation in ways no other mode can. We applaud his vision for the future and his commitment to make the needed investments now to advance and bring to reality the next generation of passenger rail."

The president plans to work with Congress to enact an investment that would be front-loaded in the first year and would augment those investments already made through the American Recovery and Reinvestment Act of 2009.

Operation Changes: On select dates through Nov. 9, *Lincoln Service* and *Texas Eagle* trains will operate according to an adjusted schedule between St. Louis and Chicago due to Union Pacific track maintenance. Alternate transportation will be provided for some trains on affected dates.

Finance: Employees are reminded that all unpaid invoices, purchase orders and eTrax requests must be submitted to Accounts Payable as soon as possible so they can be recorded before the close of the fiscal year. To ensure entry into AAMPS, invoices must be delivered to Accounts Payable no later than Sept. 15.

Think It's Fraud? Report It.

Just as Amtrak employees are an important line of defense against crime and potential terrorism, you are also an important part of the company's effort to fight fraud.

Amtrak spends millions of dollars each year on supply and service contracts with outside vendors. These contracts are susceptible to fraud and Amtrak needs employees to report any suspicious activity.

Some common schemes include: material and time overcharging, where the contractor bills the company for more material or time than is actually used to complete the job; bid rigging and collusion, which involves competing firms cooperating on a bid to ensure award and increase profits; and substituting lower-cost products for those included in the contract to increase profits.

Any suspected fraud should be reported to the Amtrak Office of Inspector General at 800-468-5469 or www.AmtrakOIG.gov. Reports may be made anonymously and will be kept confidential.

Amtrak to Document "A Day in the Life" in October

As part of its preparations for celebrating its 40th anniversary next year, Amtrak is asking employees to participate in its effort to document a day in the life of the company by taking photos of their workplace and co-workers from Oct. 15-22. Photos will then be submitted to Corporate Communications to be used in a pictorial section of Amtrak's 40th anniversary commemorative book, which will be published next year.

"We want to capture this moment in the company's history by documenting all the sights, places and people who make this railroad function every day," said Joe McHugh, vice president, Government Affairs and Corporate Communications. "The photos will be used in a visual timeline that shows everything we do during a 24-hour period to operate our service."

Employees in offices, contact centers, aboard trains, in stations and mechanical shops and at engineering project sites are asked to take photographs at various points during the day. The goal is to show the complexity and around-the-clock nature of Amtrak operations.

A *Special Employee Advisory* will be issued in the coming weeks with full details on how to submit a photo and other requirements. Additionally, more information about other initiatives planned for the company's 40th anniversary will be covered in the October issue of *Amtrak Ink*.



Operation Changes: From Sept. 19-21, southbound *Carolinian* Train 79 will operate as a combined train with *Palmetto* Train 89 at all stations between New York and Rocky Mount, N.C. Upon arrival in Rocky Mount, the trains will be separated and Train 79 will operate to Charlotte according to the normal schedule.

Finance: Employees are reminded that all unpaid invoices, purchase orders and eTrax requests must be submitted to Accounts Payable as soon as possible so they can be recorded before the close of the fiscal year. To ensure entry into AAMPS, invoices must be delivered to Accounts Payable no later than Sept. 15.

Payroll: All employees can now view their paycheck online, days in advance of it being issued. Log on to the Employee Information Portal, and go to “Benefits and Payment” → “Salary Statement.”

Amtrak Joins Unions and FRA in “Close Call Reporting”

Amtrak announced today its participation in a risk-reduction pilot program that allows employees to confidentially report “close call” events that could have resulted in an accident or injury. Close Call Reporting is sponsored by the Federal Railroad Administration, and Amtrak is partnering with the Brotherhood of Locomotive Engineers and Trainmen (BLET) and the United Transportation Union (UTU) Conductors and Yardmasters to launch the program at several rail yards in the Northeast, Midwest and West Coast.

“We want to take safety to the next level by identifying and then mitigating or removing risk before a serious incident occurs,” said President and CEO Joseph Boardman.

By reporting close calls anonymously and without the potential for disciplinary action, employees and managers will be able to identify potential risks and take action to remove any barriers to safety that might exist. To ensure the confidentiality of any close call reports, employees will report events to NASA, which has years of experience with risk-reduction, for processing. Then, a Peer Review Team with representatives from Amtrak, FRA, BLET and UTU will analyze the report and determine ways to reduce the risk of future incidents.

Examples of a close call event include leaving a piece of equipment unsecured to operating a train beyond its track authority. Incidents that do result in an injury or accident must still be reported through the traditional reporting structure.

“Close Call Reporting aligns perfectly with our Safe-2-Safer approach,” said Chief Operating Officer William Crosbie. “It focuses on reducing risks through better relationships between employees and managers, and collaboration between management and unions.”

As of press time, nearly every unit within BLET and UTU had signed on to Close Call Reporting. “We are continuing to work in partnership with UTU Zone 1 leadership so they are comfortable and confident about joining the program,” said Crosbie.

Ridership Remains Strong; Record Year Still Possible

Ridership and ticket revenue numbers for August are in, and with only one month remaining in the fiscal year, Amtrak is still in position to possibly set an all-time annual ridership record. The company carried 2.54 million passengers in August, generating \$152 million in ticket revenue. Year-to-date totals for ridership and revenue are at 26.4 million and \$1.6 billion, respectively. Amtrak will need to carry approximately 2.3 million riders in September to set a record.

“If we all do our best to provide service that results in a repeat trip or prompts just one or two more ticket sales over the coming weeks, it could make the difference. This is an opportunity for us to capitalize on the collaboration and teamwork we’ve been working so hard to improve throughout the company,” said Emmett Fremaux, vice president, Marketing and Product Development.



Flu Vaccinations Offered to All Employees

In its effort to become healthier, Amtrak is offering flu vaccinations to all employees at no charge for the second straight year. On-site immunization clinics will be set up at approximately 50 major work locations throughout the system beginning in October, or employees may obtain a voucher for a free flu shot at a local healthcare provider.

“As many as one in five Americans get the flu every year, and most don’t realize it is not just a bad cold, but a serious respiratory disease,” said Corporate Medical Director Paul McCausland. “I encourage all of us to get vaccinated for our own health and the health of our families, friends and passengers.”

To improve upon last year and ensure there are no vaccine shortages, Amtrak has contracted with a new vendor this year to administer the flu vaccination program. The vaccine provided this year protects individuals from two “seasonal” flu virus strains as well as H1N1.

“More than 4,500 employees took advantage of this program last year, and we hope many more will get vaccinated this year,” said Roy Deitchman, vice president, Environmental Health and Safety.

Dates and times of on-site clinics will be posted in work locations over the coming weeks. Information, along with directions on how to obtain a voucher, will be posted on the intranet under “Safety” → “Health” within the next two weeks.

Only Amtrak employees are eligible for the on-site immunization clinics and vouchers. Contractors and dependents are not eligible. Employees who have already paid for a flu vaccination may request reimbursement by mailing a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental Health and Safety
60 Mass Ave. NE, 3W-104
Washington, D.C. 20002

Reimbursement claims must be submitted no later than Oct. 1. The vaccination cost, up to \$30, will be reimbursed tax-free in the employee’s paycheck. Please allow three to four weeks for processing.

Operation Changes: Due to track work being performed by the San Diego Northern Railroad, *Pacific Surfliner* trains will be cancelled at most station stops from San Diego to San Juan Capistrano or Irvine on September 24-26. Alternate motorcoach service will be provided at most station stops where train service has been cancelled.

Marketing and Product Development: Passengers will once again have the chance to view fall foliage aboard the “Great Dome” car. The car will operate as part of the *Adirondack* from Sept. 23 through Oct. 24, and as part of the *Cardinal* from Oct. 30 through Nov. 12.

Did You Know?

Sept. 15 marked the 30th anniversary of Caltrans-funded Amtrak Thruway Bus service connections. The original bus connections operated from Sacramento to Stockton, Calif., in connection with *San Joaquin* trains.

California and Amtrak now offer more than 250 daily Thruway departures along 19 routes that serve more than 120 offline cities and 42 train stations.



Amtrak to Submit Five Route Performance Improvement Plans This Week

Performance Improvement Plans will be submitted to Congress on Sept. 30 for *California Zephyr*, *Cardinal*, *Capitol Limited*, *Sunset Limited* and *Texas Eagle* service, as required in the Passenger Rail Investment and Improvement Act of 2008.

Operation Changes: On October 1-4, numerous schedule changes and train cancellations are required for *Keystone Service* and *Pennsylvanian* trains operating between Philadelphia and Harrisburg due to bridge upgrade projects.

High-Speed Rail: Industry expert Al Engel has been appointed to the new executive post of vice president, High-Speed Rail, effective Oct. 18. He will be responsible for advancing Amtrak's position as the preferred and premier provider of high-speed train service in America.

PSSA Winners Announced: Winners of the 2010 President's Service and Safety Awards were announced in a *Special Employee Advisory* on Sept. 24. To see the full list of winners, log on to the intranet and click "News" → "ATW/Advisories."

Five-Year Financial Plan to be Submitted to Congress

Amtrak is submitting to Capitol Hill this week its financial plan for Fiscal Years 2011-2015. However, because Congress has not yet appropriated funding for Fiscal Year 2011, the plan will be updated once final budget amounts are set. Until that time, Amtrak will operate under a Continuing Resolution, which is a legislative measure enacted by Congress to provide funding until regular appropriations are enacted.

The Five-Year Financial Plan will be posted on Sept. 30 on the intranet under "How We Work" → "Finance."

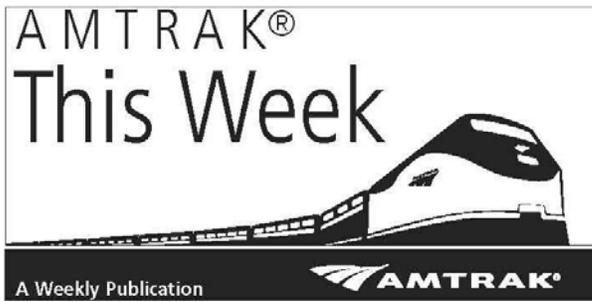
Since its creation in 2006, the Marketing and Product Development department has dedicated teams to make route-specific improvements in customer service and product quality. In 2008, the department launched its first formal Route Performance Improvement (RPI) program in collaboration with several other departments. Interdepartmental teams reviewed every aspect of six long-distance and corridor routes, then formulated an improvement plan to improve customer satisfaction, increase ridership and reduce operating costs. RPI programs were conducted on six additional routes in 2009.

"PRIIA basically requires that we continue our RPI efforts to maximize the value of long-distance service for passengers and for the company," said Brian Rosenwald, chief, Product Development. "If we can reach agreements with the host railroads, I'm confident our plans will generate the improvements that we want, and that Congress has requested."

Primary recommendations for the *California Zephyr* include customer service training and recognition programs for employees, and new equipment inspection and follow-up procedures. Recommendations in the *Cardinal* improvement plan are to implement daily service between New York and Chicago as well as improving food service, baggage handling and marketing strategy.

The key proposal for *Capitol Limited* service is the introduction of single-seat through-service at Pittsburgh, allowing passengers from Chicago to connect directly with cities along the *Pennsylvanian* route, including Philadelphia and New York. In addition to merging *Sunset Limited* and *Texas Eagle* into single daily service between Chicago and Los Angeles, the plan for these routes includes daily connecting service from San Antonio to New Orleans.

Each Performance Improvement Plan will be available on Amtrak.com on Sept. 30 under "Inside Amtrak" → "Reports and Documents," and on the Amtrak intranet.



Amtrak Set to Provide Update on Seattle Maintenance Facility Upgrades

On Jan. 8, Amtrak, along with the Washington Department of Transportation, Oregon Department of Transportation, Sound Transit, Talgo and BNSF Railway, will host a press conference in Seattle to announce plans to upgrade the facility there that supports operations and maintenance agreements in the Pacific Northwest.

A contract award and beginning of the first phase of construction is expected to take place later this spring. The upgraded backshops will benefit from increased capacity and efficiency, along with dramatically improved working conditions for the Mechanical employees who perform inspections, testing and maintenance on rolling stock. A new building for parts storage, administrative offices and Transportation crew facilities are also planned.

The project is expected to create 150 construction jobs on site over the next six years.

Payroll: Employees are encouraged to review their W-4 Employee Withholding Allowance Certificate. Any status change requires a new W-4 be submitted to Payroll. Employees who wish to claim exempt status for 2010 must also submit a new form by Feb. 15.

Human Resources: Leave requests for calendar year 2010 can now be submitted. Employees should enter any type of leave in the SAP system as it is taken.

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will decrease from 55 cents to 50 cents, effective for mileage expenses incurred on or after Jan. 1.

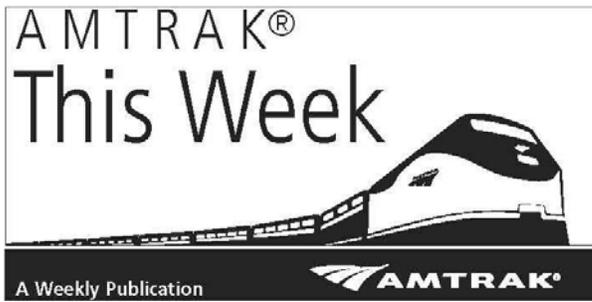
Employee Vigilance Remains an Important Part of Security Effectiveness

Following the recent attempted terrorist attack aboard a Northwest Airlines flight, employees are reminded to remain vigilant in their duties and attentive to their surroundings during daily work activities.

While there is no specific threat to Amtrak identified at this time, Amtrak Police and Security personnel assigned to the FBI's National and Regional Joint Terrorism Task Force remain informed regarding any potential threats and other security issues. Amtrak Police and Security personnel will also use the intelligence gathered regarding the Northwest Airlines incident to inform security activities in stations and on trains as needed.

In addition to the behind-the-scenes and front-line security measures Amtrak has in place to improve passenger rail security, employee vigilance is important resource for Amtrak Police and other law enforcement and counterterrorism personnel.

Any suspicious persons or activities should be reported immediately to the Amtrak Police and Security Department at 1-800-331-0008, or dial 911.



Joe Boardman Discusses 2010 Outlook with National Media

President and CEO Joe Boardman today hosted a conference call with members of the media to highlight projects and initiatives that will help Amtrak reach its goals established in the Strategic Guidance and Five Year Financial Plan that were unveiled late last fall.

Operational Changes: Effective Jan. 9-15 and Jan. 24, certain *Pacific Surfliner* trains will be cancelled due to track work being performed by Union Pacific Railroad. Other *Pacific Surfliners* will not serve all stations. Motorcoach service will be provided to and from most major stations where train service has been cancelled.

Media: The current issue of Arrive magazine features a cover story written by Vice President Joe Biden regarding the importance of trains in America. View the article online at <http://whistlestop.amtrak.com>.

Industry Event: Trains magazine and Amtrak are co-sponsoring a town hall meeting in Chicago on March 6. Chairman Tom Carper and President and CEO Joe Boardman will discuss photo policies, fleet plans and the future of long-distance trains with registered attendees. For details, visit www.trains.com or see the February issue of Trains magazine.

Retirement Benefits: The Dec. 28 issue of *Amtrak This Week* incorrectly stated the maximum 2010 withholding amounts for Railroad Retirement. The maximum withholding for Tier I is \$6,621.60 and \$3,088.80 for Tier II.

“Amtrak enters 2010 with a strong sense of optimism, enthusiasm and purpose,” said Boardman. “We have an aggressive game plan to modernize, renew, and grow America’s passenger railroad.”

These major projects will benefit passengers, increase service, and rebuild infrastructure to help position the company as the provider of choice for commuter, intercity passenger rail and high-speed rail service. Boardman added that Amtrak is partnering with 25 states that applied for funding from the \$8 billion federal grant for rail development.

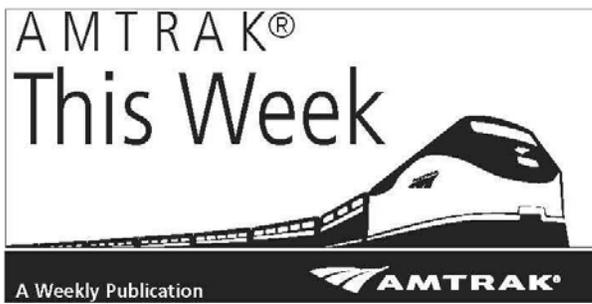
Other projects highlighted included strengthening security at stations and on board trains; installing Positive Train Control; increasing operating speed on the Michigan Line to 105 mph; completing interior upgrades and WiFi deployment on *Acela Express*; stimulus-funded projects; and expanding corridor services with state partners.

Boardman will make a speech tomorrow about the state of the railroad, its achievements and its future.

FEMA Veteran Joins Operations Department

Susan Reinertson joins Amtrak today as chief operations administrator, reporting to Chief Operating Officer William Crosbie. She will lead and coordinate the department’s high-level financial and management activities as well as the implementation of the company’s Continuity of Operations Plan.

Reinertson previously was a consultant to private organizations and the government on homeland security and emergency management. She is a veteran of the Federal Emergency Management Agency, having served as the regional administrator for the Pacific Northwest. She has also served in various roles within state and local emergency management departments and the Homeland Security Institute. Reinertson earned a master’s degree in public administration from the University of North Dakota and a master’s degree in security studies from the Naval Postgraduate School.



Operations Change: New schedules for many trains operating between Boston/Springfield, Mass., and New York and between New York and Washington, D.C., are now in effect with certain trains departing earlier. Current schedules can be found at Amtrak.com.

Transportation: Handheld electronic credit card devices are now being deployed for on-board use. Deployment begins in Zone 2 from Jan. 19 to Feb. 16, with other zones to follow. All conductors and assistant conductors working Zone 2 trains are required to attend a mandatory one-hour training program. Class schedules are posted in Crew Bases.

Haiti Relief Information

Many employees within the Amtrak family are of Haitian descent and have loved ones directly impacted by devastating earthquake in Port-au-Prince last week. Managers are working to provide support where possible and employees are reminded that counseling services and other support resources are available through the Employee Assistance Program. For a list of local EAP Counselors, go to "Employees" → "Employee Assistance Program" on the intranet, or call 202-906-3447.

Many employees have inquired about donating to the relief effort there. Anyone wishing to make a donation is encouraged to do so through one of the following reputable organizations actively providing aid to residents of Haiti: American Red Cross (www.redcross.org), Clinton Bush Haiti Fund (www.clintonbushhaitifund.org) and UNICEF (www.unicefusa.org).

Niantic River Bridge Replacement Set to Begin in April

Amtrak awarded the contract for replacement of the 102-year-old Niantic River Bridge last week, setting the stage for the three-year construction process to begin in April. Upon completion, the new bridge in East Lyme, Conn., should improve reliability of the 40 passenger trains that cross the bridge daily.

"This is a major piece of our capital improvement program that will not only improve our train operations, but will also benefit passengers and local marine traffic while creating jobs and boosting the local economy," said Chief Operating Officer William Crosbie.

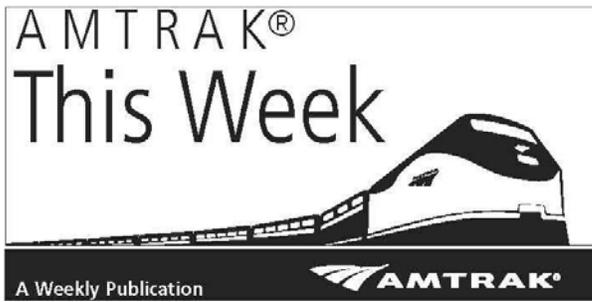
The \$104.7 million contract is being funded by \$47.1 million from Amtrak's annual capital budget, with the remaining \$57.6 million provided through the American Recovery and Reinvestment Act. Crosbie said the existing bridge will remain in operation until the new bridge is complete and the Niantic River will remain open to marine vessels during construction.

Cianbro/Middlesex VII of Littleton, Mass., the same construction company that replaced the Thames River Bridge lift span, will construct the new double-track bridge just south of its present alignment. Additional elements of the project include expanding the navigation channel beneath the bridge for improved marine access, realigning the east and west track approaches to the bridge and relocating the Niantic Bay Overlook, including beach restoration.

Labor Relations Vice President Retires

Joe Bress, who served as Vice President of Labor Relations for 12 years, announced his retirement from Amtrak on Jan. 14. Having joined Amtrak in May of 1996 as an assistant vice president, Bress led labor relations activities during significant periods in the company's labor/management history.

"Joe played an important role in the company's chronicles and we thank him for his contributions to Amtrak," said President and CEO Joe Boardman. "In the interim, pending a final decision on the position, I have asked Assistant Vice President Charlie Woodcock to lead the labor relations function."



President Obama to Nominate New Board Member

President Obama last week announced his intent to nominate Jeffrey R. Moreland to the Amtrak board of directors. He is the third board nominee made by the president, joining Bert DiClemente and Anthony Coscia, who were announced as nominees in October. All three must still be approved by the U.S. Senate before joining the board of directors.

Engineering: The Production Switch & Rail Gang, with the assistance of New York Division Engineering forces, will replace 3,800 feet of track in the south tube of the North River Tunnel over the next nine weekends.

Marketing and Product Development:

A special round-trip weekend fare of \$85 is available for sale on *Adirondack* service through April 19, for travel through April 26. Ridership on the state-supported route in the first quarter of FY '10 increased more than 10 percent compared to last year.

Before retiring in 2007, Moreland was executive vice president of public affairs at BNSF Railway, where he was responsible for federal and state government relations, corporate communications and economic regulatory policy. Prior to that post, he held several other executive and senior level positions with the company.

Moreland joined the railroad industry in 1978 as an assistant general attorney for the Santa Fe Railway after serving eight years at the U.S. Securities and Exchange Commission. He earned a bachelor's degree from Georgetown University, a law degree from The Catholic University of America and a master's degree in business administration from the University of Chicago.

Employees Aid Haitian Evacuees

Amtrak employees in Orlando, Fla., have been assisting the American Red Cross and the Florida Department of Children and Families to transport evacuees from Haiti following the 7.0-magnitude earthquake there two weeks ago.

Thousands of evacuees who are U.S. citizens or have relatives in the U.S. are being flown into Orlando-Sanford International Airport. The state of Florida has purchased tickets to transport many of these people to South Florida on Amtrak trains.

Orlando station employees have been assisting evacuees with their travel and are providing additional childcare products to families, many of whom were without diapers, bottles and water.

"It is an honor to help those who have been through so much and it gives me great joy to have the opportunity to help," said Ticket Clerk Sharon Crane.

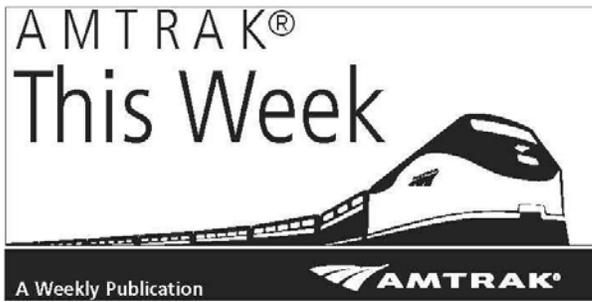
Remote Network Access Changes Approaching

Beginning April 5, employees who access the Amtrak network using Citrix or the Virtual Private Network (VPN) will need a new authentication "token" to log in. The token is a small piece of hardware resembling a USB flash memory drive that displays a unique six-digit identification number that changes every 60 seconds. The new system greatly increases network security.

When accessing the Amtrak network, employees will need to provide their user ID, a PIN number chosen by the employee and the number displayed on their authentication token. Passwords will no longer be used to log in to Citrix or the VPN.

Any employee who accesses the company network remotely via Citrix or VPN should contact Amtrak Information Security at infosec@amtrak.com to be assigned an authentication token. User instructions will be provided at that time. Employees who already have an authentication token must begin to use it immediately in order to ensure continued network access.

For questions or technical help using an authentication token, call the Amtrak Help Desk at 800-772-HELP.



Annual Funding Request Sent to Capitol Hill; Fleet Plan to be Announced This Week

Amtrak's Grant and Legislative Request for the 2011 fiscal year was submitted to Congress on Feb. 1, along with a detailed budget and business plan for the year. The company will also publicly announce its comprehensive fleet plan later this week.

The funding request includes \$592 million for operating expenses, \$1.299 billion for capital improvements and \$305 million for debt service, totaling \$2.196 billion.

These figures are in line with what is authorized by Congress in the Passenger Rail Investment and Improvement Act of 2008. President Obama's proposed budget released yesterday recommends \$1.615 billion.

Approximately \$281 million of the capital funding would be spent on making various improvements needed to comply with the Americans with Disabilities Act.

A key portion of the funding request for debt service would be used to buy out two existing equipment leases. By repurchasing the 14 locomotives and 14 cars currently being leased, the company will realize a net savings of \$14.4 million in payments.

The fleet plan announcement this week will outline total costs and annual spending to purchase single- and bi-level passenger cars, locomotives and high-speed equipment. The existing fleet will be entirely replaced by 2040.

"The age and variety of the fleet [are] matters of serious concern. Amtrak regards the replacement of its existing fleet as a top-priority goal," said President and CEO Joe Boardman. "We are confident that the plan represents an effective proposal for both the replacement of aging equipment and the pursuit of larger policy objectives that will develop and improve the manufacturing base for rail equipment."

The full Grant and Legislative Request is posted on Amtrak.com under "Inside Amtrak" → "Reports and Documents." The fleet plan will be posted following its announcement.

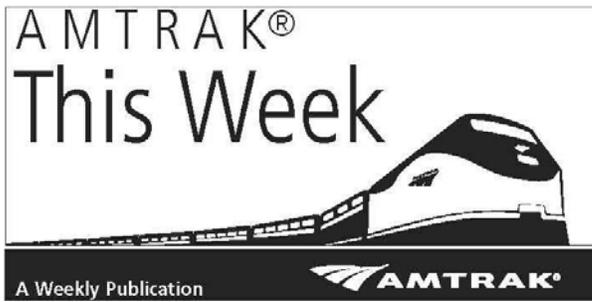
Operations Update: All station operations in Wilmington, Del., moved to an adjacent temporary station complex on Feb. 1 to accommodate interior renovations to Wilmington Station. The work is expected to be complete in December. Parking will not be affected.

Safety: Injury ratios will no longer be used as safety performance goals for managers and supervisors. President and CEO Joe Boardman announced the decision in a Jan. 29 Special Employee Advisory, citing the company's effort to shift focus to activities that reduce risks as part of Safe-2-Safer.

Engineering: Construction of new platforms at the Baltimore-Washington International Thurgood Marshall Airport station continues and is expected to be complete this summer. A new walkway and elevators are scheduled to be installed by December. The \$9.1 million project is funded by the Maryland Transit Administration as part of the MARC Joint Benefit Capital Program.

Police and Security: Amtrak Police and Security will be supporting counterterrorism efforts during the 2010 Winter Olympic Games in Vancouver beginning this month. Explosive detecting K-9 teams, uniformed and plain-clothed officers will provide coverage from Seattle to Bellingham, Wash. The department will so coordinate efforts with federal, state, local and railroad law enforcement in the U.S. and Canada.

Government Affairs: Amtrak officials were in San Antonio, Texas, last week to host the fifth Civic Conversation as part of the Great American Stations program. Local, state and federal officials representing 22 communities attended to discuss best practices for preserving, restoring and upgrading train stations. Visit www.GreatAmericanStations.com for details.



Congressional Hearing on Stimulus Projects Slated for Wednesday

Amtrak executives are scheduled to testify before the House Transportation and Infrastructure Committee on Feb. 10 to provide a one-year progress report on the company's stimulus-funded projects.

In 2009, Amtrak received approximately \$1.3 billion from the U.S. Department of Transportation for capital improvement projects as part of the American Recovery and Reinvestment Act. Those funds are being used to return to service nearly 100 pieces of rolling stock, renovate or repair 270 stations, make significant security and life safety improvements, and replace or repair eight bridges. Other projects include 38 new or improved Amtrak facilities, increasing station accessibility through the Mobility First Program, and numerous track maintenance projects among others.

To date, stimulus-funded projects from this grant have created more than 600 Amtrak jobs and 200 jobs through suppliers.

The hearing, which begins at 10 a.m. eastern time can be viewed live online at <http://transportation.house.gov>. Schedules may change due to winter storms in the Washington, D.C., area.

Engineering: Components of the TLS Blue Team, supported by Mid-Atlantic Division forces, are working to replace 53,000 feet of rail on Track 3 of the Northeast Corridor between Bowie and Grove Interlockings in Maryland. This work will be completed over the next seven weeks, weather permitting.

Information Technology: Non-agreement employees and contractors are reminded they must complete the online Information Security Awareness Training course. Log on to www.elementk.com/login.asp/ to access the course. Enter your eight-digit SAP number followed by "amtrak" as the user name (ex. 12345678amtrak) and "amtrak1" as the password.

Mid-Atlantic and Northeast Division Crews Battle Massive Storm

Transportation, Police and Security, Engineering and Mechanical crews in the Mid-Atlantic and Northeast Divisions are still combating the remnants of a winter storm that dropped between 24 and 30 inches of snow throughout much of the East Coast on Saturday. The storm caused some service cancellations over the weekend, but schedules are returning to normal.

"In typical Amtrak fashion, you have all demonstrated the commitment and perseverance to minimize the effects of a monstrous storm," said Chief Operating Officer William Crosbie. "Your work is appreciated by every one of your fellow employees and by the passengers who are able to travel when flying or driving would be impossible."

Forecasters are predicting another five to 10 inches of snow in the region on Tuesday night. "We can't let up," said Crosbie. "We must continue working safely to push through and I know we will."

Amtrak to Reimburse Employees for H1N1 Flu Vaccinations

In support of its commitment to promote and protect the health of its employees, Amtrak has announced that it will reimburse employees who have paid for an H1N1 flu vaccination.

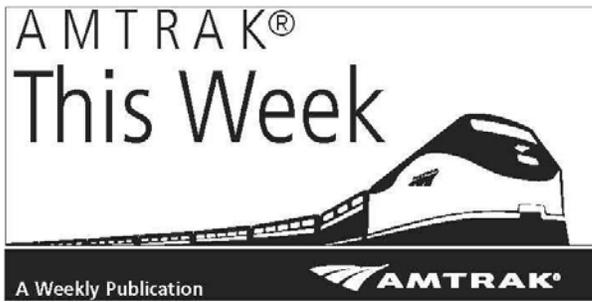
"In addition to reimbursement of seasonal flu shots last fall, Mr. Boardman has identified funds to cover the H1N1 vaccination costs for our employees. We ask people who have not already received a vaccination to make it a priority to reduce their health risk of contracting H1N1 flu," said Roy Deitchman, vice president, Environmental Health and Safety.

The Centers for Disease Control is now encouraging everyone to get vaccinated against H1N1 and lists this as the first and most important step in protecting against the flu.

Amtrak employees who receive(d) an H1N1 vaccination between Oct. 1, 2009, and March 15, 2010, are eligible for reimbursement up to \$35. Employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to:

Amtrak Environmental Health and Safety
60 Mass. Ave. NE, 3W-104
Washington, D.C. 20002

Receipts must be submitted by March 30. The vaccination cost, up to \$35, will be reimbursed tax-free in the employee's paycheck. Payroll processing may take up to four weeks. Reimbursements will be provided for H1N1 vaccinations for current Amtrak employees only.



Interdepartmental Teamwork on Display During East Coast Snow Storms

In battling a second major snow storm in five days last week, operating employees in the Mid-Atlantic and Northeast — with support from other business departments — were able to successfully mitigate the conditions that grounded thousands of flights and shut down roads to keep trains running and get passengers to their destination.

“Two major snow storms back-to-back creates huge problems for any business, especially a transportation company,” said Chief Operating Officer William Crosbie. “But around-the-clock effort from thousands of Amtrak employees kept the railroad open, which speaks to our collective skill and ability.”

Engineering employees were out in the elements to keep switches and interlockings from freezing up or becoming snow-packed, while removing fallen trees from tracks and catenary wires. Mechanical crews battled equipment complications that arise from running in snow and freezing temperatures. Transportation crews worked to keep passengers safe, comfortable and informed and System Operations managed scheduling and equipment availability issues. Amtrak Police and Security managed large crowds to keep everyone safe.

Outside of operating departments, reservation sales agents worked tirelessly to alert passengers of service changes while e-Commerce and Corporate Communications kept the public informed via Amtrak.com and the media.

“There’s no way to recognize the impact of every individual’s contribution, but I hope we will all reflect on the magnitude of what we accomplished as a team over the last week,” said Crosbie.

State Partnership Expands with New Shore Line East Roundtrip

Amtrak officials joined representatives from the Connecticut Department of Transportation this morning to kick-off a second daily Shore Line East roundtrip to New London, Conn. Additional frequencies are planned to begin later this year.

The service, which is operated by Amtrak and runs on the Northeast Corridor, will further relieve traffic congestion along I-95 while also improving air quality and reducing energy consumption. Passengers will also benefit from track improvement projects that are schedule to be completed this year.

“This is further evidence of our strong relationship with Connecticut and we’re looking forward to building on it over the next year,” said Vice President of Government Affairs and Corporate Communications Joe McHugh.

Marketing and Product Development:

Responding to continued passenger feedback, china, glassware, and linens were restored to the *Coast Starlight* dining car on Feb. 9. This enhanced dining service will put the *Coast Starlight* on par with the *Empire Builder* and *Auto Train* as premium services.

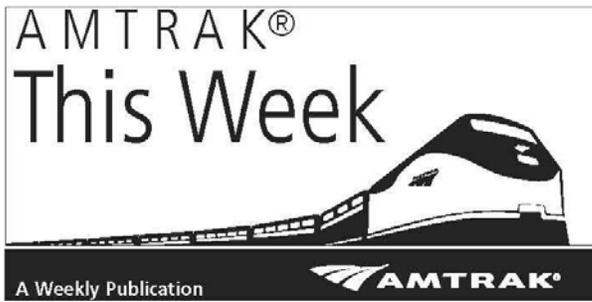
Marketing and Product Development:

A new culturally-focused Web site, www.MyBlackJourney.com, was launched last week in conjunction with Black History Month. The site serves as a comprehensive resource to connect users to information about destinations rich with African American heritage.

Human Resources: To obtain information about benefits, employees can call the Amtrak Benefits Service Center at 800-481-4887 or log onto www.AmtrakBenefits.com. This Web site contains benefit plan handbooks, forms and other useful information.

Government Affairs: Amtrak officials were scheduled to testify last week before the House Transportation and Infrastructure Committee regarding stimulus projects, however, the hearing was postponed due to winter storms in the Mid-Atlantic. A new date has not yet been scheduled.

Safety: Last week Amtrak launched the “Common Sense” rail safety campaign with Operation Lifesaver, freight railroads and state transportation agencies to reduce train-related pedestrian injuries in California. The state had the highest number of pedestrian-train fatalities in the nation last year. Visit www.commonsenseuseit.com for more information.



New National Train Day Web Site Launches This Week

In commemoration of the 141st anniversary of the first transcontinental railroad being completed, Amtrak will host the third annual National Train Day on May 8 with events across the country celebrating America’s love of trains. Marketing and Product Development is scheduled to launch a Web site tomorrow afternoon as a comprehensive resource for the public at www.NationalTrainDay.com. Another site exclusively for employees is set to launch in mid-March.

“National Train Day celebrates the train’s impact on our country and provides an opportunity for Americans to further understand the influence rail has on the future of transportation in America,” said Emmett Fremaux, vice president, marketing and product development.

The company will host free events from 11 a.m. to 4 p.m. local time at stations in Chicago, Los Angeles, Philadelphia and Washington, D.C. Each event will feature live entertainment; interactive and educational exhibits; kids’ entertainment; cooking demonstrations; model train displays; and tours of notable private cars, Amtrak equipment, freight, and commuter trains and more.

In the nation’s capital, the soon-to-be-announced National Train Day celebrity spokesperson will kick-off festivities on May 8. The other three major markets will feature unique exhibits that narrate each region’s rich train history.

“The History of Baseball’s Travel on Trains” in Philadelphia will feature memorabilia, photos, video and audio displays featuring several former players from a variety of leagues will showcase the early days of America’s favorite pastime and its connection to train travel.

In Chicago, the “Blues Journey and Connection to the Railroad” exhibit will be headlined by Big Bill and Larry “Mud” Morganfield, the sons of celebrated blues musician Muddy Waters, who will be joined by legendary Mississippi Delta blues musician Bobby Rush to perform train-themed blues songs.

Los Angeles attendees will have the opportunity to see the “Railroad Bracero Exhibit,” which details how thousands of Mexicans came to the U.S. during World War II to work legally under a program to build and maintain our nation’s passenger rail system.

Additional events are being organized in local communities across the U.S. Last year, more than 140 total celebrations took place, and even more are expected this year.

Human Resources: Adding new dependents to your benefits coverage due to a family status change (marriage, new baby, etc.) must be done through the Amtrak Benefits Service Center within 31 days of the event at www.AmtrakBenefits.com or 800-481-4887. Supporting documentation such as a marriage license or birth certificate is required.

Chairman Carper to Testify Before Congress on Stimulus Projects

Board Chairman Tom Carper will testify at the House Transportation and Infrastructure Committee hearing on stimulus projects on Feb. 23. The hearing, originally scheduled for Feb. 10, will be broadcast online at <http://transportation.house.gov> beginning at 10 a.m. Eastern Standard Time.

In 2009, Amtrak received approximately \$1.3 billion for capital improvement projects as part of the American Recovery and Reinvestment Act. Those funds are being used to return to service nearly 100 pieces of rolling stock, renovate or repair 270 stations, make significant security and life safety improvements, and replace or repair eight bridges, along with dozens of other projects. To date, stimulus-funded projects from this grant have created more than 600 Amtrak jobs and 200 jobs through suppliers.

Chairman Carper’s testimony will be posted on Amtrak.com under “Inside Amtrak”→ “Government Affairs.”



Wireless Internet Launches on *Acela Express* and in Select Stations

Passengers on *Acela Express* and those traveling through select stations in the Northeast can now stay connected thanks to AmtrakConnectSM, the company's wireless Internet solution, which officially launched today.

"This is a major service upgrade," said Matt Hardison, chief, Sales Distribution and Customer Service. "We expect this offering to translate directly to higher satisfaction and therefore, higher ridership and ticket revenue."

Following two years of development and extensive testing, passengers now have a 3G connection for wireless devices such as laptops and netbooks. Marketing and Product Management worked closely with teams from Mechanical, Transportation, Engineering, Real Estate and Information Technology to implement the highest level of system performance possible.

"We've taken another step toward delivering the best possible travel experience to our customers and we will be expanding our on-board technology even further in the coming years," said Senior Director, On-Board Systems, Lenetta McCampbell.

In the past, passengers were only able to access the Internet using a cellular air card or smart telephone with Web capabilities. However, these options are not ideal because users must rely on one carrier's coverage along the route, and they must be able to receive a consistent cellular signal inside the train. The new on-board system delivers a more consistent experience by pulling a signal from multiple sources and delivering the bandwidth through a single, full-train network.

Stations that now feature AmtrakConnect in gate areas are Boston's Route 128 Station, Providence Station, New York Penn Station, Philadelphia 30th St. Station, Baltimore Penn Station and Washington Union Station. The service will be available in Wilmington, Del., once the current station renovation is complete. Amtrak already has free wireless Internet in all Club*Acela* locations as well as the Metropolitan Lounge at Chicago Union Station.

Other routes offering some type of on-board wireless Internet service are the *Pacific Surfliner* and *Downeaster*. The company hopes to extend AmtrakConnect to additional routes, but no timeline has yet been set.

Information Technology: Beginning April 5, employees who access the Amtrak network using Citrix or the VPN will need a new authentication "token" to log in. Employees should contact Amtrak Information Security at infosec@amtrak.com to be assigned a token. User instructions will be provided at that time.

Government Affairs: Amtrak will participate in a hearing before the Pennsylvania House of Representatives Transportation Committee in Pittsburgh on March 3 to discuss the future of passenger and freight rail in the state. Specific topics will include stimulus projects and Amtrak's recent feasibility study for expanded service in Pennsylvania.

Employee Information Management: This week, employees will receive details and schedules regarding training on the use of new upgrades to the Employee Information Portal, which is set to launch on May 19. The training will be offered through classroom sessions, online classes and on CD for those who do not have access to the company intranet. Additional information and updates will be sent directly to employees by the EIM Team.

Amtrak Hosts Town Hall This Week

Amtrak is partnering with Trains Magazine to sponsor a town hall meeting in Chicago on Saturday, March 6. Approximately 250 attendees are registered to attend the meeting, which will serve as an open forum to discuss the future of long-distance trains, fleet plans and Amtrak's photo policy. Chairman Tom Carper and President and CEO Joe Boardman will lead the discussion along with other Amtrak officials.

"We aim to have an open dialogue with people who are interested in Amtrak. It will be a success if we can engage stakeholders and constructively exchange views," said Boardman.



Engineering: The 172 employees of the Track Laying System-Blue, with support from Mid-Atlantic Division forces, will kick-off the 2010 production season with concrete tie replacement on Track #1 at Landover (Md.) Interlocking on March 14. Multiple schedule changes along the NEC will take effect to accommodate the work.

Human Resources: When adding a dependent to their benefits coverage, employees must submit proof of dependent eligibility such as a marriage license or birth certificate. Call the Amtrak Benefits Service Center at 800-481-4887 for more information.

Marketing and Product Development: A new video production contest targeting college students in Illinois offers the chance to win more than \$3,000 in prizes and Amtrak travel. Visit www.AmtrakTRAINsportationVideoContest.com for details.

Test Your "Green" I.Q. to be Featured in *Amtrak Ink*

In advance of the 40th anniversary of Earth Day in April, employees are invited to test their Amtrak "green" I.Q. Over the coming weeks, a new trivia question will appear in *Amtrak This Week*. Employees should submit their answer via e-mail to ecom@amtrak.com with "Green I.Q." in the subject line by noon Friday. A winner will be chosen at random and featured in the April issue of *Amtrak Ink*. This week's question is:

Amtrak's initiative to print two-sided documents when possible reduced the company's estimated carbon dioxide output by how many tons in FY '09?

a.) 28 b.) 38 c.) 40 d.) 90

Amtrak Hosts Successful Town Hall Meeting in Chicago

Board Chairman Tom Carper and President and CEO Joe Boardman hosted the first-ever town hall meeting between passenger rail supporters and railroad executives on Saturday, March 6, in Chicago. More than 250 people from 28 states attended.

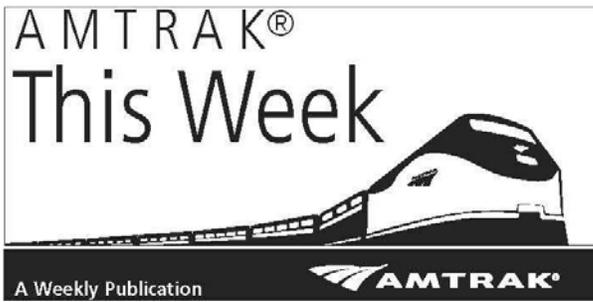
Co-hosted and moderated by Trains Magazine, the all-day event included question and answer sessions and centered on three topics: Amtrak's strategy to replace and increase the size of its equipment fleet, initiatives to improve long-distance trains and the company's policy on personal photography and videography in stations, trains and other Amtrak property.

Boardman initiated the creation of the event citing the importance of engaging stakeholders. "It is important for Amtrak senior management to hear directly from people who care deeply about improving and growing passenger rail in this country," he said. "Listening to their opinions and viewpoints with open ears and respect is crucial because their support matters in determining how passenger rail moves forward."

At the town hall meeting, Amtrak announced the creation of a new program inviting train watchers to be on the lookout for suspicious activities, trespassers and other safety and security threats when they are taking photographs or traveling. Amtrak Police Chief John O'Connor announced the program, explaining its fit with the company's existing "See Something, Say Something" campaign. BNSF Railway has instituted a similar effort, which has been well-received.

In addition to the meeting, attendees were given the opportunity to tour rehabilitated equipment that is being returned to service with funding from the American Recovery and Reinvestment Act, including a newly rebuilt P-40 Genesis locomotive, two Superliner sleeping cars and a Superliner dining car. Employees who performed the work at the Beech Grove Maintenance Facility were on hand to explain the process.

"Trains was honored to play a part in this unique event," said Trains Magazine Editor Jim Wrinn. "For a major corporation to provide that much of its senior management to listen to its customers and take feedback from them is amazing. We hope to do this again."



New Study Outlines Kansas Service Options

Amtrak and the Kansas Department of Transportation unveiled last week a new study analyzing four alternatives for state-sponsored passenger rail service between Kansas City, Oklahoma City and Fort Worth. Commissioned by the Kansas DOT, the study was prepared by Amtrak with input from BNSF Railway to identify options to restore service to various cities in Kansas and Oklahoma that lost Amtrak service during federally mandated cuts in 1979.

“Growth is a vital part of our corporate strategy and building new service on state-supported corridors is one of the best ways for us to achieve that,” said Mike Franke, assistant vice president, Policy and Development.

Estimated start-up costs of each option range from \$156 million to \$479 million and would require between \$3.2 million and \$8 million in annual operating support. Projected ridership of the four options fall between 65,900 and 174,000 annually. The study does not include cost estimates for renovating or building stations or platforms. The full report can be found on the Kansas DOT Web site at www.ksdot.org.

“This is just the first of many steps that must take place before service can actually start,” added Franke. “The real work begins now as decisions must be made and funding must be secured by Kansas and the other states involved.”

Departments Show Flexibility, Team Work to Seize Opportunity

System Operations and Revenue Management have teamed with the Central Division to capitalize on increased demand in the Midwest for spring break travel, which peaks in mid-March.

“There are a lot of colleges and universities throughout the region and many students need to get home to the Chicago area or they’re catching a flight to their spring break destination,” explained Mike Frazier, acting senior director, System Operations. “Our job is to recognize opportunities like this and adjust our plans accordingly.”

System Operations re-allocated equipment to extend train consists and increase capacity from Chicago to St. Louis, Carbondale and Quincy, Ill., Detroit and Port Huron, Mich.

According to Denise Johnson, director, Revenue and Capacity Management, spring break ridership has been much heavier this year, especially to Quincy and Carbondale. Travel is highest on Fridays and Sundays as students leave or return to campus.

While ticket revenue information will not be available until early April, the increases are expected to be significant. “We’re seeing a high percentage of tickets purchased at our highest fare levels. Combined with the increased ridership, that’s a great thing,” said Johnson.

Operations Update: On Monday through Friday of each week from March 15 through April 2, southbound *Saluki* Train 391 will depart Chicago 25 minutes earlier and depart all remaining stations on the route 30 minutes earlier due to track work being performed by Canadian National Railway.

Operations: Anna Szczepanska has been selected as the Operations department’s senior executive assistant and will report directly to Chief Operating Officer William Crosbie. Previously, Szczepanska was executive assistant to the Mid-Atlantic Division general superintendent.

Marketing and Product Development: A new employee-only National Train Day Web site is now available at www.TrainDay411.com. Sign-up online to volunteer at an event on May 8, enter to win employee prize packages and find all the latest news and information.

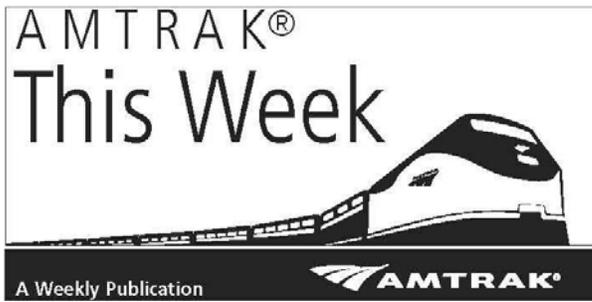
This Week’s “Green” I.Q. Question

In advance of the 40th anniversary of Earth Day in April, employees are invited to test their Amtrak “green” I.Q. Employees should submit their answer via e-mail to ecom@amtrak.com with “Green I.Q.” in the subject line by noon Friday. A winner will be chosen at random and featured in the April issue of *Amtrak Ink*. This week’s question is:

The new capital program to replace up to 2,000 light fixtures with energy-efficient bulbs in nine Mechanical facilities and station platforms at Chicago Union Station is expected to cut energy use by how many kilowatt hours?

- a.) 2 million b.) 6 million c.) 7 million

Congratulations to last week’s winner, Assistant Inspector General Nick Pinto, who correctly answered that Amtrak reduced its CO₂ output by 40 tons in FY ’09 by printing two-sided documents.



Safe-2-Safer Rollout Continues With Collaboration Between Labor Leaders and Senior Management

The implementation of Safe-2-Safer has reached another milestone, as Amtrak executives and General Chairmen from nearly every employee union agreed recently on a Memorandum of Understanding that outlines how the committees responsible for the peer-to-peer safety observation process — a major component of the program — will be implemented.

“The group worked together to create the process for nominating and selecting Steering Committee members and facilitators. We can now begin building these teams for Mechanical and Transportation departments in the Mid-Atlantic, APD and the backshops. We appreciate the support and willingness to collaborate from the union General Chairmen,” said Vice President of Transportation Richard Phelps, the executive sponsor of Safe-2-Safer.

The approximately 25 Steering Committees systemwide will be made up of union members in good standing that are selected by their respective union leadership. The committees’ role will be to implement the Behavioral Accident Prevention Process® (BAPP), which involves peer-to-peer observations and identifying safe behaviors that prevent the most common injuries. The data from the observations will then be used to teach employees how to reduce their personal risk and identify other barriers to safety that need to be addressed, such as fixing tripping hazards or replacing defective tools.

“The peer-to-peer observations for BAPP are anonymous, voluntarily and will never be done by managers or result in any discipline,” said Phelps. “Our motto for BAPP is ‘No Name, No Blame, No Sneek-Up.’”

Additionally, the General Chairmen and Amtrak’s executive team finalized the selection process and pay rate for each committee’s Safe-2-Safer facilitator, who will manage the day-to-day Steering Committee activities. These positions will also be filled by union members, and job announcements will be posted beginning this week at <http://jobs.amtrak.com>.

The group of executives and labor leaders will continue to meet periodically to provide Safe-2-Safer progress updates and address any issues that arise.

The Safe-2-Safer rollout process is underway in the Mid-Atlantic, Northeast and Southern regions as well as backshops and Reservation Call Centers, with managers and supervisors beginning leadership training and coaching. Corporate office locations and the Central, Southwest and Pacific regions will soon follow.

“Safety is everyone’s responsibility, but managers must be accountable and must lead their teams to create a safer environment. A big part of Safe-2-Safer is teaching our managers and supervisors how to do that in a way that is non-confrontational and doesn’t include finger pointing,” said Phelps.

Government Affairs: President and CEO Joe Boardman will testify regarding Amtrak’s FY ’11 grant request before the House Appropriations Subcommittee on Transportation, Housing and Urban Development, and Related Agencies on March 23. The testimony will be posted on the intranet under “News” → “Legislative.”

Marketing and Product Development: As part of the “ALL SPRING – ALL ROUTES – ALL KINDS OF POINTS” promotion, Amtrak Guest Rewards members will earn double points on qualifying travel now through May 7, and triple points for qualifying travel from May 8-29, for every one-way trip on every route.

This Week’s “Green” I.Q. Question

In advance of the 40th anniversary of Earth Day in April, employees are invited to test their Amtrak “green” I.Q. Employees should submit their answer via e-mail to ecom@amtrak.com with “Green I.Q.” in the subject line by noon Friday. A winner will be chosen at random and featured in the April issue of *Amtrak Ink*. This week’s question is:

How many gallons of used oil did Amtrak recycle in FY 2009?

a.) 70,000 b.) 94,000 c.) 137,000 d.) 215,000

Congratulations to last week’s winner, Teresa Cohen, secretary, Beech Grove, who correctly answered that Amtrak’s program to install energy-efficient light bulbs in nine Mechanical facilities and platforms at Chicago Union Station will cut energy use by 7 million kilowatt hours.



Taye Diggs Signs On as National Train Day Spokesperson

Actor and avid train fan Taye Diggs, star of *Private Practice*, will join Amtrak to kick-off the third annual National Train Day.

“Riding the train was my first real exposure to serious travel and the magical notions attached to train travel will stay with me forever,” said Diggs. “My wife [Broadway Actress Idina Menzel] and I have lived all of our adult lives in New York City so we have come to know riding the train as a relaxing and convenient travel option.”

Diggs will start the festivities with a ceremony at New York’s Penn Station on Friday, May 7, where he will flip the switch that launches an edible three-dimensional “trainscape” made of cake and moving model trains. The display will be inspired by this year’s new National Train Day artwork and will include a model train installation by Bachmann Trains, a leading model train company.

Afterward, Diggs will board Amtrak and travel to Washington, D.C. to host the celebration at Washington Union Station and enjoy the festivities with other train fans on May 8.

Joining Amtrak to celebrate the importance of trains, the SUBWAY® restaurant chain is the premier sponsor of the third annual National Train Day. For more information, employees should visit www.TrainDay411.com.

New National Train Day Employee Trivia Contest Now Open

A new employee trivia contest is now open at www.TrainDay411.com, an exclusive site for Amtrak employees to find news about National Train Day and register to volunteer at one of the four major events in Los Angeles, Chicago, Philadelphia or Washington, D.C. The new contest will be open until April 8. The winner of each contest will receive a National Train Day prize package.

Congratulations to John Deissler, B&B mechanic, New York, who won the previous trivia contest by correctly identifying the four cities hosting major National Train Day events: Chicago, Los Angeles, Philadelphia and Washington, D.C.

Information Technology: Only one week remains for employees who access the Amtrak network using Citrix or the VPN to obtain a new authentication “token” to log in. After April 5, a token will be required for remote network access. Employees should contact Amtrak Information Security at infosec@amtrak.com to be assigned a token. User instructions will be provided at that time.

Employee Information Management: Managers and delegates who have received invitations to enroll in instructor-led training on the Employee Information Portal (EIP) upgrades launching in May are reminded to RSVP by April 9. Computer-based training on the new Employee Self Service features will be available to all employees in the coming weeks.

“Green” I.Q. Contest Winner

Congratulations to the winner of the final Green I.Q. trivia question last week, Clint Foster, engineer, Sacramento, who correctly answered that Amtrak recycled 215,000 gallons of used oil last year.



Operations Update: Chief Operating Officer William Crosbie has officially deactivated the “state of emergency” of the Amtrak Pandemic Flu Contingency Plan based on reports from federal and state public health agencies. The emergency section of the plan was enacted last fall as a measure to help protect employees and passengers against the H1N1 flu virus. The company offered free vaccinations and reimbursements for both seasonal and H1N1 flu. More than 4,500 employees took advantage of the program.

Information Technology: Beginning today, a token will be required for remote network access through Citrix or the Amtrak VPN. Employees who access the network using these channels should contact Amtrak Information Security at infosec@amtrak.com to be assigned a token and to receive user instructions.

PSSA: The nomination period for the 2010 President’s Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under “Employees”→ “Awards and Achievements.”

Human Resources: Amtrak is working with specialized consultants to analyze the new healthcare legislation and how it will impact employee benefits. While some changes will take effect quickly, many of the provisions in the bill will not take effect for several years. More information will be provided in the coming weeks.

National Train Day: As of today, 75 National Train Day events in 36 states, including Alaska and Hawaii, have been scheduled in communities across the country for May 8. For more information, or to volunteer at an event in Chicago, Los Angeles, Philadelphia or Washington, D.C., visit www.TrainDay411.com.

U.S. Secretary of Transportation Visits Beech Grove

As members of President Obama’s cabinet traveled throughout the country on April 2 to highlight stimulus projects that have been effective in creating jobs in the U.S., Secretary of Transportation Ray LaHood visited Amtrak’s Beech Grove Maintenance Facility to see the operation first-hand and meet with Amtrak employees who attended the event. Joining LaHood in Beech Grove were U.S. Rep. Andre Carson (D-Ind.) and President and CEO Joe Boardman.

“I really enjoyed touring the car shops where six cars have already been rehabilitated — with more in the works — and locomotive shops where the first of the locomotives was refurbished,” said LaHood in a blog post following his visit. “The work adds important capacity to the Amtrak passenger rail system and provides riding comfort to Amtrak’s passengers.”

In 2009 alone, Amtrak projects funded by the American Recovery and Reinvestment Act led to the creation of more than 800 jobs with the company and its vendors, including more than 100 at Beech Grove. With numerous additional projects throughout the system slated for the 2010 construction season, the company will be reporting a significantly higher number of jobs created at the end of this year.

New Frequencies Coming for North Carolina Service

North Carolina Transportation Secretary Gene Conti announced last week that the state is expanding its partnership with Amtrak by adding two new midday frequencies — operating as Trains 74 and 75 — between Raleigh and Charlotte. The new trains are scheduled to begin operating in early June of this year.

With these additions, Amtrak will operate a total of six daily state-sponsored *Piedmont* and *Carolinian* trains between the state’s two largest cities.

Current frequencies only operate in the morning and evening. After the June service expansion, business travelers, families and college students will have a valuable new schedule option.



Operations Update: Due to track work being performed by Metro-North Railroad and CSX Transportation, schedules for trains operating between Niagara Falls, Albany-Rensselaer and New York will be adjusted between April 11 and June 19.

Transportation: The updated Revision No. 5.1 of the *Service Standards: Manual for Train Service and On-Board Service Employees*, which becomes effective April 30, will be shipped directly from the printer to crew base locations across the system beginning this week. If packets have not been received by April 19, contact Monika Lukens at ATS 734-2047 or (302) 683-2047.

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through April 15. Congratulations to the latest winner, Brian Hains, machinist journeyman, Rensselaer, N.Y. Employees are also encouraged to volunteer at a National Train Day event by signing up online. All volunteers will receive a free polo shirt, a meal during their shift and other gift items.

Operation RedBlock Day is April 14

In conjunction with National Alcohol Awareness Month, April 14 marks the 10th annual national Operation RedBlock Day. This week, Operation RedBlock committees at Amtrak and several freight railroads will host a series of events throughout the system aimed at educating employees about how to promote a drug- and alcohol-free workplace.

"Over the years, Operation RedBlock has benefitted employees across the system by raising awareness, changing attitudes and giving co-workers another channel by which to encourage others to seek assistance," said President and CEO Joe Boardman.

As always, employees are encouraged to mark off work — without consequence — when impaired by drugs or alcohol by calling 1-800-44-RBLOC (800-447-2562).

Customer Self-Service Launches on Amtrak.com

Customers who book their reservation online can now make modifications to their reservation at Amtrak.com with a few clicks of the mouse. Rather than having to contact a ticket agent, customers have the flexibility to change their travel schedule or class of service online, as well as upgrade, downgrade and exchange tickets. Any reductions in fare will be refunded automatically while payment of fare increases resulting from reservation changes can be collected through the online system.

"This is an important step forward in customer service," said Tony Flynn, eTicketing program director. "Even though we just launched this feature on April 6, our customers are already taking advantage of it to change trains or upgrade their travel."

The online self-service feature is currently available for reservations made on Amtrak.com before a paper ticket has been printed. All customers will still need to pick up printed tickets at the station prior to boarding their train — but not for long.

This new self-service feature is the first of several upcoming eTicketing program features that will offer additional customer self-service opportunities. In May, a new capability will be introduced that will enable customers to pick up their tickets at Quik-Trak kiosks even if their reservation was affected by a last minute schedule change or re-accommodation. Previously, customers were required to go to the ticket window to obtain tickets under such circumstances.

By late summer 2011, customers will also be able to print travel documents at home or at the office. Conductors will simply scan bar codes on the "print-from-anywhere" boarding pass, eliminating the need to collect paper tickets. Additional functionality will allow passengers to present their boarding pass on their smart phone, such as a BlackBerry or iPhone, making completely paperless travel possible.

The eTicketing program, once fully developed, is projected to deliver up to \$14 million in additional ticket revenue annually by improving access to Amtrak ticketing, particularly at cities with unstaffed stations or for those customers booking outside the U.S.

Ridership and Revenue on Record-Breaking Pace

During the first six months of the FY '10 fiscal year, Amtrak carried a record high of 13,619,770 passengers — a 4.3 percent increase over last year and roughly 100,000 more than the same period in FY '08, when the company set its all-time record for annual ridership. A slowly improving economy and continued high fuel prices are contributing factors in ridership growth.

Comparing March 2010 to March 2009, ridership increased by 13.5 percent to a record 2.47 million passengers for the month. In addition, every single Amtrak route carried more passengers, with several experiencing double-digit growth.



Message from Lorraine Green and DJ Stadler

Dear Co-workers,

Each Tuesday morning, the 11 members of the executive committee and other department heads meet to discuss company strategy, direction and policy. As part of our effort to become a healthier company, some of our discussions revolve around how we can continue to improve the company for your benefit.

To that end, we are pleased to announce that as a result of negotiations with Fidelity Investments, our 401(k) Retirement Savings Plan administrator, starting May 19 we will be offering employees new lower-cost investment options, allowing you to save more for retirement and better meet your financial goals.

The fees and expenses of the investments you select have a large impact on the overall return of your portfolio, especially over the course of an entire career. By replacing the Fidelity Freedom Funds® currently being offered with 12 lower-cost lifecycle funds from a new series of Fidelity Freedom KSM Funds, participants will collectively save a considerable amount of money in management fees. The investment strategies, fund portfolios and fund managers are the same as the current Freedom Funds; the only difference is that the costs you pay will be reduced.

Those of you who currently invest in the Freedom Funds will see your balances automatically transfer to the corresponding Freedom K Funds at the close of business on May 19. If you choose not to have your funds transferred to a corresponding Freedom K fund, you may elect another investment option before May 19, or after the transfer has occurred. An additional investment option called Fidelity *Contrafund*® - Class K will also be made available.

The Fidelity Freedom K Funds are typically available only to employees of new corporate clients of Fidelity; however, Dale Stein, our treasurer, negotiated with Fidelity to secure these lower-cost fund options for Amtrak employees, even though we were already a client. This is a prime example of Amtrak's commitment to you as a valued employee and we hope more of you will take advantage of this company benefit.

Plan participants will soon begin receiving letters from Fidelity with more information about the new funds. If you have questions or would like to begin saving for retirement, please call 877-477-AMTK (2685) or visit www.MySavingsAtWork.com/amtrak to schedule an appointment with a Fidelity representative.

Sincerely,

Lorraine Green
*Vice President, Human Resources
 and Diversity Initiatives*

DJ Stadler
Chief Financial Officer

Engineering: Engineering will host an Employee Health & Safety Fair in Sunnyside Yard on April 21 from 9 a.m.-2 p.m.

Corporate Communications: On April 13, CNN aired a segment featuring Amtrak Police K-9 teams. To view the story, visit www.cnn.com and search "Dog's Nose Knows."

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through April 22. Congratulations to the latest winner, Angeline Summers, Engineering assignment clerk, Philadelphia.

Government Affairs: Vice President, Government Affairs and Corporate Communications Joe McHugh will testify before the House Transportation and Infrastructure Committee in Chicago on April 20 regarding stimulus high-speed rail grants. Amtrak Police Chief John O'Connor will testify in Washington before the Senate Commerce, Science and Transportation Committee on April 21. The hearing focuses on securing the nation's rail and other transportation networks.

Board Makes Visit to Chicago

The board of directors traveled to Chicago last week for its April meeting to conduct site visits and meet with state and local officials.

"The Midwest plays a major role in our national system through extensive state-supported corridor service and as the hub for much of our long distance network," said Board Chairman Tom Carper. "The board wanted to see it firsthand to get a better understanding of the challenges and opportunities here."

Board members greeted employees and met with Wisconsin Gov. Jim Doyle and other officials from Illinois, Iowa, Michigan, Minnesota and Ohio. The board also toured Chicago Union Station and rode *Hiawatha Service* to see the renovated Milwaukee station, in addition to traveling to several CREATE project sites aboard equipment recently rehabilitated at Beech Grove Maintenance Facility.



Employee Appreciation Day to be Celebrated This Friday at 46 Locations

This Friday, April 30, has been designated as the second annual Employee Appreciation Day, which will be celebrated throughout the system at 46 different events. These events are designed to help employees become safer, greener and healthier in their professional and personal lives.

Human Resources: Participants in the 401(k) Retirement Savings Plan should receive a letter from Fidelity Investments this week (if they have not already received it) regarding investment fund changes that will lower fees for employees, allowing them to save more for retirement.

PSSA: The nomination period for the 2010 President's Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under "Employees" → "Awards and Achievements."

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through April 29. Congratulations to the latest winner, Sheryl Johnson, secretary, Chicago.

Government Affairs: President and CEO Joe Boardman and Amtrak Inspector General Ted Alves will appear before the Senate Appropriations Committee on April 29 regarding the company's FY '11 funding request.

"I am committed to growing our company by making it safer, greener and healthier," said President and CEO Joe Boardman. "Part of what healthier means is fostering a work environment where employees feel valued and that their contributions mean something. It also means providing better benefits and services to our employees. Employee Appreciation Day is just one gesture to show our commitment to you and to becoming a healthier Amtrak."

Teams of employees in each location have worked hard over the last several months to put together events offering employees information on personal finance and retirement savings from Fidelity Investments; health and wellness screenings from Aetna and United Healthcare; "green" tips from local energy conservation organizations; and safety tips and updates from Safe-2-Safer, Employee Assistance Program, Operation RedBlock and Operation Lifesaver.

Information about the new Employee Information Portal, a new Employee Service Center, and how all employees will soon be able to access the company's intranet from home will also be available. These are major programs that will launch on May 19 in an effort to better serve employees.

Another resource being provided at all 46 events is an expanded version of last year's popular "Did You Know" booklet. This guide outlines the wide range of employee discounts from companies like AT&T, Verizon, Carnival Cruise Lines, Pro-FLOWERS, Hertz, Budget and others, along with other useful company information.

Temporary Changes to Leave Requests Made via Employee Self-Service

From May 1 to May 19, non-agreement employees who submit a leave request through the Employee Self Service (ESS) system will not receive any e-mail notifications or confirmations related to their request.

Employees must monitor their request status by logging in to ESS or by following-up with their supervisor directly. Managers are also encouraged to notify their employees of approvals or denials of leave requests.

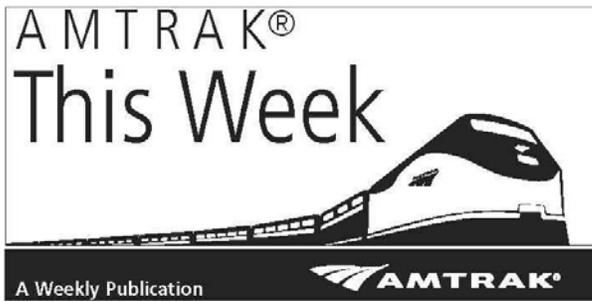
This temporary function outage is due to necessary system improvements being made to launch the expanded Employee Information Portal on May 19.

Tentative Agreements Reached, Covering 40 Percent of Unionized Employees

Amtrak has reached tentative agreements on new labor contracts with the International Brotherhood of Electrical Workers (IBEW), International Association of Machinists and Aerospace Workers (IAM), the Joint Council of Carmen, Coach Cleaner and Helpers (JCC) and the Transportation Communications International (TCU) covering the period of January 1, 2010, through January 1, 2015.

The new contracts must be ratified by the union membership and will cover electricians, machinists, carmen and coach cleaners, clerks and telegraphers.

The IBEW, IAM, JCC and TCU are four of 14 labor organizations and joint councils representing Amtrak employees. The tentative agreements will affect about 6,900 employees, or 40 percent of Amtrak's unionized labor force.



PSSA: The nomination period for the 2010 President's Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under "Employees" → "Awards and Achievements."

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through May 6. Congratulations to the latest winner, Tim Carroll, ticket agent, Raleigh, N.C.

Government Affairs: Assistant Vice President, Policy and Development, Drew Galloway appeared at a field hearing in Miami on May 3 before the House Transportation and Infrastructure Subcommittee on Railroads, Pipelines and Hazardous Materials. The hearing focused on intermodal/high-speed rail connections. His testimony can be viewed on the intranet under "News" → "Legislative."

Human Resources: From May 1 to May 19, non-agreement employees who submit a leave request through the Employee Self Service (ESS) system will *not* receive any e-mail notifications or confirmations related to their request. Employees must monitor their request status by logging in to ESS or by following-up with their supervisor directly.

Amtrak Looks at Possible Florida Service Expansion

On May 1, Amtrak officials including Chairman Tom Carper, hosted a special inspection trip along the Florida East Coast Railway (FEC) to review the feasibility of passenger rail service on the 351-mile route between Miami and Jacksonville. Included on the trip were several local officials, community leaders and rail supporters interested in restoring service along the route.

The Florida DOT has partnered with FEC owner Rail America and local governments and planning councils to apply for stimulus funding to support the initiative. The FEC has not had regular passenger service since 1968.

Communities Nationwide to Celebrate National Train Day this Saturday

Don't miss out on the third annual National Train Day, which will be celebrated at approximately 170 events in 44 states, including Hawaii and Alaska this Saturday, May 8. Employees are encouraged to bring family and friends to a nearby event to celebrate the rich history of the American railroad and learn about the important role trains have in the nation's future.

"National Train Day is bigger and better this year thanks to hard work from our colleagues and increased participation from our host railroads as well as our state, local and commuter partners," said Emmett Fremaux, vice president, Marketing and Product Development. "We work closely with these organizations every day and we all have a common interest in promoting rail transportation."

New for National Train Day this year is the addition of a premier sponsor. Subway® will help Amtrak reach a wider audience to promote the events. Subway will also provide complimentary meals to volunteers at the events in Chicago, Los Angeles, Philadelphia and Washington, D.C.

As of press time, 347 employees have volunteered to help manage the four major market events. Dozens more have taken the initiative to create an event at their local station or have worked with the local chamber of commerce or visitor's bureau.

On Friday, May 7, Taye Diggs of the TV series *Private Practice* will unveil a trainscape at New York Penn Station made of cake and other edible treats that includes a model railroad installed by Bachmann Trains. He will then travel to Washington on May 8 to kick off the festivities before performances by Rocknoceros and the Ballou High School Marching Band.

In Philadelphia, a special exhibit will be on display called "Baseball Junction: The History of Baseball and the American Railroad," while Chicago attendees can take part in "The Blues Journey and Connection to the Railroad." The Los Angeles event will feature a special "Railroad Braceros" exhibit detailing the role thousands of Mexicans played in developing U.S. railroads as part of a special work program during World War II.

The four major events will all feature expanded train displays with rail cars and locomotives from the past, present and future. The AmtraKids Depot will offer fun and entertainment for younger rail fans and other displays will focus on the green benefits of rail travel, as well as the industry's contribution to economic development.

For a complete list of National Train Day events and information, visit www.TrainDay411.com and click "Build the Buzz."



**Labor-Management Collaboration
Brings New Jobs to Amtrak**

Amtrak is currently in the process of hiring more than 50 new employees at the Contact Centers in Riverside, Calif., and Philadelphia to support assumption of the customer support work for Amtrak Guest Rewards (AGR), the company’s loyalty marketing program. Training for new agents will begin next month and training for the agents who will work the AGR desk is scheduled for early September.

Currently, call center support for AGR members is outsourced as part of a vendor agreement. But with the contract up for renewal earlier this year, Amtrak worked closely with the Transportation Communication International Union (TCU) to bring the work in-house, effective Oct. 1.

“This outcome is a direct result of a collaborative effort by the leadership of TCU, which represents our Contact Center agents, our Labor Relations department, the Amtrak Guest Rewards team, and the Contact Center team,” said Mark Rose, senior director, Reservation Sales.

**Employees Make Third National Train Day
A Winning Effort**

Employees played a prominent role in the third annual National Train Day, which was celebrated on May 8 with events in four major markets and approximately 180 smaller communities in nearly every state, including Alaska and Hawaii.

“On behalf of the executive committee and our department, I want to thank each and every employee who contributed to making this year’s National Train Day the biggest and best yet,” said Emmett Fremaux, vice president, Marketing and Product Development.

At the four events in Chicago, Los Angeles, Philadelphia and Washington, D.C., roughly 400 employee volunteers answered questions from attendees, assisted in merchandise sales, helped exhibitors and guided people through equipment displays. Dozens of other employees worked with their local chambers of commerce and visitor’s bureaus to create events in their community.

What Did You Think?

On Friday April 30, Amtrak hosted dozens of Employee Appreciation Day events across the country to help employees become safer, greener and healthier in their professional and personal lives.

Tell us what you thought so we can make it better next year by completing an anonymous, five-minute online survey at www.surveymonkey.com/s/EAD2010.

Operations Update: The Spring-Summer 2010 System Timetable takes effect today.

Marketing and Product Development: Beginning May 15, Amtrak will no longer accept debit cards that require a PIN. Amtrak will still continue to accept debit cards that contain an American Express, Discover, MasterCard or Visa credit card logo. Enhancements to Amtrak’s payment systems may allow for reintroduction of debit cards in the future.

PSSA: The nomination period for the 2010 President’s Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under “Employees”→ “Awards and Achievements.”

National Train Day: Congratulations to the last two TrainDay411.com trivia contest winners, Carmen Calderon, mechanical clerk, Los Angeles and Mario Edwards, Amtrak Police, Chicago. Thanks to everyone who participated.

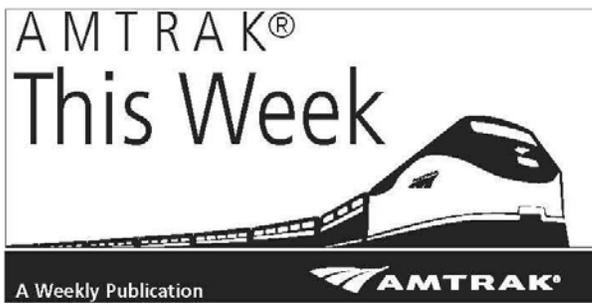
Operations: A Health and Safety Fair will be held for Operations employees in Odenton, Md., on May 12 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

**Important Info Regarding New
Employee Information Portal**

The new Employee Information Portal will launch on May 19 and become accessible to all employees from home.

Starting May 19, managers will use new electronic forms in place of current Forms 2000 and 2002. To prepare for this change, please do not initiate new Forms 2000 or 2002 after 5 p.m. on Friday, May 14. Forms currently in progress will be accepted by Human Resources. If there is an urgent need between May 14 and May 19, please contact Human Resources for assistance.

Another new feature is the eRecruiting system, which will replace Team Rewards, ending the employee referral program. As a result, all referral points must be used before May 19. Any unused points will be forfeited.



Three New Employee Resources Launch This Week

Beginning May 19, three important new resources will be available to all Amtrak employees, allowing for greater access to company information, easier updates to their personal information and streamlined Human Resources support. These interconnected tools are part of the company's initiative to become "healthier" by strengthening its position as an employer of choice.

Operations: A Health and Safety Fair will be held for employees in Operating departments at the Adams Maintenance Facility in North Brunswick, N.J., on May 19 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

Marketing and Product Development: Checked baggage service is now available to *Cardinal* passengers at many stations along the route. The new service is a result of close collaboration between the Product Development and Transportation departments.

Benefits: The Amtrak 401(k) Retirement Savings Plan will offer new lower-cost investment options beginning May 19, allowing participants to save more money for retirement. Current investments in Fidelity Freedom Funds will automatically be transferred to the corresponding Fidelity Freedom K Fund, which has the same investment strategy but lower management fees. Call 877-477-AMTK (2685) with questions.

Amtrak Police: Congratulations to Officer Richard Beynon of Harrisonburg, Pa., who received the Amtrak Police Department's 2009 Officer of the Year award at a luncheon in Washington, D.C., on May 13 as part of National Police Week.

Information Technology: A series of online courses is available through the end of May for eTrax users explaining changes to navigating the applications, creating travel authorizations and expense reports and reconciling P-Cards. Information is on the intranet under "How We Work" → "eTrax."

For the first time, every employee will be able to sign in through Amtrak.com to access the company intranet, which houses news, policies and other company information. Once on the intranet, employees can access the enhanced Employee Information Portal to view or update their personal information, apply for jobs and enroll in training courses. Managers will be able to access new HR forms, manage their staff's training and perform recruiting functions in the portal.

To sign on from a home Internet connection, go to Amtrak.com and click "Inside Amtrak" at the bottom of the page. Then click the "Employees" link. Employees who already access the Amtrak network using Citrix or the Virtual Private Network will continue to use their existing login ID and password. Employees who are signing on for the first time should have received instructions containing their initial login ID and password with their May 14 pay stub. These instructions are also being mailed to employees' homes this week.

Once signed on, a link on the intranet home page will connect employees to the Employee Information Portal. For optimal performance, please use Internet Explorer Version 7.0 and disable any pop-up blockers. For assistance logging in, call the Amtrak Help Desk at 800-772-4357.

The Employee Service Center will also open on May 19 to provide comprehensive support for all Human Resources-related inquiries and transactions. The Employee Service Center will be open from 8 a.m. to 8 p.m. Eastern time, Monday through Friday. Call 888-MY-HR-ESC (888-694-7372) or email HRESC@amtrak.com.

With the opening of the Employee Service Center, many forms have been modified or replaced. Forms 2000 and 2002 have been discontinued as of last Friday and employees with urgent needs prior to May 19 should contact their HR representative. Beginning May 19, managers and delegates will be able to access the new HR forms on the portal and intranet.

The portal's new eRecruiting feature will replace Team Rewards and close the employee referral program. As a result, all referral points must be used before May 19. Any unused points will be forfeited.

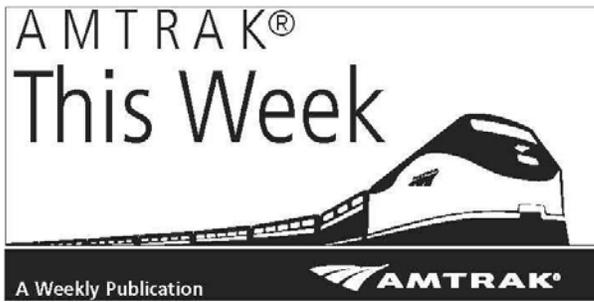
PSSA Nomination Period Extended

The deadline to submit nominations for the President's Service and Safety Awards has been extended from May 14 to June 1.

Nomination forms can be found on the intranet under "Employees" → "Awards and Achievements."

What Do You Think?

Help make next year's Employee Appreciation Day even better by completing an anonymous, five-minute online survey at www.surveymonkey.com/s/EAD2010.



Region Partnership Group Unveils NEC Master Plan

Amtrak and 12 states released the Northeast Corridor Infrastructure Master Plan on May 20, after three years of collaboration and research. The group aims for the plan to be the foundational document for a multi-state planning effort to improve the region's transportation network by further defining the role of intercity and high-speed passenger rail. Amtrak and the states have formally asked the Federal Railroad Administration to lead the planning effort.

The NEC Master Plan can be found on Amtrak.com under "Inside Amtrak" → "Reports and Documents."

Operations Update: Beginning May 24, through early August, select *Northeast Regional* and *Acela Express* trains will operate according to a later schedule to accommodate track work near Baltimore.

Operations: A Health and Safety Fair will be held for employees in operating departments at the Wilmington (Del.) Maintenance Facility on May 19 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

Transportation: All trains will sound their horns at noon local time on Memorial Day, May 31, in honor of the men and women who have lost their lives in service to the United States. A System General Road Foreman Notice will be issued this week to provide direction to locomotive engineers.

PSSA: The deadline to submit nominations for the President's Service and Safety Awards has been extended from May 14 to June 1. Nomination forms can be found on the intranet under "Employees" → "Awards and Achievements."

Security Reminder: Protecting the financial information of Amtrak, customers and employees is critical. Employees are reminded to always minimize exposure of credit card account numbers to anyone who does not need to see them, avoid writing them down if at all possible, and destroy any record of an account number as soon as it is no longer necessary for the job.

New Employee Resources Up and Running

Employees now have greater access to company information and their personal records thanks to new technology resources that launched last week that allow them to log in to the company intranet and Employee Information Portal through Amtrak.com. The new Employee Service Center also opened last week to provide a one-stop shop for all Human Resources needs.

"We have already seen a high usage rate from employees across the country," said Chief Information Officer Ed Trainor. "We've been working hard to iron out a few things based on employee feedback and I hope everyone will see how valuable these tools are."

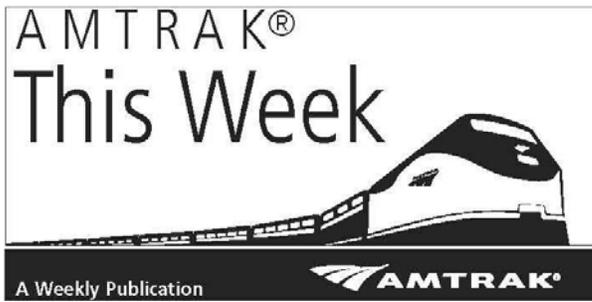
Any employee who had access to the Amtrak network prior to May 19 should use their already-assigned Amtrak login ID and their password. Employees who have never had access to the intranet before, should follow the instructions provided on the login page, which can be found at Amtrak.com → "Inside Amtrak" → "Employees."

Some users may have experienced intermittent technical problems when logging in or trying to access the corporate forms library in the Employee Information Portal last week. Those issues have been corrected. Additionally, system access for some ticket agents who share generic login passwords is delayed while Information Technology is developing unique passwords to secure their personal information. Those agents will be notified of their new secure login credentials by IT.

The new careers section of the portal and the Amtrak job board are still being transitioned to the new system, which is expected to be complete by Friday, May 28. Employees who had applied for a posted job using the old system will not need to re-apply because their application is being transferred automatically to the new system.

The Employee Service Center is open weekdays from 8 a.m. to 8 p.m. Eastern time, to provide comprehensive support for all Human Resources-related inquiries and transactions. Call 888-MY-HR-ESC (888-694-7372) or email HRESC@amtrak.com.

For assistance with technical intranet or Employee Information Portal login issues, see the help links on the login page or call the Amtrak Help Desk at 800-772-4357.



Amtrak Launches National Recovery and Resiliency Exercise Program

To further strengthen Amtrak's ability to provide America with safe and reliable passenger rail service in the wake of a large-scale emergency, the company is launching a Recovery and Resiliency Exercise Program.

The program, which will involve employees from every department, includes a series of exercises that will help preserve the rail system's operational viability following a large-scale emergency.

"With these exercises, we will talk through our current plans, identify gaps, and improve the way we operate during an emergency," said William Crosbie, chief operating officer.

Exercises will be conducted nationwide and will specifically challenge the 15 Station Action Teams currently in place at major locations. Three SATs have volunteered to pilot the program: San Diego, Chicago and Baltimore. Each will hold a discussion-based exercise (commonly referred to as Tabletop Exercises) in July where teams are presented with a scenario and talk through how they would respond. Upon completion of the local exercises, an Executive Committee-level tabletop exercise will take place in September 2010.

This program will utilize the Department of Homeland Security's Homeland Security Exercise and Evaluation Program, a proven method for preparing individuals to respond to and recover from potentially disabling disruptions of critical services. It is funded by the DHS Transportation Security Grant Program.

Every aspect of this exercise series will be carefully analyzed in order to learn as much as possible and make improvements to the policies and procedures currently in place.

"This program will better prepare us to minimize our vulnerabilities, and advance our preparedness and response to real-world attacks. It will be a component of an overall Continuity of Operations plan for Amtrak," said Susan Reinertson, chief operations administrator and director of the program.

Operations: A Health and Safety Fair will be held for employees in operating departments at the Midway Maintenance of Way Base on June 2 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

PSSA: The deadline to submit nominations for the President's Service and Safety Awards has been extended from May 14 to June 1. Nomination forms can be found on the intranet under "Employees" → "Awards and Achievements."

Safety: A revised Safety Bulletin was issued last week providing guidance on identifying and working with asbestos in Amtrak facilities. For details, visit the intranet under "Safety" → "Safety Resource Library" or call the Industrial Hygiene group at ATS 777-3126.

Human Resources: To view and apply for jobs electronically, employees must use the new Employee Information Portal. To log in, go to Amtrak.com "Inside Amtrak" → "Employees" or go directly to <https://cip.corp.nrpc/irj/portal>.

New Employee Resources for Payroll and Human Resources Assistance Available

Employees with questions about their paychecks can now call a new toll-free Payroll hotline dedicated to responding to employees' inquiries. Support staff will answer calls on weekdays between 8 a.m. and 6 p.m. Eastern time. Employees who leave a message after those hours will get a response within one business day. The new toll-free Payroll number is 866-247-2915 or ATS 777-4823.

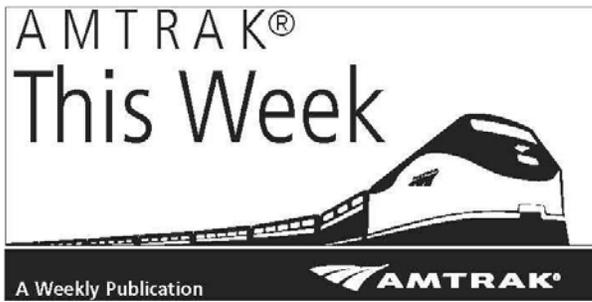
For assistance with any Human Resources-related inquiry or transaction other than paycheck questions, call the new Employee Service Center weekdays from 8 a.m. to 8 p.m. Eastern time at 888-MY-HR-ESC (888-694-7372) or e-mail HRESC@amtrak.com.

New Piedmont Service Begins This Week

Amtrak and the state of North Carolina will begin operating two additional *Piedmont* trains on June 5, increasing the state's sponsored passenger rail service to six daily trains.

Piedmont service operates between Raleigh and Charlotte, North Carolina's two largest cities. The new trains will provide midday service to complement the existing morning and late afternoon *Piedmont* departures. The New York-Charlotte *Carolinian* also serves the two cities with morning and evening service.

As demand for passenger rail service in North Carolina grows, six more trains are planned to be added over the next seven years.



Joe Boardman Discusses Growth with Bloomberg News

President and CEO Joe Boardman told the Bloomberg News editorial board in an interview on Friday afternoon that Amtrak appears to be on track to set a ridership record this year. The nearly hour-long interview covered a variety of topics including safety and security improvements, network planning and fleet replacement.

“We’re seeing growth. We retained a lot of passengers even in the teeth of the recession. People want choices and one of the choices they want is rail,” said Boardman, noting that Amtrak currently has a higher share of the air/rail market than it has ever had before.

According to the most recent quarterly data, Amtrak has 65 percent of the market for travel between New York and Washington, D.C., and 52 percent between New York and Boston.

“People are riding the railroad and it’s not just because fuel prices are higher, it’s also because there’s an improvement in customer service, there’s an improvement with Wi-Fi now on *Acela*.”

In addition to capturing more travelers along existing routes, Boardman explained to editors and reporters that the company is focused on expanding state partnerships to grow the national rail network.

“I think Amtrak is the lifeline to an awful lot of people in this country ... This is America’s railroad. We need to provide that connectivity. A transportation system that doesn’t provide connectivity isn’t a transportation system ... and that’s part of the Amtrak advantage — that we’re connecting across the country and providing that service.”

The company is working closely with numerous states across the country to apply for the next round of federal transportation funding to make investments and improvements in passenger rail.

When asked how he thinks Amtrak will be able to accomplish its growth objectives, Boardman explained that the company has two critical competitive advantages over other rail operators. The first is its existing national network, the second is its people.

“There isn’t anybody in this country that knows how to run electrified rail other than Amtrak. There isn’t anybody in this country that knows how to build and maintain [high-speed] track other than Amtrak. The people at Amtrak are the key to its success,” he said.

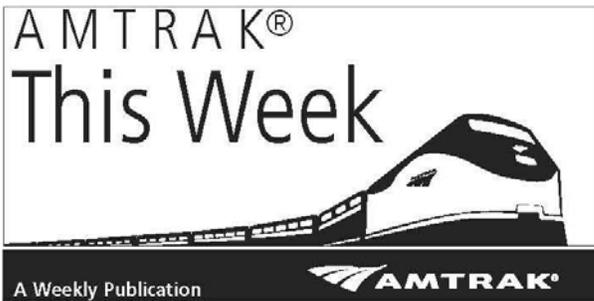
Following the interview, Boardman did a live segment on Bloomberg TV. To see the on-air segment, go to www.bloomberg.com and click “TV and Radio” → “CEO Spotlight.”

Marketing and Product Development:

An event is being held on June 10 at the Santa Fe Depot in San Diego to celebrate the 10th anniversary of the *Pacific Surfliner*.

Marketing and Product Development:

Based on a successful three-month trial run, AmtrakConnectSM wireless Internet is now a free standard service offering for all *Acela Express* passengers. A request for proposals has been issued to install wireless Internet on the entire fleet nationwide.



June 14, 2010

Prohibition Against Firearms in Checked Baggage Remains in Effect Until December

While Amtrak is submitting a report to Congress today on its preparations for accepting firearms in checked baggage, the company's current policy remains in effect.

Amtrak's current policy prohibits all firearms, ammunition and other weapons aboard its trains. This includes any being carried on the person, in carry-on baggage or in checked baggage. Employees should take note that this policy remains in effect until Amtrak begins firearm carriage service on Dec. 15, 2010.

A law passed last year requires Amtrak to implement the procedures necessary to provide storage and carriage of firearms in checked baggage cars and at Amtrak stations that accept checked baggage, within one year of the bill's enactment. This requirement applies solely to checked baggage, not carry-on baggage.

"Employees are reminded that we will not carry any firearms for passengers prior to December 15," said Amtrak Police Chief John O'Connor. "Anyone attempting to bring any type of gun or weapon onto a train should be reported to Amtrak police immediately."

Briefings to Focus on Providing Excellent Service to Passengers with Disabilities Begin This Week

A series of briefings for front-line employees that will begin later this week will provide important reminders about best practices in assisting passengers with disabilities.

The briefings take place in advance of the 20th anniversary of the enactment of the Americans with Disabilities Act (ADA) on July 26. Numerous events and conferences recognizing this anniversary are planned this summer around the country, and it is expected that many attendees will travel to these events via Amtrak. This provides a great opportunity for Amtrak to showcase its ability to provide excellent service to this important group that relies on Amtrak as a favored mode of transportation.

"Amtrak is proud of its role as an important mode of transportation for people with disabilities and aims to continue to provide excellent service for this group of passengers," said Kevin Scott, chief, Service Delivery.

Starting this week and for a two-week period, a "Focus On" will be distributed to on-board service and station employees as well as Amtrak Police Department personnel. Contact Center agents and ticket agents will be provided similar information.



Safe-2-Safer Underway Across the System

This week, the Pacific and Pacific Northwest Divisions are beginning the rollout process for Safe-2-Safer, and managers and supervisors are gearing up to begin safety leadership training. The rollout is now in progress across the system, marking an important milestone in the company's quest to improve its safety practices by adding new processes built around data and teamwork between union and management employees.

"It's been almost exactly one year since we first started Safe-2-Safer by conducting a survey and employee focus groups to learn more about employees' attitudes toward safety," said Vice President, Transportation Richard Phelps, the executive sponsor of Safe-2-Safer. "We've made tremendous progress so far, thanks to the time and effort put in by employees, managers and our union leaders."

The launch of Safe-2-Safer has been initiated in phases by geography, beginning in the Mid-Atlantic Division last fall and progressing to the West Coast. According to Safe-2-Safer Senior Director Peter Hall, results from divisions that began the program first are very encouraging.

In the Mid-Atlantic Division, for example, every manager and supervisor has participated in two leadership training modules, Steering Committees comprising union members are in place and peer-to-peer observations are beginning as part of Safe-2-Safer's Behavioral Accident Prevention Process (BAPP). These anonymous observations provide the data that will help Steering Committees identify risks at their local workplace and address the causes of those risks.

"I firmly believe that I'm helping to make a difference toward changing our safety behaviors in a positive fashion, while helping create a better environment where management and labor employees work hand-in-hand toward a common goal, which is safety for all," wrote Felicia Thompson in a message which is currently posted on the intranet home page. Thompson is a conductor who was selected for a two-year term as the full-time Safe-2-Safer Facilitator for Transportation in the Mid-Atlantic Division.

"As the other departments and divisions begin BAPP in the coming weeks and months, I encourage people to get involved and consider joining your local Steering Committee, applying to become a Facilitator, and most importantly, be willing to let your peers observe you working so they can make your workplace even safer," she wrote.

"The local Steering Committees are the ones who really drive this and I've been incredibly impressed with their commitment and the level of credibility they've brought to Safe-2-Safer," concluded Phelps. "The General Chairmen have done an excellent job of selecting the right people to represent their unions."

Operations Update: Beginning today, schedules for trains operating between Niagara Falls, Albany-Rensselaer and New York will be adjusted to accommodate track work and engineering projects near Yonkers and along the Empire Connection to New York. The work is scheduled for completion on Nov. 21.

Engineering: Fence Gangs R-902, R-903 and R-904 are continuing their work this week installing right-of-way fencing at various locations along the Harrisburg Line and Northeast Corridor. So far this fiscal year, the gangs have installed 20,532 feet of fencing.

Benefits: Effective July 1, agreement-covered employees and their eligible dependents will receive vision care benefits through EyeMed Vision Care. Although VSP will no longer be the vision care provider, the plan benefits have not changed. Employees will soon receive a welcome package from EyeMed that includes vision ID cards, a summary of benefits and a list of the 10 closest participating eye doctors.

Customer Service: Front-line managers and supervisors across the system are providing important reminders to employees about best practices in assisting passengers with disabilities ahead of numerous events and conferences recognizing the 20-year anniversary of the Americans with Disabilities Act on July 26. Materials were issued last week to applicable departments. Transportation managers are asked to record these briefings in TDRS using their respective job briefings code.



Operations: A Health and Safety Fair will be held for Operations employees at the Providence Maintenance of Way Base on June 29 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

Environmental Health and Safety:

Amtrak has expanded its sponsorship of the Student Conservation Association to cover projects in nine cities across the country. The SCA provides environmental education and green jobs training. Reduced-cost travel will be provided to students as they complete projects related to trail and habitat restoration, invasive species removal and historical preservation.

Update on NEC Business Travel

Demand for Northeast Corridor trains is once again strong, and *Acela Express* is regularly selling out. Employees are reminded to use *Northeast Regional* service for business travel whenever possible in order to protect revenue space on *Acela*, unless there is a compelling reason to use the high-speed service.

Additionally, contractors and vendors should not be provided travel vouchers for *Acela Express* unless their work is directly related to that service or there is some other clear, compelling reason to do so.

“We understand that many employees have to travel frequently along the corridor on Amtrak business, but where employee travel occurs on a peak-period *Acela* departure, which is often sold out, we risk displacing paying customers and diluting ticket revenues,” said Emmett Fremaux, vice president, Marketing and Product Development.

Unlike other corridor services, business or personal pass travel on *Acela Express* requires tickets. No flash pass travel is allowed. Detailed information on employee pass travel rules is available on the intranet under “Employees” → “Policies.”

Amtrak Assumes Full Operations for Metrolink Service

Amtrak Train and Engine crews today began operating all seven lines of the Los Angeles-area Metrolink commuter rail service. Amtrak officially took over the operation on Saturday, operating the four lines that provide weekend service. Under the terms of the four-year contract, Amtrak will provide Train and Engine crews along with management and support staff to operate the 512 route-mile network that covers six counties in Southern California.

The Southern California Regional Rail Authority selected Amtrak to provide operating service last fall and the two organizations signed a formal contract in March. The contract includes two additional three-year extension options. Amtrak previously operated Metrolink from 1992 to 2005.

Expanding commuter and state-supported operations service is a key element of Amtrak’s growth strategy. Amtrak will continue to seek new partnership opportunities where it can leverage its expertise in rail operations, safety performance, business support functions and other competitive advantages.

New Board Members Confirmed

Three rail industry and business veterans who were nominated by President Obama to the Amtrak board of directors were confirmed by the U.S. Senate last week, clearing the final hurdle for them to be sworn in and officially join the board.

Anthony Coscia, Bert DiClemente and Jeff Moreland are expected to join Chairman Tom Carper, Vice Chairman Donna McLean, U.S. Transportation Secretary Ray LaHood, President and CEO Joe Boardman and Director Nancy Naples in time for the July board meeting.

“We welcome our newest board members with confidence they will contribute their considerable knowledge and experience to advance Amtrak’s growth strategy and efforts to make the nation’s railroad safer, greener and healthier,” said Carper.

Coscia is a partner at New York law firm Windels Marx Lane & Mittendorf, and has served as chairman of the Board of Commissioners of the Port Authority of New York and New Jersey. DiClemente served as vice president at CB Richard Ellis, Inc., the world’s largest real estate company, and has 20 years of experience working on Capitol Hill. Moreland has 32 years of railroad experience, and was most recently executive vice president of public affairs at BNSF Railway.



Safety Policy Update: The Amtrak Safety Policy has been updated to include Safe-2-Safer risk-reduction principles in the job planning guidelines. The new policy can be found in the Operations section of the Amtrak Policy and Instruction Manual posted on the intranet under “Library” → “Policies.”

Travel Policy Update: The meal reimbursement section of the Travel Policy and Reimbursement Business Travel Policy has been revised. Employees must now input actual meal costs on their Expense Report e-form. Any meal over \$10 requires a receipt and total meal expenses may not exceed \$55 per day. The current daily meal and hotel maximum rates, which are subject to change, are posted on the intranet under “How We Work” → “Management Employee Business Travel.” The full policy is posted the Intranet at “Library” → “Policies” → “Finance.”

Transportation: Many disability groups are hosting conferences and events this summer and Amtrak expects many attendees to travel by train. Details on dates and locations were distributed last week in OSA 10-32. Employees should refer to Focus On 10-04 for reminders on how to best assist passengers with disabilities.

Marketing and Product Development: Amtrak is teaming up with the movie *Cats & Dogs: The Revenge of Kitty Galore* to offer a chance to win a grand prize trip for four to anywhere Amtrak travels. The sweepstakes runs until July 31. To learn more, visit www.catsanddogsmovie.com.

Heat Wave Continues in the Northeast

An early-summer heat wave will continue through the rest of this week in the Northeast, as temperatures in many areas are expected to reach record-breaking highs. Employees in the region should act quickly if they recognize heat stress symptoms such as heat exhaustion and heat stroke in themselves, co-workers or passengers.

Symptoms of heat exhaustion include headaches, dizziness or lightheadedness; weakness and moist skin; irritability or confusion; and upset stomach or vomiting. People suffering from heat stroke will have dry, hot skin with no sweating; become confused or lose consciousness; and suffer convulsions.

To prevent heat stress, try to block out direct sun; use cooling fans or air conditioning where possible; drink plenty of water (about 1 cup every 15 minutes); wear light-colored, loose-fitting clothes; and avoid caffeine. If you observe someone who appears to be suffering from heat stress, call 911 or Amtrak Police Department (1-800-331-0008). Move the person to a cool, shaded area and loosen or remove heavy clothing. Provide the person with cool drinking water, and fan and mist the person with water.

Supervisors of employees who work outside should be familiar with symptoms of heat stress and make sure that drinking water is made available to them.

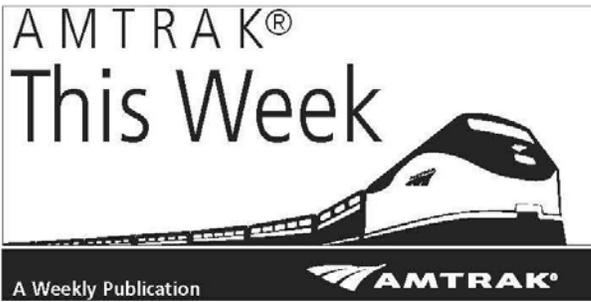
“Remember to follow the principles of Safe-2-Safer — look out for one another and reinforce safe behaviors,” said President and CEO Joe Boardman. Because heat can cause confusion, employees are reminded to pay close attention to the task at hand. “Stay hydrated and take a break if you need to,” he added.

On the Operations front, protect locomotives are stationed along the Northeast Corridor and crews are positioned to step in when needed, while mechanical technicians will be riding trains that may be problematic.

Should a train lose head-end power, employees should put the passengers first. Conductors should be in regular communication with CNOC to monitor on-board conditions, help assess passengers’ special needs and formulate appropriate responses. Crews are reminded to make frequent announcements aboard a disabled train, even if the information remains the same. Additional water and other beverages are being stored aboard trains and Amtrak Police Department patrol vehicles are being stocked with water to bring to the disabled train. In the event that it becomes necessary to transfer passengers to another train, no train capable of accepting additional passengers is to pass the disabled train.

In addition, crews and station personnel should watch for symptoms of heat stress in passengers aboard trains and in stations. Loads are heavy this holiday week, and passengers rushing for trains and carrying heavy luggage can become overheated easily.

More information about working in hot conditions and heat stress is available on the Intranet under “Safety.”



Amtrak Partners with DHS to Promote Rail Security

Stations Update: Amtrak Chairman of the Board Tom Carper will attend a groundbreaking ceremony for a new, state-funded Pontiac, Mich., station on July 16. The modern and energy-efficient multi-modal facility will serve Amtrak's *Wolverine* service in addition to Greyhound buses, replacing the existing trailer and unsheltered platform currently being used.

Operations Update: Effective July 12 through late August, many *Keystone Service* schedules will change between Harrisburg and Philadelphia, due to track improvements being performed along the route. Most eastbound trains will depart earlier, and westbound trains will depart later.

Amtrak Police Department: On July 15, the APD's San Diego Station Action Team will conduct a "tabletop exercise" with other Amtrak departments, local law enforcement and emergency response organizations as part of Amtrak's Continuity of Operation planning.

Secretary of Homeland Security Janet Napolitano and Amtrak Vice President and Chief of Police John O'Connor recently announced that the Amtrak Police Department will be the first passenger rail police agency to partner with DHS in the launch of the Suspicious Activity Reporting Initiative, along with a number of other federal, state and local law enforcement agencies. This initiative aims to implement a centralized and collaborative process of collecting information about suspicious activities.

"We're establishing a unified approach at all levels of government to gather, document, process, analyze, and most importantly share information about terrorism-related suspicious activities," said O'Connor. "APD is pleased to become a part of this network of law enforcement agencies and we look forward to working closely with federal, state and local authorities."

The announcement was made in New York at a media event on July 1 where Napolitano also announced a nationwide "See Something, Say Something" campaign before departing on a promotional whistle-stop tour with stops in Philadelphia and Washington.

The partnership announcement coincided with a weeklong Operation RAILS SAFE (Regional Alliance Including Local, State and Federal Efforts) exercise. The coordinated effort between APD, NYPD, TSA and other law enforcement agencies involved increased station patrols, additional security aboard trains, K-9 explosive detection sweeps and random passenger baggage screenings. The teams worked together to improve counterterrorism and incident response capabilities.

Similar to Operation RAILS SAFE, an Operation ALERTS (Allied Law Enforcement for Rail and Transit Security) exercise was conducted by APD personnel with Metra and TSA agents in Chicago and parts of Wisconsin and Indiana. This was the first time any such program has been conducted outside the Northeast Corridor.

"We're planning more exercises like this one for the coming months because they help us cast an even wider net of security and make us very visible to the public to let them know we are here for their protection," said O'Connor.



Amtrak Police Department: On July 22, the APD's Chicago Station Action Team will conduct a "tabletop exercise" with other Amtrak departments, local law enforcement and emergency response organizations as part of Amtrak's Continuity of Operation planning.

Marketing and Product Development: Amtrak has launched a "Create Our Contest Contest" on Facebook. The summer-long campaign invites the general public to develop what will become the company's first user-generated contest. Entries must be submitted in essay or video form by August 2. More information is available at www.facebook.com/amtrak.

Sales Distribution: Based on successful testing at the BWI-Thurgood Marshall Airport Station, improved ticket stock will now be distributed throughout the system as new orders are placed. The thinner tickets use nearly 30 percent less paper, reduce production and ticket printer maintenance costs and contain improved counterfeit protection features.

Chicago Hosts Civic Conversation This Week

Amtrak will host its sixth Civic Conversation in Chicago on July 21-22 as part of its Great American Stations Project. The event brings together Midwest community leaders, elected officials and other stakeholders to provide expert guidance on station development.

Special focus will be placed on best practices for renovating existing train stations and building new stations along planned routes between Chicago and cities in Illinois, Iowa and Wisconsin that are made possible by funding from the Recovery Act. Other topics will include real estate issues, compliance with the Americans with Disabilities Act and funding options.

Additional Virginia Service Begins Tomorrow

A new, state-supported *Northeast Regional* roundtrip between Richmond, Va., and Washington, D.C. begins tomorrow, bringing the total number of weekday *Northeast Regional* trains to five.

The new frequency is the second train funded by Virginia. Service between Washington and Lynchburg began last October.

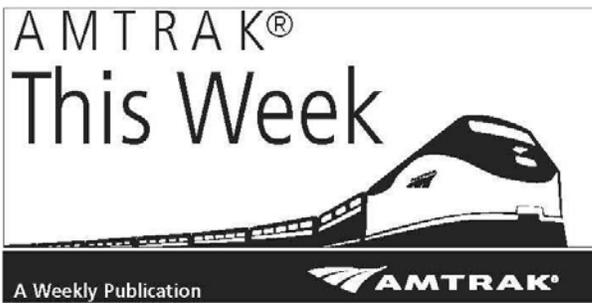
"State partnerships are crucial to expanding the passenger rail network in this country and Virginia is a model example," said Jay McArthur, principal officer, Policy & Development. "This service addition offers Virginians another easy, convenient, green alternative to driving along the I-95 corridor."

The new northbound frequency will operate as Train 174 on Monday-Friday, departing Richmond at 7 a.m. and making stops at Staples Mill, Ashland, Fredericksburg, Quantico, Woodbridge and Alexandria before reaching Washington and continuing to Boston. Train 164 will depart on Saturdays and Sundays at 6:35 a.m. The new Monday-Friday southbound frequency is an extension of Train 125 that will depart Washington at 3:55 p.m. On Saturdays, Train 87 will depart at 7 p.m. and on Sundays, Train 157 will depart at 4 p.m.

"With hourly trains in the morning and several afternoon trains to choose from, you can easily plan your business trip and get to work on the train instead of sitting in traffic," added Thelma Drake, director, Virginia Department of Rail and Public Transportation.

To promote the new service, Amtrak Virginia is hosting a drawing for two free roundtrip tickets on *Northeast Regional* service at tonight's Richmond Flying Squirrels minor league baseball game. Fans in attendance can enter to win at the Amtrak Virginia booth inside the stadium. The winner will be announced during the game.

In addition to new service, Virginia has funded equipment rebuilds to increase the equipment pool and added new track capacity and infrastructure to service equipment at the Staples Mill Station.



Amtrak Celebrates ADA Milestone

On July 26, 1990, the Americans with Disabilities Act was signed into law to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” Amtrak celebrates the 20-year anniversary of the ADA and is proud to serve as an important mode of travel for people with disabilities.

Fleet Plan: On July 23, Amtrak announced plans to purchase 130 new single-level rail cars for the long-distance fleet. The five-year, \$298.1 million contract is being awarded to CAF USA, which is creating 575 jobs to perform manufacturing and final assembly work at its plant in Elmira, N.Y. The first car is scheduled to roll off the assembly line in October 2012.

Amtrak Police Department: On July 30, the APD’s Wilmington (Del.) Station Action Team will conduct a “tabletop exercise” with other Amtrak departments, local law enforcement and emergency response organizations as part of Amtrak’s Continuity of Operation planning.

“Over the course of the last two decades, Amtrak has taken significant steps to make travel on Amtrak more accessible and to enhance service to passengers with special needs,” said Lorraine Green, vice president, Human Resources and Diversity Initiatives.

These special services are designed to make the entire Amtrak experience — from trip planning, to booking, to stations, to equipment, to on-board and station services — accommodating for passengers with disabilities.

Special services include assistance with boarding and detraining, at-seat meals, reading menus to customers with visual disabilities and writing on-board announcements for customers who are deaf or hard of hearing. Additionally, the company has made improvements to Amtrak.com to better serve passengers with visual impairments or who are color-blind. All of Amtrak’s trains meet or exceed the ADA requirements for accessible seating and all Quik-Trak ticket kiosks are fully compliant with ADA requirements.

“In addition to what we already have in place, we’re continually making improvements to better serve all of our customers,” said Chief Operating Officer William Crosbie.

Crosbie explained that new passenger information display systems (PIDS) are being piloted in stations as part of a capital program aimed at improving communication of important information to all customers, including those with hearing and visual disabilities. The company is also taking steps to expand the presence of wheelchair lifts while replacing those that are aging and obsolete. And as Amtrak acquires new equipment over the next 20 years, every new rail car will have improved accessibility.

However, for all the progress Amtrak has made, there are still challenges that must be overcome. Upgrading stations and making them fully accessible is a challenge that requires significant, dedicated funding and, in many cases, complex access and other agreements. Amtrak is conducting a capital improvement program to bring all designated stations up to the necessary standards.

Amtrak is also in the process of hiring an ADA program director who will be responsible for coordinating ADA work, as well as a manager of Disability Outreach in the Government Affairs department. These new staff members will augment Amtrak’s existing personnel in departments across the company who are dedicated to ensuring station and on-board accessibility.



Operation Changes: Select Northeast Corridor train schedules have been changed to reduce hold time that had been previously added to accommodate track work. *Keystone* Train 644 will depart Philadelphia five minutes earlier, while *Acela Express* Train 2190 and *Northeast Regional* Train 190 will depart New Haven, Conn., eight and four minutes earlier, respectively.

Marketing and Product Development: Amtrak will be featured in an episode of the TLC hit reality show “*Cake Boss*” on Aug. 16 at 9/8c. To promote the partnership, a fully wrapped *Acela Express* trainset featuring Buddy Valastro, star of the show, will run through August. Keep an eye out for employee contests for “*Cake Boss*” merchandise in the coming weeks.

PSSA: The President’s Service and Safety Awards Committee has announced that it will present all 2010 awards at a single ceremony rather than at multiple regional ceremonies, as in recent years. All PSSA winners and their guests will be invited to Washington, D.C., for a luncheon on Nov. 3. Regional luncheon ceremonies will still be held to honor employees reaching 30 or 35 years of service in 2010. Locations and dates for these events will be released soon.

Did You Know?

New Data Shows Improved Energy Efficiency

The latest edition of the U.S. Department of Energy’s Transportation Energy Data Book shows that Amtrak trains are now even more efficient than auto and airline travel.

According to the latest data, Amtrak is 20 percent more energy efficient than airlines on a per-passenger-mile basis, up from 19 percent in the previous study. Amtrak trains improved to being 30 percent more efficient than automobiles, up from 28 percent.

Amtrak also improved its absolute efficiency, by decreasing BTUs per passenger mile from 2,561 to 2,398.

Board Receives Update on Safe-2-Safer Progress

In conjunction with the program’s one-year anniversary, the Safe-2-Safer leadership team delivered an update to the board of directors at its meeting last week on the progress that has been made thus far, along with the challenges that still need to be overcome.

Safe-2-Safer was designed to be implemented over three years. Now a third of the way through the implementation, all divisions, contact centers and headquarters departments have begun the process of creating a workforce that is unified around safety and security through collaboration and communication.

“I can’t tell you how impressed I’ve been with individuals throughout the company who have taken it upon themselves to champion Safe-2-Safer in their division, shop or office,” said Richard Phelps, vice president, Transportation and Safe-2-Safer executive sponsor. “These folks have an infectious desire to change the way we work together to be safe and secure. They truly believe in Safe-2-Safer and I know we will succeed because of that.”

Since last July, every executive has been meeting regularly with a coach from BST, Amtrak’s partner in Safe-2-Safer. Additionally, more than 1,600 managers and supervisors have started the leadership training program to learn how to communicate more effectively with their teams and create an atmosphere of cooperation.

On the front lines, the Mid-Atlantic, Northeast and Southern Divisions have progressed into the implementation of the Behavioral Accident Prevention Process (BAPP). This process involves local Steering Committees made up entirely of union members working with their peers to reduce risks as much as possible.

“I believe we’re at the tipping point,” said Peter Hall, senior director, Safe-2-Safer. “As people build trust and see that this process not only keeps them safer, but also improves the relationships they have at work, they’ll get on board and we’ll see a real transformation.”

Downeaster Expansion is Underway

Amtrak officials were in Brunswick, Maine, this morning with Gov. John Baldacci, FRA Administrator Joe Szabo and representatives from the Northern New England Passenger Rail Authority for the kick-off of the *Downeaster* Expansion Project.

The project involves upgrading 30 miles of track to extend service north beyond Portland to Freeport and Brunswick. Service studies estimate that the expansion will increase ridership by approximately 36,000 per year upon completion in 2012.

The \$38 million investment is funded primarily with a \$35 million Recovery Act grant, with the balance contributed by the state of Maine. An estimated 200 jobs will be created to support the work.



Operation Changes: Beginning today, select northbound *Acela Express* trains will depart Washington 5-10 minutes earlier and select northbound *Northeast Regional* trains will depart Washington, Baltimore and/or Philadelphia 5-15 minutes earlier. These schedule changes are being made due to the completion of track maintenance.

Benefits: All non-agreement employees who added dependents to their Amtrak benefits plan prior to 2010 will soon receive a dependent verification package requesting documentation, such as a birth certificate or marriage license, that shows dependents are eligible for coverage. Employees that added dependents in 2010 have already complied with this request.

Engineering: Amtrak has reached an agreement with East Lyme, Conn., Selectman Paul Formica, the U.S. Coast Guard, local boaters and marine businesses that allows use of the Niantic River channel while keeping the Niantic River Bridge replacement project on schedule. The agreement permits channel closures on Monday and Tuesday nights through Oct. 15, the traditional end of the summer boating season.

Timetable Distribution Reminder

In advance of the new Fall-Winter System Timetable being distributed in November, station employees wishing to adjust their current allotment of timetables may contact Joe Wenclawiak (wenclawj@amtrak.com) or Keith Bonnacarrere (bonneck@amtrak.com) in the National Marketing group.

Timetable orders made within three weeks of the new version being issued will be held until the new timetable is available in order to keep obsolete products from being distributed to passengers.

Amtrak Gearing Up for 40-Year Anniversary

Amtrak will turn 40 on May 1, 2011, and in addition to celebration plans that are still being made, the company is publishing a commemorative book that will document the story of its first four decades. To make it a true representation of the railroad, employees are invited to submit photos of people, places and equipment for the book.

“We’re really trying to tell the story of Amtrak from every angle and as the saying goes, a picture is worth a thousand words,” said Joe McHugh, vice president, Government Affairs and Corporate Communications. “We’re seeking photos that represent a complete range of time periods, geographies and functions — whether it’s a car shop in the 70s or a call center in the 90s.”

Employees whose photo submissions are selected for inclusion in the book will receive photo credit. By submitting a photo, the employee is indicating that it is their property and that Amtrak has permission to publish it.

Because prints and slides will not be returned, employees are encouraged to have print photos or slides copied into digital form and e-mail their submission. This will also prevent one-of-a-kind items from being lost in the mail. Digital submissions should be 300 dpi (dots per inch) or better.

To submit a digital photo, e-mail it to Alvin.Riddell@amtrak.com. Print photographs and slides (black and white shots are welcome) should be packaged in a flat envelope marked “Do Not Bend” and mailed to:

Amtrak Corporate Communications
Attn: Doug Riddell 4E-328
60 Mass. Ave. NE
Washington, D.C. 20002

All submissions, via e-mail or hard copy, should include a description identifying the year, location and subject(s) in the photo. Amtrak cannot accept responsibility for any photos that are lost or damaged. The deadline for submissions is Aug. 18.

“The book will be called ‘Amtrak: An American Story,’ and we want it to be an enduring contribution to our nation on this important milestone in the company’s life,” said McHugh. “So what better way to tell the story than through the eyes and images of the people who built this railroad.”



Operation Changes: Amtrak *Cascades* service has returned to normal with the early completion of critical bridge maintenance by BNSF Railway. Trains are now operating between Bellingham, Wash., and Vancouver, B.C., ahead of the scheduled completion date of Aug. 18.

Hit Us With Your Best Shot!

This is the last week for employees to submit photos for inclusion in the company's 40th anniversary commemorative book. Photos of current and former employees at work during each of the four decades in all departments are still needed. Action shots will be favored over posed photos.

Because submissions will not be returned, employees are encouraged to copy print photos or slides into digital form and sent via e-mail. This will also prevent one-of-a-kind items from being lost in the mail. Digital submissions should be 300 dpi (dots per inch) or better.

To submit a digital photo, e-mail it to Alvin.Riddell@amtrak.com. Print photographs and slides should be mailed to:

Amtrak Corporate Communications
60 Mass. Ave. NE 4E-328
Washington, D.C. 20002

All submissions, via e-mail or hard copy, should include a description identifying the year, location and subject(s) in the photo. Submissions must be sent/postmarked no later than Aug. 18, and Amtrak cannot accept responsibility for any photos that are lost or damaged.

APD Receives Award for K-9 Program

At a recent ceremony in Alabama, the Auburn University Canine Detection Research Institute (CDRI) presented the War Eagle Spirit Award to Amtrak Vice President and Chief of Police John O'Connor and Inspector William Parker, manager of the department's K-9 program.

The award is in recognition of Amtrak's commitment and contributions to the field of K-9 detection. It is the first such award ever presented by the CDRI, the largest K-9 detection research program in the U.S.

"The Amtrak Police Department [has] a K-9 program that is second to none," said John Pearce, associate director of the CDRI. "Amtrak's K-9 detection program quickly became the benchmark for other K-9 programs...[its] innovative deterrence strategies and use of dogs is changing how mass transit K-9 detection operates."

The APD has had a relationship with Auburn University since 2007. Of the department's 48 K-9 teams, 34 of them have undergone training at the CDRI.

Watch Amtrak on "Cake Boss" Tonight, Win Prizes This Week

Earlier this year, Amtrak worked with Carlo's Bakery, featured on the TLC reality show "Cake Boss," to create a train-themed cake in honor of National Train Day. Tonight, the "Cake Boss" episode featuring the National Train Day cake will premiere. Amtrak is celebrating with all employees by giving away "Cake Boss" prize packs to 20 randomly selected winners of a trivia contest, which is being hosted on the Amtrak intranet.

Tune into "Cake Boss" tonight at 9 p.m. EDT. Then, log in to the Amtrak intranet anytime after 10 a.m. EDT on Tuesday, Aug. 17, to answer a trivia question about the show. The contest will be featured in the "News & Info" section of the intranet and will be open until noon EDT on August 20. Winners of the "Cake Boss" prize package will be selected randomly from all participants that have submitted correct answers. Entrants must be current Amtrak employees or contractors.



Amtrak to Begin Revitalization Project in New York

In addition to a \$15 million safety improvement project and its ongoing efforts to remove graffiti and debris along the Northeast Corridor in New York City, Amtrak has begun a landscape revitalization project in the city to restore trees and shrubs, while also fencing a section of the right-of-way in Woodside, Queens.

The project is the result of extensive cooperation with the local community, U.S. Rep. Joseph Crowley and New York City Councilman Peter Vallone, Jr. Approximately 600 new trees and shrubs will be planted in addition to the installation of 1,350 lineal feet of standard and ornamental fencing.

When completed, the work will help keep debris out of the right-of-way and increase safety by preventing access to tracks. Total cost for the project is estimated at \$460,000.

“Our efforts in Woodside underscore Amtrak’s commitment to be a good neighbor and provide our passengers with a reliable, efficient and safe travel experience,” said Chief Engineer Frank Vacca.

Operation Changes: Due to track work being performed by BNSF Railway, schedules for *Saluki* Trains 390 and 391, and *Illini* Train 392 will be adjusted between Carbondale and Du Quoin, Ill., on Aug. 24-25. Alternate transportation will be provided.

Operation Changes: On Aug. 28, Amtrak *Cascades* Train 513, which normally originates in Vancouver, B.C., will operate between Seattle and Portland only.

We Asked, You Responded!

Amtrak extends a “thank you” to every employee who participated in the recent “Cake Boss” trivia contest, as well as those who have submitted a photo for consideration in the upcoming book to commemorate the company’s 40th anniversary.

Earlier this year, Amtrak worked with Carlo’s Bakery, featured on the TLC reality show “Cake Boss,” to create a train-themed cake in honor of National Train Day. The “Cake Boss” episode featuring the National Train Day cake premiered last Monday. Nearly 600 employees took part in the related trivia contest on the Amtrak intranet last week. The 20 random prize pack winners are being notified this week.

Amtrak has also received more than 250 photo submissions for “Amtrak: An American Story,” which will be published next year to celebrate the company’s first four decades. Final selections are being made and employees who submitted selected photos will be contacted in the coming weeks.

New Medical Director Joins Amtrak

Paul J. McCausland, MD, MPH, recently joined the company as corporate medical director. In this Philadelphia-based role, he provides expert medical guidance to Amtrak by advising departments and programs as needed, while providing input on policy decisions related to medical issues. Dr. McCausland is also responsible for managing the Medical Services staff, which handles all medically-related activities including physical exams, medical surveillance programs and the evaluation of medical documentation.

Dr. McCausland is board certified in family practice and occupational medicine, and he is the immediate past president of the Philadelphia Occupational and Environmental Medical Society. Prior to joining Amtrak, he was medical director for Sunoco’s Northeast Refineries, which include five facilities in four states. In addition to earning his medical degree from the Hahnemann Medical College, he also holds a master’s degree in public health from the Medical College of Wisconsin.



Amtrak Takes Part in National Preparedness Month

As part of its commitment to safety and security, along with its strong relationship with the U.S. Department of Homeland Security, Amtrak is participating in the seventh annual National Preparedness Month throughout September.

National Preparedness Month is sponsored by the DHS through the Federal Emergency Management Agency’s Ready campaign, which aims to inform individuals, families and businesses on how to prepare for an emergency or natural disaster.

Amtrak is hosting a series of events and activities at multiple work locations and stations throughout September. In addition to distributing information to passengers and employees on how families can prepare for an emergency, many of these events will include blood drives.

“Readiness comes in many forms and preparedness is everyone’s responsibility,” said Chief Operating Officer William Crosbie. “Be informed about the risks in your area — both work and home — and take action to be ready before an emergency arises.”

A National Preparedness Month calendar has been produced for Amtrak employees. The calendar offers daily tips on how to increase safety and security at home and at work in the event of a natural disaster or emergency situation. The calendar can be downloaded on the intranet by clicking “National Preparedness Month Calendar” under the “Police” menu on the home page.

For more information, visit www.ready.gov or go to www.fema.gov.

Operation Changes: Beginning on Aug. 30, many *Northeast Regional* and *Acela Express* trains will operate according to an adjusted schedule for up to eight weeks between Boston and New Haven, Conn., due to track upgrades being performed in Rhode Island. Select westbound trains will depart 5-10 minutes earlier and all eastbound train schedules have been adjusted.

Accounts Payable Deadlines are Approaching

With the end of the 2010 fiscal year approaching, it is important that all company purchases and other liabilities incurred this year be accounted for before books are closed.

To meet this accounting requirement and help make Amtrak healthier financially, all employees must submit any unpaid invoices, purchase orders and eTrax requests to Accounts Payable as soon as possible. The table below outlines deadlines and cutoff dates.

YEAR END A/P CUTOFF SCHEDULE	
Item	Due Date
Deliver invoices to A/P to ensure entry into AAMPS	Sept. 15
PO Receivers (RNV) Accrual	Sept. 30
eTrax Payment Request Accrual	Oct. 11
A/P Invoice Accrual	Oct. 11
Final Day for eTrax eAccrual	3 p.m. Oct. 12
Reversal of all September Accruals	Oct. 20

Midwest Service Added for Labor Day Weekend

As consumers aim to enjoy the last summer holiday of the year, Amtrak is capitalizing on increased demand for travel to Lake Michigan destinations by adding service between Northern Illinois and Western Michigan over Labor Day weekend.

“People want day trip and weekend travel options to beaches along the lake and we’re responding by providing extra early morning and late evening trains between Kalamazoo and Chicago,” said Superintendent, Road Operations Moe Savoy.

From Sept. 2-7, five daily roundtrips will be offered along the route. One-way adult fares will begin at \$21.



President Obama Announces Investment Plan for Rail

President Obama announced on Sept. 6 a plan to expand and renew the nation's roads, railways and runways as part of his administration's effort to support economic recovery and ensure long-term sustainable growth. Though specific details are not yet available, the announcement stated that investments would go toward overhauling Amtrak's aging equipment fleet, help construct and maintain 4,000 miles of track, build on previous ARRA investments in high-speed rail development and expand public transit systems.

In response to the announcement, Amtrak issued a statement supporting the president's plan. "President Obama's infrastructure investment plan ... is a smart move with major benefits for increasing personal mobility, jump-starting job creation and improving the environment. [He] understands passenger rail is a key component of America's transportation system and connects the nation in ways no other mode can. We applaud his vision for the future and his commitment to make the needed investments now to advance and bring to reality the next generation of passenger rail."

The president plans to work with Congress to enact an investment that would be front-loaded in the first year and would augment those investments already made through the American Recovery and Reinvestment Act of 2009.

Operation Changes: On select dates through Nov. 9, *Lincoln Service* and *Texas Eagle* trains will operate according to an adjusted schedule between St. Louis and Chicago due to Union Pacific track maintenance. Alternate transportation will be provided for some trains on affected dates.

Finance: Employees are reminded that all unpaid invoices, purchase orders and eTrax requests must be submitted to Accounts Payable as soon as possible so they can be recorded before the close of the fiscal year. To ensure entry into AAMPS, invoices must be delivered to Accounts Payable no later than Sept. 15.

Think It's Fraud? Report It.

Just as Amtrak employees are an important line of defense against crime and potential terrorism, you are also an important part of the company's effort to fight fraud.

Amtrak spends millions of dollars each year on supply and service contracts with outside vendors. These contracts are susceptible to fraud and Amtrak needs employees to report any suspicious activity.

Some common schemes include: material and time overcharging, where the contractor bills the company for more material or time than is actually used to complete the job; bid rigging and collusion, which involves competing firms cooperating on a bid to ensure award and increase profits; and substituting lower-cost products for those included in the contract to increase profits.

Any suspected fraud should be reported to the Amtrak Office of Inspector General at 800-468-5469 or www.AmtrakOIG.gov. Reports may be made anonymously and will be kept confidential.

Amtrak to Document "A Day in the Life" in October

As part of its preparations for celebrating its 40th anniversary next year, Amtrak is asking employees to participate in its effort to document a day in the life of the company by taking photos of their workplace and co-workers from Oct. 15-22. Photos will then be submitted to Corporate Communications to be used in a pictorial section of Amtrak's 40th anniversary commemorative book, which will be published next year.

"We want to capture this moment in the company's history by documenting all the sights, places and people who make this railroad function every day," said Joe McHugh, vice president, Government Affairs and Corporate Communications. "The photos will be used in a visual timeline that shows everything we do during a 24-hour period to operate our service."

Employees in offices, contact centers, aboard trains, in stations and mechanical shops and at engineering project sites are asked to take photographs at various points during the day. The goal is to show the complexity and around-the-clock nature of Amtrak operations.

A *Special Employee Advisory* will be issued in the coming weeks with full details on how to submit a photo and other requirements. Additionally, more information about other initiatives planned for the company's 40th anniversary will be covered in the October issue of *Amtrak Ink*.



Operation Changes: From Sept. 19-21, southbound *Carolinian* Train 79 will operate as a combined train with *Palmetto* Train 89 at all stations between New York and Rocky Mount, N.C. Upon arrival in Rocky Mount, the trains will be separated and Train 79 will operate to Charlotte according to the normal schedule.

Finance: Employees are reminded that all unpaid invoices, purchase orders and eTrax requests must be submitted to Accounts Payable as soon as possible so they can be recorded before the close of the fiscal year. To ensure entry into AAMPS, invoices must be delivered to Accounts Payable no later than Sept. 15.

Payroll: All employees can now view their paycheck online, days in advance of it being issued. Log on to the Employee Information Portal, and go to "Benefits and Payment" → "Salary Statement."

Amtrak Joins Unions and FRA in "Close Call Reporting"

Amtrak announced today its participation in a risk-reduction pilot program that allows employees to confidentially report "close call" events that could have resulted in an accident or injury. Close Call Reporting is sponsored by the Federal Railroad Administration, and Amtrak is partnering with the Brotherhood of Locomotive Engineers and Trainmen (BLET) and the United Transportation Union (UTU) Conductors and Yardmasters to launch the program at several rail yards in the Northeast, Midwest and West Coast.

"We want to take safety to the next level by identifying and then mitigating or removing risk before a serious incident occurs," said President and CEO Joseph Boardman.

By reporting close calls anonymously and without the potential for disciplinary action, employees and managers will be able to identify potential risks and take action to remove any barriers to safety that might exist. To ensure the confidentiality of any close call reports, employees will report events to NASA, which has years of experience with risk-reduction, for processing. Then, a Peer Review Team with representatives from Amtrak, FRA, BLET and UTU will analyze the report and determine ways to reduce the risk of future incidents.

Examples of a close call event include leaving a piece of equipment unsecured to operating a train beyond its track authority. Incidents that do result in an injury or accident must still be reported through the traditional reporting structure.

"Close Call Reporting aligns perfectly with our Safe-2-Safer approach," said Chief Operating Officer William Crosbie. "It focuses on reducing risks through better relationships between employees and managers, and collaboration between management and unions."

As of press time, nearly every unit within BLET and UTU had signed on to Close Call Reporting. "We are continuing to work in partnership with UTU Zone 1 leadership so they are comfortable and confident about joining the program," said Crosbie.

Ridership Remains Strong; Record Year Still Possible

Ridership and ticket revenue numbers for August are in, and with only one month remaining in the fiscal year, Amtrak is still in position to possibly set an all-time annual ridership record. The company carried 2.54 million passengers in August, generating \$152 million in ticket revenue. Year-to-date totals for ridership and revenue are at 26.4 million and \$1.6 billion, respectively. Amtrak will need to carry approximately 2.3 million riders in September to set a record.

"If we all do our best to provide service that results in a repeat trip or prompts just one or two more ticket sales over the coming weeks, it could make the difference. This is an opportunity for us to capitalize on the collaboration and teamwork we've been working so hard to improve throughout the company," said Emmett Fremaux, vice president, Marketing and Product Development.



Flu Vaccinations Offered to All Employees

In its effort to become healthier, Amtrak is offering flu vaccinations to all employees at no charge for the second straight year. On-site immunization clinics will be set up at approximately 50 major work locations throughout the system beginning in October, or employees may obtain a voucher for a free flu shot at a local healthcare provider.

“As many as one in five Americans get the flu every year, and most don’t realize it is not just a bad cold, but a serious respiratory disease,” said Corporate Medical Director Paul McCausland. “I encourage all of us to get vaccinated for our own health and the health of our families, friends and passengers.”

To improve upon last year and ensure there are no vaccine shortages, Amtrak has contracted with a new vendor this year to administer the flu vaccination program. The vaccine provided this year protects individuals from two “seasonal” flu virus strains as well as H1N1.

“More than 4,500 employees took advantage of this program last year, and we hope many more will get vaccinated this year,” said Roy Deitchman, vice president, Environmental Health and Safety.

Dates and times of on-site clinics will be posted in work locations over the coming weeks. Information, along with directions on how to obtain a voucher, will be posted on the intranet under “Safety” → “Health” within the next two weeks.

Only Amtrak employees are eligible for the on-site immunization clinics and vouchers. Contractors and dependents are not eligible. Employees who have already paid for a flu vaccination may request reimbursement by mailing a copy of their receipt, along with their full name and eight-digit SAP ID number to the following address:

Amtrak Environmental Health and Safety
60 Mass Ave. NE, 3W-104
Washington, D.C. 20002

Reimbursement claims must be submitted no later than Oct. 1. The vaccination cost, up to \$30, will be reimbursed tax-free in the employee’s paycheck. Please allow three to four weeks for processing.

Operation Changes: Due to track work being performed by the San Diego Northern Railroad, *Pacific Surfliner* trains will be cancelled at most station stops from San Diego to San Juan Capistrano or Irvine on September 24-26. Alternate motorcoach service will be provided at most station stops where train service has been cancelled.

Marketing and Product Development: Passengers will once again have the chance to view fall foliage aboard the “Great Dome” car. The car will operate as part of the *Adirondack* from Sept. 23 through Oct. 24, and as part of the *Cardinal* from Oct. 30 through Nov. 12.

Did You Know?

Sept. 15 marked the 30th anniversary of Caltrans-funded Amtrak Thruway Bus service connections. The original bus connections operated from Sacramento to Stockton, Calif., in connection with *San Joaquin* trains.

California and Amtrak now offer more than 250 daily Thruway departures along 19 routes that serve more than 120 offline cities and 42 train stations.



Amtrak to Submit Five Route Performance Improvement Plans This Week

Performance Improvement Plans will be submitted to Congress on Sept. 30 for *California Zephyr*, *Cardinal*, *Capitol Limited*, *Sunset Limited* and *Texas Eagle* service, as required in the Passenger Rail Investment and Improvement Act of 2008.

Operation Changes: On October 1-4, numerous schedule changes and train cancellations are required for *Keystone Service* and *Pennsylvanian* trains operating between Philadelphia and Harrisburg due to bridge upgrade projects.

High-Speed Rail: Industry expert Al Engel has been appointed to the new executive post of vice president, High-Speed Rail, effective Oct. 18. He will be responsible for advancing Amtrak's position as the preferred and premier provider of high-speed train service in America.

PSSA Winners Announced: Winners of the 2010 President's Service and Safety Awards were announced in a *Special Employee Advisory* on Sept. 24. To see the full list of winners, log on to the intranet and click "News" → "ATW/Advisories."

Five-Year Financial Plan to be Submitted to Congress

Amtrak is submitting to Capitol Hill this week its financial plan for Fiscal Years 2011-2015. However, because Congress has not yet appropriated funding for Fiscal Year 2011, the plan will be updated once final budget amounts are set. Until that time, Amtrak will operate under a Continuing Resolution, which is a legislative measure enacted by Congress to provide funding until regular appropriations are enacted.

The Five-Year Financial Plan will be posted on Sept. 30 on the intranet under "How We Work" → "Finance."

Since its creation in 2006, the Marketing and Product Development department has dedicated teams to make route-specific improvements in customer service and product quality. In 2008, the department launched its first formal Route Performance Improvement (RPI) program in collaboration with several other departments. Interdepartmental teams reviewed every aspect of six long-distance and corridor routes, then formulated an improvement plan to improve customer satisfaction, increase ridership and reduce operating costs. RPI programs were conducted on six additional routes in 2009.

"PRIIA basically requires that we continue our RPI efforts to maximize the value of long-distance service for passengers and for the company," said Brian Rosenwald, chief, Product Development. "If we can reach agreements with the host railroads, I'm confident our plans will generate the improvements that we want, and that Congress has requested."

Primary recommendations for the *California Zephyr* include customer service training and recognition programs for employees, and new equipment inspection and follow-up procedures. Recommendations in the *Cardinal* improvement plan are to implement daily service between New York and Chicago as well as improving food service, baggage handling and marketing strategy.

The key proposal for *Capitol Limited* service is the introduction of single-seat through-service at Pittsburgh, allowing passengers from Chicago to connect directly with cities along the *Pennsylvanian* route, including Philadelphia and New York. In addition to merging *Sunset Limited* and *Texas Eagle* into single daily service between Chicago and Los Angeles, the plan for these routes includes daily connecting service from San Antonio to New Orleans.

Each Performance Improvement Plan will be available on Amtrak.com on Sept. 30 under "Inside Amtrak" → "Reports and Documents," and on the Amtrak intranet.



PSSA: Winners of the 2010 President's Service and Safety Award will be honored at a ceremony on Nov. 3 in Washington, D.C., at the Renaissance Downtown Hotel. Invited winners must RSVP by Oct. 20 to 202-906-2488.

High-Speed Rail: President and CEO Joe Boardman and Al Engel, incoming vice president of High-Speed Rail, were in Philadelphia last week to unveil the company's bold vision for next-generation high-speed rail service along the Northeast Corridor. Video of the event can be viewed on the new multimedia section of the corporate intranet. Click the link in the "Multimedia" tab at the bottom of the intranet homepage.

Chicago Union Station Upgrades to Benefit Passengers

Amtrak Chairman Tom Carper, Illinois Gov. Pat Quinn and Illinois Transportation Secretary Gary Hannig were at Chicago Union Station today to announce major renovation plans for the historic station that served more than 3 million passengers last year.

The \$40 million project will create approximately 100 jobs and nearly double the seating in Amtrak passenger lounges, increase the number of restrooms and provide air conditioning in the Great Hall. Project completion is scheduled for late 2012.

In concert with these passenger-related improvements, Amtrak is moving forward to create a redevelopment plan for the historic station's Headhouse Building. Jones Lang LaSalle (JLL) has been selected to conduct a feasibility study on the best plan for its use.

New Safety Metrics Replace Reportable Injury Ratio, Focus on Risk Reduction

In January, Amtrak announced that the FRA reportable injury ratio would no longer be used as a performance goal for managers, supervisors or departments as part of Safe-2-Safer, the ongoing process to improve Amtrak's safety performance and culture. Since then, employees from various departments and ranks have been working on a new set of safety metrics, which were announced recently in conjunction with the new fiscal year.

Safety performance goals will now be set according to the new measures, which are designed to track risk reduction, safety conditions and safe behaviors. Because the BAPP process is in its infancy at most work locations, metrics for observations and safety barriers removed will not be included in initial FY '11 monthly safety reports. Safety performance goals for managers and supervisors will not be set until data becomes available and benchmarks are set.

"Tracking injuries measures how often systems fail. Often times, the difference between an injury and a near miss is very small," explained Roy Deitchman, vice president, Environmental Health and Safety. "Our new metrics better indicate how safe a workplace actually is by measuring how well we are reducing the risks that make an injury possible in the first place."

The three new metrics used for safety performance at Amtrak are:

- 1. Number of quality behavior based observations per observer per month.* This metric is a measurement of the rollout of the Safe-2-Safer Behavioral Accident Prevention Process. The anonymous peer-to-peer observations are critical to helping Safe-2-Safer Steering Committees identify unsafe or at-risk behaviors in their work locations.
- 2. Number of safety barriers removed to reduce safety risks.* After barriers to safety are identified through the BAPP process, Steering Committees, Core Teams and management sponsors must work together to remove them. This metric tracks proactive efforts to make a workplace safer.
- 3. Percentage of injuries resulting in lost-time days.* This metric is aimed at tracking the severity of the injuries that occur, rather than just the total number of injuries that occur. It is measured as the percentage of total injuries that require an employee to miss work — whether it is one day or several months.

Deitchman also noted that Amtrak is still legally required to notify the FRA on all reportable injuries and illnesses and the FRA will continue to compare safety results by calculating the Reportable Injury Ratio, even though it is no longer used to set goals at Amtrak.



Annual Ridership and Revenue Hit All-Time Highs

Amtrak carried more passengers and generated more ticket revenue during the 2010 fiscal year than any other year in company history. Previous records were set in FY 2008.

“The resurgence in the popularity of rail travel, improved on-time performance and increasing difficulties associated with flying helped us draw in customers,” said George Raed, chief, Market Research.

Amtrak finished the fiscal year with ticket revenue of \$1.7 billion, which was \$8.8 million more than in 2008. Ridership totaled 28,716,857 — just 450 more than in 2008. However, Raed noted that 2008 was a leap year, and that extra calendar day accounted for approximately 90,000 trips.

“The numbers are important, but it’s what’s behind them that tells the true story,” wrote President and CEO Joe Boardman in a *Special Employee Advisory* issued earlier today. “It’s the people — you, your co-workers and the passengers you serve — that make it happen. More and more people see passenger rail as the way to get to where they need to go, and when our front line employees put them first, they are the ones that help bring passengers back for another trip.”

Marketing and Product Management:

Amtrak and LeapFrog, a leader in education innovation, have partnered to launch the LeapFrog Learning Journey Sweepstakes. The sweepstakes runs through Oct. 31. For more information, visit www.amtrak.com/leapfrog.

PSSA Correction: The *Special Employee Advisory* on Sept. 24 announcing this year’s PSSA winners mistakenly omitted Howard G. Noll as a member of the Empire Safety Committee, which won Safety Committee of the Year. Additionally, the name of Sustained Excellence Award winner Ramesh Apanah was misspelled. Amtrak apologizes for the errors.

Company Information Protected by New Confidentiality Policy

Amtrak recently enacted a new Confidentiality Policy (P/I Number 9.1.0) that applies to all employees and all confidential company information. The policy aims to create a healthier Amtrak by better protecting corporate knowledge and assets.

Employees must protect confidential information and report any known or suspected incident where confidential information has been lost, improperly used or disclosed. Depending on the nature of the information, such an incident should be reported to the appropriate head of the Law, Amtrak Police or IT department.

Confidential information includes all information created or acquired by Amtrak that has not been made available to the general public, whether in electronic, paper or other form that an employee knows or has access to because of his or her job.

The full policy is posted in the Law section of the Policy and Instruction Manual on the intranet under “Library” → “Policies.”

Free Flu Shot Vouchers Now Available; On-Site Clinics Also Scheduled Nationwide

In addition to hosting free flu shot clinics at Amtrak work locations across the system, the company is offering complimentary vouchers that allow employees to visit a local healthcare provider for a flu vaccination.

“We want every employee to have the opportunity to protect him or herself from the flu virus this year. So if you can’t make it to an Amtrak on-site clinic, you can simply print the voucher to get a free vaccination,” said Dr. Paul McCausland, corporate medical director.

Log on to <https://register.flushotsusa.com/Amtrak> to print the voucher and find a participating local healthcare provider. Employees will need to provide their full name, their employee ID number (omit any leading zeros) and contact information, including a personal or work e-mail address. A series of health-related questions must be answered to complete the registration process.

After completing the registration, the voucher will be sent via e-mail along with other directions. Please note that only current Amtrak employees may use the flu shot voucher. Call Mollen Services at 877-279-3588 for assistance with obtaining a voucher.

For a calendar of flu shot clinics being held at Amtrak locations, see the “What’s New” section on the Health Services intranet page. Log on to the intranet and click “Employees” → “Human Resources-Health Services.”



Operations Update: An agreement with the Canadian government related to border inspection fees clears the way for Amtrak to continue operating the second daily Amtrak *Cascades* roundtrip between Seattle and Vancouver that began last year in advance of the 2010 Winter Olympics.

Benefits Reminder: The open enrollment period for 2011 benefits elections will take place from Nov. 8-19. Elections can be made during that time at www.AmtrakBenefits.com. Employees will soon receive an enrollment packet with more details in the mail.

Remember to Submit Your Photos as Amtrak Documents "A Day in the Life"

At any hour of the day and night, someone, somewhere is helping keep the Amtrak system running. Employees are invited to capture our 24/7 operation in digital photographs now through Oct. 22 for a commemorative book that will be published next year honoring Amtrak's 40th anniversary. A chapter of the book will be devoted to "A Day in the Life" of our company.

Photos should feature employees doing what they do best in stations, shops, offices, aboard trains and at Engineering project sites. Photos should be no smaller than 300 dpi and must be received by Oct. 27. Digital photos and any questions should be directed to Ann Owens at 202-906-4404 or OwensA@amtrak.com.

Submissions must be accompanied by the photographer's name, phone number and e-mail address.

By submitting a photo, employees are indicating that Amtrak has permission to publish it. Employees must be able to secure photo releases from any individuals who are clearly identifiable in any photo they submit. All Amtrak and FRA safety and operating rules must be followed when taking photographs.

Notable Station Milestones Take Place This Week

Amtrak officials joined partners in the Northeast, South and Midwest to celebrate numerous station-related achievements.

Today in New York City, Amtrak took part in two events: a groundbreaking for the new Moynihan Station and an event honoring the 100th anniversary of Penn Station. In Florida, local, state and federal officials were on hand for the grand opening of the Sanford *Auto Train* terminal.

"These stations are great examples of what can be accomplished when local communities work with state and federal government to support passenger rail," said Joe McHugh, vice president, Government Affairs and Corporate Communications. "Stations are not only an important element of the travel experience, but they also serve as a catalyst to economic growth and revitalization."

New York Gov. David Paterson, Sens. Charles Schumer and Kirsten Gillibrand, Congressman Jerrold Nadler, Transportation Secretary Ray LaHood and Mayor Michael Bloomberg participated in the Moynihan Station groundbreaking. The event included the signing of a final grant agreement that provides \$83 million in Recovery Act funds to New York for the project.

At New York Penn Station, a rare collection of photos, artifacts and other items commemorating the station's rich history, as well as Amtrak's role in the history of passenger rail, was on display today. Nadler and other officials from Amtrak, Long Island Rail Road and New Jersey Transit were on hand to kick-off the festivities. In addition, Lorraine Diehl, renowned author of "The Late, Great Pennsylvania Station," hosted a discussion about the station's most memorable moments over its 100 year existence.

The new Sanford *Auto Train* terminal is almost four times larger than its predecessor at approximately 10,000 square feet and can now accommodate 600 passengers. Amtrak Chairman Tom Carper helped christen the new facility, which will serve more than 244,000 *Auto Train* passengers annually. It was funded mainly by grants through the American Recovery and Reinvestment Act of 2008.

Additionally, local organizations in Mattoon, Ill., last week wrapped up a four-year project to improve the depot that serves six daily Amtrak trains. The \$3 million renovation was funded by federal transportation grants along with money raised by the Coles County Historical Society and grants from the city of Mattoon and the Illinois Department of Transportation. The station now serves all passengers better thanks to accessibility improvements made in accordance with the Americans with Disabilities Act.



Operations Update: Track work being performed by Union Pacific Railroad will affect *San Joaquin* and *Capitol Corridor* service through Oakland, Calif., on Oct. 25-29 and Nov. 1-5.

Benefits Reminder: During the upcoming benefits open enrollment period from Nov. 8-19, employees will have new, “green” ways to ask questions about their coverage. Simply log on to www.AmtrakBenefits.com to chat in real-time with an Amtrak Benefits Service Center representative, or send a question via e-mail.

Help Keep Employees and Passengers Healthier this Flu Season

Amtrak has again purchased various hand sanitizers for use at stations and aboard trains to help fight the spread of flu viruses and other germs. Employees are encouraged to order these products through the AAMPS system, rather than purchase sanitizer from an outside source.

Alcohol-based hand sanitizers, which are recommended for station and facility use, are available in one-liter (part number 47-123-00079) and two-liter (part number 47-123-00078) sizes. For use aboard trains, non-alcohol based sanitizers must be used. These are available in one-liter containers (part number 47-123-00085) or as hand sanitizing wipes (part number 47-123-00076).

Employees are also reminded that free flu shots are being offered around the system. Free vouchers for a flu shot from participating healthcare providers are also available. For more information, visit the “What’s New” section on the Health Services intranet page. Log on to the intranet and click “Employees” → “Human Resources-Health Services.”

FY '10 Performance Earns International Media Attention

After announcing all-time annual highs for both ridership and ticket revenue during FY '10, news organizations throughout the world took note. The widespread media coverage is helping to further promote Amtrak as the travel mode of choice for millions of Americans.

“We expect this attention to attract more ticket sales as people read about the popularity of our service,” said Joe McHugh, vice president, Government Affairs and Corporate Communications.

Following are excerpts from news stories that have been published over the last two weeks. Click the links for the full story or visit the outlet’s website and search “Amtrak Ridership”:

“Amtrak has benefited from the ‘remarkable lifestyle shift’ caused by smartphones, laptops and iPads that let travelers work and communicate almost everywhere, says Joseph Schwieterman, a transportation professor at DePaul University in Chicago. “It’s kind of a have-iPhone-will-travel kind of thing.”

[USA Today](http://www.usatoday.com) (www.usatoday.com)
Oct. 19, 2010

“North Carolina’s Amtrak ridership grew 15 percent in fiscal year 2010 – more than double the national Amtrak ridership growth rate during the same period.”

[Triangle Business Journal](http://www.bizjournals.com/triangle) (www.bizjournals.com/triangle)
Oct. 15, 2010

“Amtrak ridership and service have improved over the past several years with the help of increased U.S. government subsidies and political support in Washington for maintaining rail service outside the heavily traveled Northeast.”

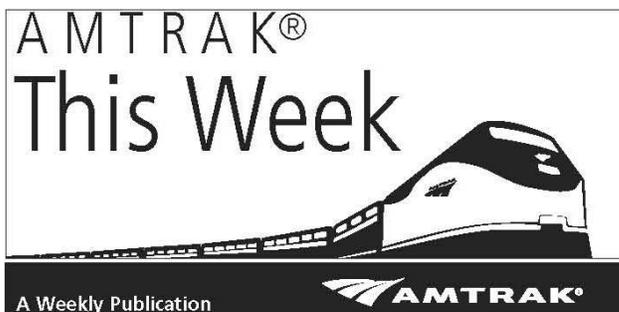
[Reuters U.S. Edition](http://www.reuters.com) (www.reuters.com)
Oct. 11, 2010

“More than 572,000 passengers took Amtrak between St. Louis and Chicago in the just-completed federal fiscal year, a 13.1 percent increase that made the route one of the fastest growing in the country.”

[The State Journal-Register](http://www.sj-r.com) (www.sj-r.com)
Oct. 12, 2010

“AMTRAK, America’s government-owned passenger rail company, has had a good recession. But there’s a lot of good news in the railroad’s numbers, and, more importantly, some hints about where to go from here.”

[The Economist](http://www.economist.com) (www.economist.com)
Oct. 16, 2010



PSSA: Winners of this year's President's Service and Safety Awards, the company's highest honor, will be recognized at a ceremony in Washington, D.C., on Nov. 3.

Daylight Savings Time: Daylight Savings Time ends at 2 a.m. on Sunday, Nov. 7. Station personnel on duty at that time should set clocks back to 1 a.m. Stations that are closed at that time should adjust clocks the night before, prior to closing. Trains en route at 2 a.m. will proceed to the next station and hold there until the adjusted, Standard Time, departure time.

Numerous Flu Shot Clinics This Week

Amtrak is offering employees the opportunity to stay healthier this fall and winter by hosting free flu shot clinics across the country in November and December. The following clinics will be hosted this week:

New York Penn Station	Nov. 2
Rensselaer Mechanical Facility	Nov. 2
New York Division HQ	Nov. 3
North Brunswick (N.J.) M/W Base	Nov. 5
San Diego Station	Nov. 5

For a full schedule and details, log on to the intranet and click "Employees" → "Human Resources-Health Services" and scroll down to the "What's New" section.

Ethical Conduct and Conflict of Interest Forms Due Nov. 22

All non-agreement employees, including support staff and independent contractors hired prior to September 15, 2010, must complete a Certificate of Compliance (NRPC Form 1194) and submit the signed document to Human Resources for the official record. Send completed forms to laurie.barnaby@amtrak.com or fax them to 202-906-3558.

Additionally, all Executive Committee Members and Corporate Officers must also complete a Clayton Antitrust Act Statement (NRPC Form 1195) and mail it to the Vice President of Human Resources at 60 Mass. Ave. NE, 2E-230, Washington, D.C., 20002.

All completed forms are due by November 22. Both the Certificate of Compliance (NRPC Form 1194) and Clayton Antitrust Act Statement (NRPC Form 1195) are available on the Intranet on the "Human Resources" and "Forms" pages.

Kirk Serves as Southern Division Acting General Superintendent

Assistant Superintendent Tom Kirk has been appointed acting general superintendent of the Southern Division, following former General Superintendent Joe Wall's departure from Amtrak on Friday.

Kirk will manage the day-to-day operations in the division until a permanent replacement is selected. During this period, Mid-Atlantic Assistant Superintendent Al Scala will fill in as superintendent of operations for the division.

"Many of the employees in the division already know Tom well, and I ask that they give both him and Al the assistance they need to manage operations and deliver professional service in the Southern Division," said Chris Jagodzinski, general manager-East.

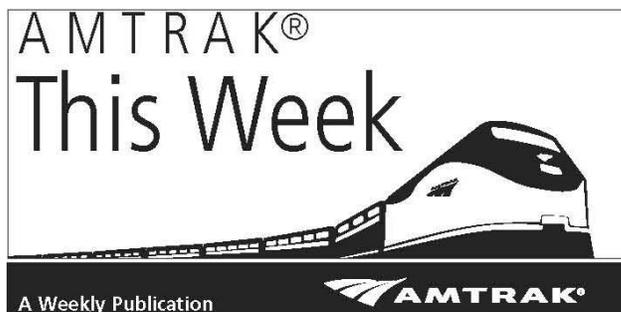
New "Smart ID" Badges Coming Soon

Employees in select locations will be issued new "Smart ID" badges beginning in December, with distribution continuing to all employees through January.

The new employee badges are more technologically advanced than current credentials, allowing the company to integrate them with existing and future systems to better ensure safety and security across Amtrak and its facilities.

Smart ID badges will not replace employee "flash passes" used for train travel. New badges will only replace current employee IDs used for access to buildings, IP Timeclock, TED and SupplyPro. No other systems or processes will be affected.

New badges will be distributed on site throughout the system. During the next few weeks, posters will be put up at each facility with details on when and where employees must pick up their new ID. More details, along with a distribution calendar, will be available on the intranet under "Police" → "Smart IDs."



Operations Update: On Sunday, Nov. 14, track work being performed by BNSF Railway will require the cancellation of several *Pacific Surfliner* trains, while others will operate on modified schedules.

Operations Update: Amtrak *Cascades* trains will operate with Superliner equipment this week as the trainsets normally used for the service undergo extensive exterior cleaning.

Open Enrollment Begins Today

Amtrak has taken significant steps to improve the benefits administration and information provided to employees about their benefits. Employees can take advantage of those efforts beginning today as open enrollment for 2011 benefits runs now through Nov. 19.

When enrolling in 2011 benefits elections, employees will find an improved AmtrakBenefits.com website. In addition to being easier to navigate and providing a great deal of information, the site has new tools and features to help employees select the best benefits for their needs.

Employees can now chat online in real-time with a benefits representative to answer questions and provide assistance. Questions can also be e-mailed directly to a representative through the site.

Employees are reminded that all benefits elections will roll over if no changes are made, except for Health Care and Dependent Care FSA elections. Employees must re-enroll in these programs each year.

For more information, or to make 2011 benefits elections, log on to www.AmtrakBenefits.com or call the Amtrak Benefits Service Center toll-free at 1-800-481-4887.

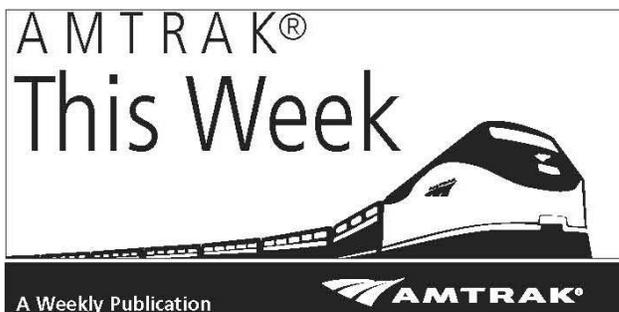
Fall-Winter Timetable Now in Effect

Schedules included in the Fall-Winter Amtrak System Timetable, which includes minor and seasonal operating schedules, go into effect today.

Notable changes include a new stop in Poughkeepsie, N.Y., for *Lake Shore Limited* trains, while the northbound *Silver Star* will now receive passengers at Richmond-Staples Mill, Va., which was previously a discharge-only stop.

Missouri River Runner Trains 311 and 314 now depart 45 minutes earlier to restore an eastbound connection from the *Southwest Chief* in Kansas City.

In the West, Richmond, Calif., is now part of the *California Zephyr* and *Coast Starlight* routes. California's Burbank Airport is another addition to *Coast Starlight* service.



Second Phase of Illinois High-Speed Rail Project Begins Today

After recently announcing record ridership in Illinois in FY '10, the state is set to begin the second phase of track upgrades along the Chicago-St. Louis corridor that will allow for high-speed train service. Under an agreement with the Illinois Department of Transportation, Union Pacific Railroad is installing new concrete ties and track switches along the corridor. Work between Springfield and Lincoln begins today.

Once the entire project is complete, *Lincoln Service* trains could operate at up to 110 mph (177 kph). The work is being completed in part with \$1.1 billion in federal stimulus funds designated for passenger rail corridor improvements. Other uses for Illinois' funds include purchasing new locomotives and passenger cars, additional grade crossing warning devices and safety technology.

Overall, the Midwest received \$3 billion for similar improvements to create the Chicago Hub Network. When completed, the network will connect more than 40 of the largest cities in the Midwest with passenger rail, including 60 daily roundtrips from Chicago. The Illinois Public Interest Research Group projects that the completed network will create 57,000 permanent jobs and support 15,200 new jobs during the 10-year construction period.

During the 2010 fiscal year, the Chicago-St. Louis corridor had the largest ridership increase in the Midwest. Total Amtrak ridership on routes operated in partnership with Illinois was 1.97 million, a seven percent increase from the previous year.

"These record numbers provide us with a glimpse of what is possible with future high-speed rail," said Gov. Pat Quinn. "Illinois will serve as the hub of a Midwest high-speed rail network that will provide travelers with a reliable and efficient travel option while attracting businesses that are demanding a 21st century transportation system."

Green Efforts Honored by TIME Magazine

Amtrak's partnership with the Oklahoma and Texas departments of transportation to test a biodiesel fuel blend to power the *Heartland Flyer* has been named on TIME magazine's list of "The 50 Best Inventions of 2010." The list is published in the Nov. 22 issue of the magazine.

Initial measurements of the biodiesel blend known as B20 (20 percent pure biofuel and 80 percent diesel) show it reduced hydrocarbons and carbon monoxide each by 10 percent, reduced particulates by 15 percent and sulfates by 20 percent.

Other inventions honored include the Apple iPad and a flying car from Terrafugia. To see the full list, visit www.time.com and click the "Best Inventions" link in the upper right corner.

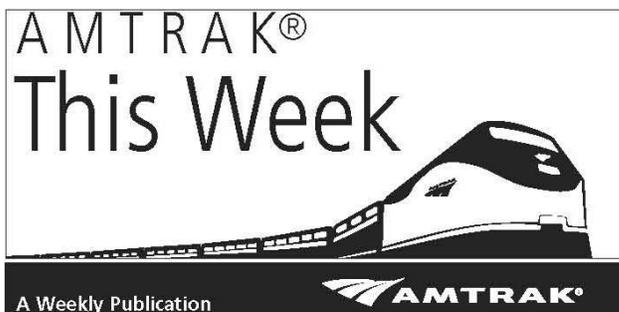
Operations Update: On Nov. 21 and 22, passengers traveling on several *San Joaquin* trains will be provided motorcoach service between Fresno and Merced, Calif., due to BNSF bridge replacement project. Service will not be available at Madera. Additionally, Trains 711 and 717 will operate according to a later schedule.

Health Update: The American Cancer Society is hosting the annual Great American Smokeout this Thursday, Nov. 18. Amtrak is hosting related information sessions on Nov. 16 at Ivy City in Washington, D.C., and in Jacksonville, Fla. The event encourages smokers to quit for at least one day, hoping it will challenge them to quit permanently. According to Amtrak Medical Director Paul McCausland, smoking is the number one avoidable health risk for heart, lung and vascular disease. For more information, visit www.cancer.org.

Open Enrollment Extended to Nov. 23

The open enrollment period for employees to make 2011 benefits elections has been extended to Tuesday, Nov. 23. Employees should go to AmtrakBenefits.com to make 2011 benefit elections. Those who have not done so already will need to log in as a "first time user."

Please note that anyone who needs to update a dependent's social security number must call the Amtrak Benefits Service Center at 800-481-4887.



Message from Joe Boardman

Dear Co-workers,

Early in my life, Christmas was my favorite holiday. I guess it was about the anticipation of the gifts and the drama of surprise around the tree on Christmas morning.

A number of years ago that thrill began to be replaced by an acknowledgement of how fortunate I was — some might even say blessed. It became natural, then, for Thanksgiving to become my new favorite holiday. It's a time to reflect on the bounty with which our nation, our communities and our company are blessed.

I have had the opportunity to know more and more of you, and I sense that many of you may feel the same way, and that you have probably gone through a similar transition over the course of your life.

I had the good fortune to become CEO of this company the day before Thanksgiving two years ago. Since then, so many of the wonderful members of the Amtrak team have worked hard and our dedication has resulted in great progress and many blessings.

Let me count just a few of our blessings:

- Having 200 new long-distance cars and electric locomotives on order.
- A new maintenance facility under construction in Miami.
- A new operation control center under construction in Chicago.
- All-time highs in ridership and ticket revenue in FY '10.
- A work culture that is improving thanks to your participation in Safe-2-Safer.
- Equipment that has been rebuilt even though some thought it could never be done.
- A vision for very high-speed rail in the Northeast.
- A newly rebuilt Wilmington, Del., station.
- Accessibility improvements at numerous stations.
- A very strong, award-winning K-9 team.

Hopefully each of you can add more to this list as you think about what to be thankful for this week. I know that our renewed focus on our customers is another one for which I am thankful. This is the time of year when so many people depend on us to get them to their families and loved ones in a safe and courteous way.

Thank you all for the hard work you do to make that happen. May each of you have a blessed and safe Thanksgiving.

Sincerely,

Joe Boardman
President and CEO

K-9 Teams Return from Training in Miami

The Amtrak Police Department hosted the second annual K-9 Unit Training Conference from Nov. 14-19 in Miami. The goal of the conference was to strengthen the department through intensive classroom and field training exercises.

Classroom training covered a variety of topics ranging from canine first-aid to techniques for recognizing various types of explosives. Field training included live-explosives demolition with the Miami Dade Police Department and firearms training at the Federal Air Marshall Field Office.

Finally, K-9 teams experienced interactive scenarios to test their skills in situations they may confront in the field, including bomb threats at a station, explosives hidden in a vehicle, abandoned luggage, and searching train equipment.

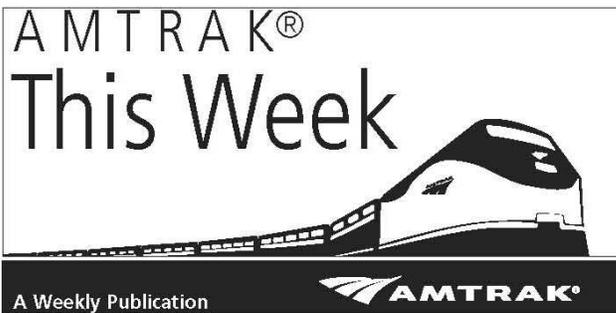
Open Enrollment Ends Tomorrow

The last day for employees to make 2011 benefits elections is Tuesday, Nov. 23. Employees who have not already done so should log in at AmtrakBenefits.com to make 2011 benefit elections, or call the Amtrak Benefits Service Center at 800-481-4887.

Thank You Photographers!

Thank you to the more than 80 employees who submitted photographs for the "Day in the Life" section of Amtrak's 40th anniversary commemorative book, which will be published next year.

With your help, we received more than 2,000 photographs for consideration that illustrate the hard work, dedication and industriousness of employees throughout the system.



Nov. 29, 2010

Amtrak Achieves Best Thanksgiving Performance Ever

Thank you to all of the employees who played a role in making last week potentially Amtrak's best Thanksgiving week on record.

While the numbers are not yet final, preliminary numbers show estimated increases in ridership of 3 percent and ticket revenue of 7 percent over last year, as more than 700,000 traveled during the Thanksgiving week. We will report on the final results once they become available.

Deitchman Named to Board of Operation Lifesaver

Vice President of Environmental Health and Safety Roy Deitchman has been named to the Operation Lifesaver, Inc. Board of Directors.

Operation Lifesaver, Inc. is a national non-profit safety education group dedicated to eliminating deaths and injuries at railroad crossings and along railroad rights-of-way. The group has programs in all 50 states, with trained and certified presenters (including about 35 Amtrak employees) who provide safety talks to community groups, school bus drivers, professional truck drivers and students to raise awareness of dangers on the railroad.

"Roy's expertise and passion for safety will be of great benefit to Operation Lifesaver's Board," said OLI Board Chair Reilly McCarren.

"Mr. Boardman's support for our increased involvement with OLI activities, including the recent OLI *Common Sense* trespass prevention campaign and the Pacific Northwest Safety Train, are helping to reinforce and extend the reach of our railroad safety message," said Deitchman.

Deitchman will fill the board position being vacated in January by Amtrak Senior Safety Coordinator Alvin Richardson, Sr., who is retiring.

Next Round of SAM Training Begins in January

As the Strategic Asset Management (SAM) Program winds down its second round of site visits across the system, the next critical wave of activity will be focused on preparation for end-user training of new systems generally associated with finance and logistics.

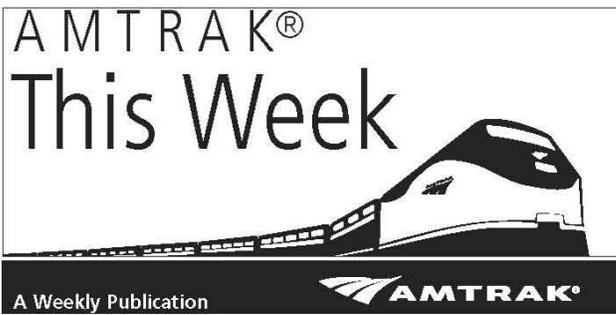
Training for the SAM Release 1a audience — this applies to employees whose jobs include budgeting, accounting, materials management and procurement — is slated to commence on Jan. 17, continuing through March 25. During December, the SAM Program will be conducting workshops for its SAP instructors and the SAM Subject Matter Experts/Power Users who will be supporting the classes during training.

Amtrak management has been working with managers of the SAM Program to select the roles, tasks and curriculum of employees who are involved in Release 1a. The SAM program plans to release the schedules for these courses within the next month.

Those employees are strongly encouraged to discuss their anticipated schedules in detail with their managers, as soon as possible, to make sure that their curriculum and roles in the SAM Program are understood and that their training schedules are clear and manageable.

Training will be offered at 10 off-site locations in or near Washington D.C., Boston, New York, Philadelphia, Wilmington, Del., Beech Grove, Ind., Sanford, Fla., Los Angeles, Oakland and Chicago. Transportation to and from training facilities will be provided by the SAM Program. Any appropriate expenses for travel and accommodation will be reimbursed by the SAM Program as well.

Training locations are posted on the SAM Program page on the intranet under "How We Work" → "SAM Program." Any questions about the program or SAM training may be e-mailed to sam@amtrak.com.



Dec. 6, 2010

Acela Express Celebrates Ten Years of High-Speed Service

On Dec. 11, 2000, Amtrak became the first operator of high-speed rail in North America with the launch of *Acela Express* service between Washington and Boston. As Amtrak celebrates the service's 10-year anniversary this week, it thanks its employees for their commitment and passengers for their loyalty, while looking ahead to next-generation high-speed rail.

"This is a major milestone and we should all be very proud," said Al Engel, vice president, High-Speed Rail. "*Acela Express* represents the vision and innovation this company possesses. We need to use this knowledge and expertise to retain our position as the premier high-speed rail provider in the U.S., while expanding and improving service in corridors across the country."

Since the service's inaugural run, significant growth and service improvements have taken place. In FY '10, *Acela Express* accounted for \$440 million in ticket revenue and topped 3.2 million riders. In recent years, passengers have responded to service improvements such as better menu offerings, installation of leather seats and free Wi-Fi. All these accomplishments are even more significant when taking in to consideration the unique challenges of operating on a dense corridor with such heavy train traffic.

The latest data indicates that Amtrak earns 69 percent of the Washington-New York air/rail market and 51 percent between New York and Boston. These numbers are up from 45 and 27 percent, respectively, in 2001. Much of these gains can be credited to *Acela Express* service.

To celebrate the anniversary, Amtrak is offering *Acela Express* First class passengers free cupcakes, while passengers who buy one of the new sandwich offerings will receive a free baseball cap. Promotion of the anniversary is also being driven through special advertisements, e-mails to Amtrak Guest Rewards® members and social media outlets.

Celebrations for employees were hosted at noon today at crew bases in Boston, New Haven, Conn., New York and Philadelphia, as well as the Starlight Room in Washington Union Station.

In September, Amtrak unveiled its vision for the next generation of high-speed service in the Northeast with a conceptual plan for financially viable service that could cut trip times between Washington and Boston in half. Upon its full build-out in 2040, high-speed train ridership would reach 18 million passengers annually.

On Dec. 7, Engel will present the next generation high-speed rail vision at the Seventh Annual World Congress on High-Speed Rail in Beijing.

Commuter Services: The South County Commuter Rail Service begins operating on the Northeast Corridor today between Providence and Warwick, R.I. The access agreement is the result of hard work by numerous employees in the Policy, Law, Engineering and Transportation departments to ensure financial and operational feasibility.

Stations Update: The Wilmington, Del., station reopens today after 18 months of renovation work. Funded by federal stimulus money and DelDOT, the station offers passengers a new HVAC system, new waiting rooms and platforms, and other interior and exterior upgrades.

Marketing: Employees may visit www.RadioCityChristmas.com for a 25 percent discount on tickets to the Radio City Christmas Spectacular featuring The Rockettes in New York. Input "AMTRAK" in the promotional code box upon checkout. Some restrictions apply.

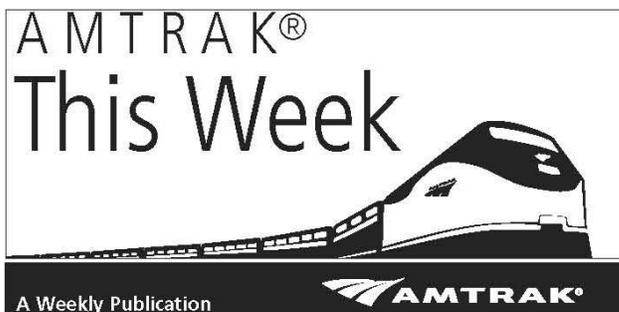
Smart IDs: New employee Smart ID badges are being distributed at locations across the system beginning tomorrow. Dates and times vary by location. The schedule for Dec. 7-17 distribution is now available on the intranet under "Police" → "Smart IDs."

Firearms Carriage Begins Next Week

Amtrak will begin accepting firearms in checked baggage on Dec. 15, as required by federal law. Media outlets across the country have already begun publicizing this major service change.

"Despite all our communications efforts to educate passengers, there may still be some confusion," said Amtrak Police Chief John O'Connor. "It is important employees know the rules and how to handle these situations."

The full policy is available on the "Reservations, Ticketing and Passenger Services Policies" page on the intranet under "Library" → "Policies."



IT: Employees no longer need to speak to an IT Service Desk agent to reset their Windows and Mainframe passwords. A new Voice Trust automated password reset service is now available, which uses “voiceprint” technology to verify identity. Instructions are located on the intranet under “How We Work” → “Service Desk” → “Password Resets.”

Marketing: Special Amtrak travel offer inserts will be placed in 200,000 DVD copies of *Scooby-Doo! Curse of the Lake Monster*, which is being released next month.

Reminder About Safety Reporting

Employees are reminded that all work-related injuries and illnesses, as well as safety and security violations must be reported immediately. Reporting activities are protected under the Federal Rail Safety Act (FRSA) and Amtrak will not tolerate retaliation of any kind against employees who report an incident.

Information on the protections to which you are entitled under the FRSA is attached to this issue of *Amtrak This Week*. Please distribute both flyers at safety briefings and post on bulletin boards for at least 180 days.

APD Mourns Loss of K-9

Amtrak mourns the loss of Ivan, a valued member of the Amtrak Police Department’s K-9 Unit, who passed away on Dec. 8 due to complications from immune mediated hemolytic anemia.

Ivan had served as a vapor wake and certified explosives detection dog with his partner, Officer Naomi Stratton, since joining the APD in May 2008. A memorial service will be held on Dec. 16 in Washington, D.C. As per Patrol Guide Directive 350.019, sworn APD officers are authorized to wear mourning bands for a 15-day period.

Amtrak Begins Carrying Firearms in Checked Baggage

Effective Dec. 15, Amtrak will begin to accept unloaded firearms in checked baggage at stations and on trains that offer checked baggage service and operate within the U.S. The requirement was established in section 159 of the Consolidated Appropriations Act of 2010 (Public Law 111-117), which was enacted by Congress in late 2009. Since that time, Amtrak has devoted considerable resources to provide firearms carriage for passengers while ensuring safety and security for employees and travelers alike.

“This is a major operational change for the company and implementing it was quite a challenge,” said Amtrak Police Chief John O’Connor. “But the innovation and resourcefulness of our employees got the job done on time.”

The total cost of the project was just over \$2 million. To ensure the safe carriage of guns, a total of 135 baggage floats, 145 stations offering checked baggage service and 142 baggage cars received security improvements including storage and signage. Modifications to the reservation system and operating policies were also made. Employee training has been ongoing for several months and passenger communications are in full swing.

“Despite all our communications efforts to educate passengers, there may still be some confusion,” said O’Connor. “It is important employees know the rules and how to handle these situations.”

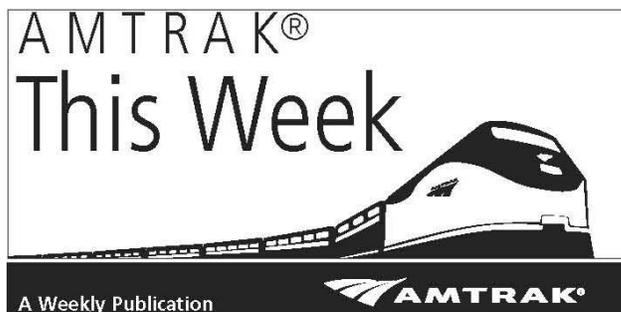
Amtrak stopped the carriage of firearms on trains after the terrorist attacks on Sept. 11, 2001. Further restrictions were made after the attacks on trains in Madrid, Spain.

The full policy and more information is available on the “Reservations, Ticketing and Passenger Services Policies” page on the intranet under “Library” → “Policies.”

Amtrak Featured in National Christmas Tree Display

An Amtrak model train will circle the National Christmas Tree outside the White House this year, thanks to a partnership with the National Park Service, National Park Foundation and the National Christmas Tree Railroad. Tourists from all over the world have visited the National Christmas Tree each year since 1923.

The featured train is a G scale (1:22.5) model and includes two GE Genesis P-42 diesel locomotives and four single-level Amfleet passenger cars, plus a café car. The model represents Amtrak’s Midwest corridor service, as well as the *Northeast Regional* service south of Washington, D.C., where the trains operate using this type of equipment. The National Christmas Tree and model Amtrak train will be on display through Jan. 1.



Message From Joe Boardman

Dear Co-workers,

Sometimes I wonder if there is a better way to address you than “Dear Co-workers.” It’s an effort to communicate that we should all treat each other with the same level of respect regardless of one’s role in the company. I absolutely believe that every job well done deserves respect no matter what job you do, or what rank you hold at Amtrak. So we are “co-workers,” and I will stay with it, but please know when you read it that it comes with a high value for you and for what you do for our customers, our nation and for each other.

I’d like to wish you a Merry Christmas or Happy Holidays, depending on your personal beliefs. All beliefs are welcome here at Amtrak, along with how you wish to live your life. It is one of the greatest gifts we have for living in this nation, and we need to guard those rights for ourselves and for others who may not think the same way we do.

This season fills many of us with joy as we watch our children and grandchildren as they receive gifts or attend concerts or even play in the snow. Wouldn’t it be wonderful if we could feel that same way each time we see someone new experience a ride on our train?

I believe most of us want that kind of feeling to come from what we do. We might not articulate it just that way, but in fact, we want to enjoy coming to work everyday and we want a sense of purpose. I hope that while we might call ourselves “co-workers,” we can also consider each other — and our customers — as friends.

I think that feeling exists at many places in this company, which in part is why we had such a great year. Ridership and revenue are at record levels. The number of you that I have met and thanked is at a record level too. It bothers me that I can’t remember every name, but I am thankful to have had the opportunity to be here at Amtrak as one of your co-workers. I hope you feel that I treat you like a friend when we talk.

As a company we have lots of plans for the next year such as Wi-Fi on more services, our 40th anniversary celebration and new e-Ticketing systems — stuff that will help us all do our jobs better and improve our future as a company. Let’s make 2011 even better than 2010.

Thank you for what you do.

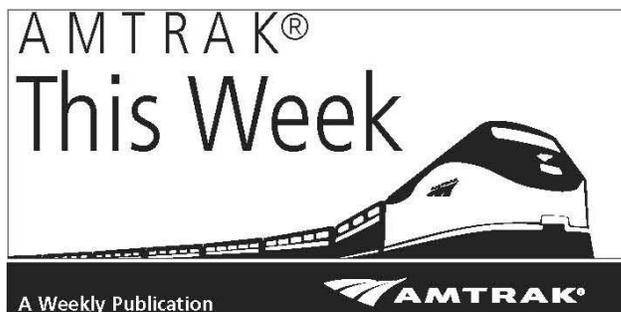
Joe Boardman
President and CEO

Government Affairs: On Dec. 21, Congress passed a continuing resolution (CR) that extends federal funding for Amtrak in the absence of an annual appropriations bill. The CR extends funding for Amtrak through March 4 at a prorated annual amount of \$1.5 billion.

Operations Update: In response to growing demand, *Northeast Regional* trains are now making weekend stops in Newark, Del., near the University of Delaware. Southbound Train 133 will stop in Newark on Fridays at 3:05 p.m., while northbound Train 182 will stop on Saturdays and Sundays at 8:43 p.m.

Labor Update: The second of 10 general wage increases over a five-year period will take effect on Jan. 1 for Amtrak employees covered by new labor agreements. This 1.5 percent wage increase applies to approximately 58 percent of agreement-covered workers whose unions have settled with Amtrak.

Benefits: The monthly limit of \$230 for pre-tax mass transit payroll deductions has been extended through 2011 as part of legislation signed by President Obama last week. Previously, the limit was scheduled to be reduced to \$120. The Amtrak benefits system will be updated accordingly. Employees should check their mass transit benefit elections by calling 1-800-481-4887 or logging on to www.AmtrakBenefits.com.



New Business Meetings Policy is Now in Effect

A new corporate policy for business meetings held off Amtrak property took effect on Dec. 20. The Business Meetings (Off Site) Policy defines responsibilities, Procurement controls and procedures for departments to appropriately plan and pay for small and large meeting requirements and expenses when holding meetings at off-site locations.

All meetings are to be held on Amtrak property when meeting space is available. When meetings must be held off-site, departmental meeting planners should work with Procurement, Amtrak's eTravel service provider and the Amtrak Business Travel Office to identify potential meeting sites and to ensure utilization of the proper Procurement processes.

For details, refer to the complete Business Meetings (Off Site) Policy (P/I 8.39.0) on the intranet under "Library" → "Policies" → "Amtrak Policy and Instruction Manual" → "Finance."

2011 Holiday Schedule

Holidays observed at Amtrak vary depending on an employee's status. Holidays for agreement-covered workers are defined by each union's labor agreement, which may also include personal holidays. Each agreement can be found on the intranet under "Employees" → "Labor Agreements."

Holidays for non-agreement employees in 2011 are as follows:

<u>Holiday</u>	<u>Day Observed</u>
New Year's Day	Sat., Jan. 1*
Martin Luther King, Jr. Day	Mon., Jan. 17
President's Day	Mon., Feb. 21
Memorial Day	Mon., May 30
Independence Day	Mon., July 4
Labor Day	Mon., Sept. 5
Veteran's Day	Fri., Nov. 11
Thanksgiving Day	Thurs., Nov. 24
Christmas Day	Mon., Dec. 26

* Since New Year's Day falls on a Saturday, non-agreement employees hired prior to 2011 are granted an additional personal day and are therefore entitled to three personal days in 2011.

For further information regarding holidays and personal days, please refer to the [Amtrak Policy and Instruction Manual](#), on the intranet under "Library" → "Policies."

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from 50 cents to 51 cents, effective for mileage expenses incurred on or after Jan. 1, 2011.

Finance: Employees are reminded that any time they are seeking to obtain project funding from grants, they should refer to the Amtrak Policy and Instruction Manual, section 8.14.0, for guidance. Any employee with a potential grant opportunity or pending grant submission should contact Beverly Thorpe, senior director, Grants Administration at 202-906-2218 or beverly.thorpe@amtrak.com.

Human Resources: Employees who have moved in the past year should be sure to update their mailing address in the Employee Information Portal. Addresses should be changed by Jan. 10 in order for W-2 tax forms to be mailed to the correct address. Log on to the intranet and click "Employees" → "Employee Information Portal."

Payroll: Employees are encouraged to review their W-4 Employee Withholding Allowance Certificate. Any status change requires a new W-4 be submitted to Payroll. Employees who wish to claim exempt status for 2011 must also submit a new form by Feb. 15.

Memo



Date September 29, 2010
To Amtrak Employees

From 
Joseph Boardman
Department President and CEO
Subject Cooperation with OIG
cc Chairman Tom Carper
Amtrak Inspector General Ted Alves

Message As Amtrak approaches FY 2011, I want to ensure that Amtrak managers and staff understand the role of Amtrak's Office of Inspector General (OIG) and to address how I expect Amtrak personnel to interact with the OIG. This memorandum describes the mission of our OIG, its undertakings and Amtrak employees' obligations to the OIG, all as more fully addressed in the "relationship" policy promulgated on March 4, 2010, a copy of which is attached.

As background, the Fiscal Year 2010 Consolidated Appropriations Act (Public Law 111-117) called for an Inspector General (IG) who is a member of the Council of the Inspectors General on Integrity and Efficiency (CIGIE) to determine that Amtrak and the company's Inspector General have agreed upon a set of policies and procedures for interacting with each other that are consistent with the letter and the spirit of the Inspector General Act of 1978, as amended. Amtrak and the Inspector General reached agreement on a set of policies and procedures that we believe are consistent with the letter and spirit of the IG Act.

Carl Clinefelter, Inspector General of the Farm Credit Administration and a CIGIE member, evaluated those policies and procedures as required by the Appropriations Act and determined:

that the Corporation and the IG have agreed to a set of policies and procedures for interacting with each other that are consistent with the letter and the spirit of the Inspector General Act of 1978, as amended (IG Act). As a result, they are now positioned to build a constructive relationship that will enable the Amtrak Office of Inspector General (OIG) to operate unhindered in its role of: 1) promoting economy, efficiency, and effectiveness, 2) preventing and detecting fraud and abuse, and 3) providing a means for keeping the head of the entity and Congress fully and currently informed about the problems and deficiencies relating to Amtrak's programs and operations. Amtrak will benefit by having a properly functioning OIG that remains independent of Corporation programmatic activities and, thus, able to provide objective assessments and recommendations regarding Amtrak operations.

I believe that these new policies and procedures are already helping to rebuild the relationship between Amtrak and the OIG.

The OIG serves as an independent and objective unit within Amtrak, playing an important role in preventing and rooting out fraud, waste, mismanagement and abuse in Amtrak programs and operations. The OIG also endeavors to improve the efficiency of our programs and operations through the performance of audits, evaluations and inspections. To carry out its statutorily required function, the OIG necessarily requires, on a regular basis, information and assistance from Amtrak managers and staff.

It is imperative that, upon request, Amtrak personnel provide OIG auditors, evaluators and investigators with full and unrestricted access to personnel, facilities, records (including, but not limited to, reports, databases and documents), and any other information or material that is needed by the OIG to accomplish its mission. Unrestricted access means that managers and staff are not to impose burdensome administrative requirements or screening procedures that could impede OIG access to needed employees and materials. Management should not attempt to control or influence the free flow of information to and from the OIG or to frustrate the full and unfettered exchange between Amtrak personnel and the OIG.

My expectation is that we will cooperate with the OIG as follows:

1. Managers and staff are to expeditiously provide materials responsive to an OIG request;
2. Materials should be provided to the OIG in the manner requested, rather than routed through an intermediary for review prior to disclosure;
3. Amtrak managers and staff must not conceal information or obstruct OIG audits, investigations or other inquiries. Doing so is against Amtrak policy, and may be in violation of federal law;
4. At any time, the OIG may have access to available information such as policy, guidance, procedures or existing reports and other general information to focus its plans. In the context of specific OIG audits, evaluations or other reviews, the OIG will ordinarily issue a notification letter or kick-off memo to Amtrak management announcing the objectives of the OIG activity. Frequently, a meeting will be scheduled with Amtrak management and the OIG staff to discuss the activity. Under all circumstances, Amtrak managers and staff are to provide complete cooperation upon receipt of such notification; and
5. Amtrak staff are not required to obtain permission from or inform managers before they speak with OIG representatives during audits, evaluations, investigations or other OIG reviews. Staff may, at their own discretion, contact their manager with any questions regarding their responsibility to cooperate with the OIG or their scheduling of meetings with the OIG, unless, in the context of an investigation, they are instructed otherwise by the OIG. In the context of investigations, managers should not question staff about their interactions with the OIG. It should also be clear that any employee who attempts to retaliate against another employee for cooperating or assisting the OIG may be subject to disciplinary action up to and including termination.

The OIG, for its part, has indicated its intent to respect the multiple demands made upon Amtrak managers and staff and, to the extent possible, to seek to accommodate scheduling difficulties or other time constraints that managers and staffs might face. Also, the OIG is committed to honoring requests for confidentiality to the extent permitted by the law and to

handling all Amtrak documents and information in an appropriate manner.

To ensure that reports from audits, evaluations and other reviews (collectively referred to here as “audits”) are fairly prepared and presented, the OIG staff will endeavor to provide management with significant opportunities for interaction. To this end, an audit will ordinarily begin with an entrance conference or kick-off meeting and will ordinarily conclude its active phase with an exit conference. Management should attend both entrance and exit conferences and make its views and concerns known. At any time during the course of the audit, Amtrak management may request and meet with the OIG staff to discuss the audit, provide information to clarify management assertions and discuss status and any concerns.

The OIG intends to solicit Amtrak management for input regarding accuracy and tonal quality frequently during the audit up to and including submission of comments to the written audit product. This interaction should help to avoid misunderstandings. The OIG is committed to give full consideration to management comments on discussion drafts and formal draft reports in the course of finalizing reports. Amtrak managers should engage with OIG leadership when it believes that its input is not satisfactorily addressed. In the end, formal Amtrak comments to the formal draft will ordinarily be attached, in their entirety, to the final OIG report. This interactive process, in which the OIG engages management in the audited office in an effort to develop and refine findings and recommendations, is a key part of the OIG process, and Amtrak managers need to see these opportunities for interaction as their primary means of expression in the context of OIG audits.

All offices are expected to review their policies and procedures related to interaction with the OIG and must conform to this guidance.

If you have any questions about this guidance, please contact Amtrak’s General Counsel, Eleanor D. Acheson at ATS 777-2198, or the OIG General Counsel, Colin Carriere, at ATS 777-4355.

Attachment

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

1.0 PURPOSE

To establish the responsibility and authority of the Amtrak Office of Inspector General ("OIG"), the general principles for ensuring a productive relationship between the OIG and the rest of the company, and to summarize the process followed by the OIG when conducting audits, evaluations, and investigations.

2.0 SCOPE

This policy applies to all Amtrak employees, contractors, programs, and operations.

3.0 RESPONSIBILITY

The head of Amtrak and the Amtrak Inspector General ("Inspector General") are responsible for the interpretation and administration of this policy. As of the date of this policy, the "head" of Amtrak is defined as the Chairperson of the Board of Directors of Amtrak (the "Chair").

4.0 AUTHORITY AND RESPONSIBILITIES OF THE OIG

4.1 Mission of the OIG. The Inspector General Act of 1978, as amended (5 U.S.C. Appendix 3), hereinafter "IG Act," established the OIG as an independent and objective unit within Amtrak to:

- (a) Provide policy direction for and to conduct, supervise, and coordinate audits and investigations relating to Amtrak programs and operations;
- (b) Provide leadership and coordination and to recommend policies for activities designed (1) to promote economy, efficiency, and effectiveness in the administration of, and (2) to prevent and detect fraud and abuse in Amtrak programs and operations;
- (c) Review existing and proposed legislation and regulations relating to Amtrak programs and operations and make recommendations in its semiannual reports concerning their impact on the economy and efficiency in the administration of programs and operations administered or financed by Amtrak or the prevention and detection of fraud and abuse in such programs;
- (d) Keep the Chair and Congress fully and currently informed concerning fraud and other serious problems, abuses, and deficiencies relating to the administration of programs and operations administered or financed by Amtrak, recommend corrective action concerning such problems, abuses, and deficiencies, and report on the progress made in implementing corrective actions.

4.2 Establishment of the OIG.

- (a) The Inspector General is appointed by the Chair without regard to political affiliation, and solely on the basis of integrity and demonstrated ability in

APPROVED	REVISION NO.	SUPERSEDES	PAGE
<i>Thomas C. Casper</i> Thomas C. Casper Chairman, Board of Directors		2.1.1	1

400 CV
INSPECTOR GENERAL

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

accounting, auditing, financial analysis, law, management analysis, public administration, or investigations.

- (b) The Inspector General reports to and is under the general supervision of the Chair and is not subject to supervision by any other officer or employee of Amtrak. The Chair cannot prevent or prohibit the Inspector General from initiating, carrying out, or completing any audit or investigation, or from issuing any subpoena during the course of any audit or investigation.
- (c) The Inspector General serves as a non-voting, ex officio member of the Executive Committee. This is an important mechanism to foster open communications and facilitate the exchange of information. It allows the IG to be aware of management issues and concerns and to provide appropriate input for management to consider. The IG's role will be limited and subject to the following conditions:
 - (1) The IG will not be a voting member;
 - (2) The IG will not perform programmatic functions or roles, which are proscribed under the IG Act;
 - (3) The IG's participation will be in a mutually agreed capacity, which allows the IG to decide not to attend certain meetings, or Amtrak management to elect to conduct meetings or segments of meetings, without the IG's presence;
 - (4) Both the IG and Amtrak management will respect the IG's statutory requirement to maintain independence and objectivity and will not request participation or agreement with respect to any matter that would impair or compromise that independence or objectivity;
 - (5) The IG will not make management decisions or perform management functions.
- (d) If the Inspector General is removed from office or is transferred to another position or location within Amtrak, the Chair must communicate in writing the reasons for the removal or transfer to both Houses of Congress, at least 30 days before the removal or transfer. The Chair can also take other personnel actions authorized by law.
- (e) The Chair also provides the OIG with appropriate and adequate office space at central and field office locations of Amtrak, together with needed equipment, office supplies, communications facilities and services, and necessary maintenance services.

4.3 Authority of the Inspector General. In carrying out the provisions of the IG Act, the Inspector General is authorized to:

- (a) Conduct audits and investigations and issue reports relating to Amtrak programs and operations that, in the judgment of the Inspector General, are necessary or desirable;
- (b) Have access to all Amtrak records, reports, audits, reviews, documents, papers, recommendations, or other material available to Amtrak which relate to programs and operations with respect to which the Inspector General has responsibilities;

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	2

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (c) Request such information or assistance as may be necessary to carry out the duties and responsibilities provided by the IG Act from any Federal, State, or local governmental agency or unit thereof;
- (d) Require by subpoena the production of information, documents, reports, answers, records, accounts, papers and other data needed to accomplish the functions assigned by the IG Act (procedures other than subpoenas will be used by the Inspector General to obtain documents and information from Federal agencies). Because the Inspector General has access to all Amtrak information, subpoenas are not used to obtain documents and information from Amtrak;
- (e) Administer oaths, affirmations, and affidavits, when needed to carry out the functions assigned by the IG Act;
- (f) Have direct and prompt access to the Chair when necessary for any purpose pertaining to the performance of functions and responsibilities under the IG Act; and
- (g) Enter into contracts and other arrangements for audits, studies, analyses, and other services with public agencies and with private persons, and to make such payments as may be necessary to carry out the provisions of the IG Act.

5.0 GENERAL PRINCIPLES GUIDING RELATIONSHIPS WITH THE OIG

5.1 To work together most effectively, the OIG and Amtrak's management, employees, and contractors should:

- (a) **Interact with professionalism and mutual respect.**
 - (1) Representatives of Amtrak's management and the OIG should always act in good faith and expect the same from the other.
 - (2) Amtrak's management and the OIG share as a common goal the successful accomplishment of Amtrak's mission.
- (b) **Ensure mutual respect for each mission.**
 - (1) Amtrak's officers, directors, employees, and contractors should recognize the OIG's primary responsibility and authority to conduct independent and objective audits, evaluations, and investigations of Amtrak programs and operations, and the OIG's responsibility to report to both the Chairman and the Congress.
 - (2) The OIG will seek to carry out its work with a minimum of disruption to the primary mission of Amtrak.
 - (3) Amtrak's management will promptly notify the OIG in the event that it initiates reviews or examinations related to fraud or waste which could be the subject of an OIG audit, investigation, or inspection. Once notified, the Inspector General will determine whether it is a matter subject to the jurisdiction of the OIG and respond promptly to management to determine how to proceed. To the extent the Inspector General deems appropriate, the OIG will coordinate with the responsible department where management is engaged in a review or examination or litigation involving matters of common interest to the OIG and management.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	3

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (4) If, in the course of its work, the OIG discovers facts or circumstances related to safety or other matters which have some immediacy or may cause significant business or legal harm to the company unless management is notified and given the opportunity to intervene, the Inspector General will, at his discretion, notify and coordinate with appropriate Amtrak managers or the department head in order to address safety issues quickly or to limit significant business or legal harm.
- (c) Foster open communications at all levels.**
- (1) The OIG's access to information, records, facilities and people must be unimpeded. Amtrak's employees, contractors, and representatives should promptly respond to OIG requests for information to facilitate OIG activities.
 - (2) Amtrak managers will be forthcoming in recognizing the existence of challenges that the OIG can help to address.
 - (3) Surprises are to be avoided. The OIG will seek to avoid undertaking its work or presenting its findings without reasonable notice to management and management will keep the OIG informed of significant challenges and problems.
 - (4) With limited exceptions, primarily related to criminal investigations, the Inspector General will keep the President and the Chairman advised of its work and its findings on a timely basis, and the OIG will provide information helpful to Amtrak's management at the earliest possible stage.
 - (5) Because some OIG investigations may involve allegations of criminal misconduct or other need for confidentiality, circumstances will dictate whether, and what type of, notice will be given. This will be at the discretion of the Inspector General, with consideration of all factors of confidentiality, sensitivity, and investigative techniques.
- (d) Be thorough, objective, and fair.**
- (1) The OIG will perform its work thoroughly, objectively, and with due consideration of the point of view of Amtrak's management.
 - (2) When working with the OIG, Amtrak's management and staff should objectively consider differing opinions and alternative ways to improve operations.
 - (3) Both the OIG and other departments of Amtrak should recognize successes in addressing management challenges and advancing Amtrak's mission.
- (e) Respect confidential information.**
- (1) The OIG will respect Amtrak's need to protect confidential, sensitive, or privileged information from inappropriate disclosure, while meeting OIG's obligation to report to the Department of Justice, external oversight entities such as Congress, and the public.
 - (2) The terms confidential, sensitive, and privileged will be accorded the meanings ascribed to them under the Freedom of Information Act (FOIA).
 - (3) Other than the Department of Justice, in disclosing to external oversight entities (such as the Congress, Department of Transportation, OMB, and

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	4

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

GAO) or other law enforcement entities, information that may be confidential, sensitive or privileged, the OIG will notify the recipient entities of the confidential, sensitive, or privileged nature of the information and request that they treat the information with the level of protection set forth under the FOIA or as otherwise required by law. If the IG believes there is a significant risk that the information could be released inappropriately, he may, at his discretion, consult with the appropriate department head to ensure that the company's interests are protected.

- (4) The process to determine the sensitivity of information included in OIG audit, evaluation, and investigative reports that will be subject to public release is described in sections 6 and 7 below.

(f) Be engaged.

- (1) The OIG, Amtrak's management, and the Board will work cooperatively to identify the most important areas for OIG work, as well as the best means to address the results of that work, while maintaining the OIG's required independence.
- (2) Amtrak's leadership will recognize that the OIG's limited resources must also be applied to address work that is initiated by the OIG, requested by members of Congress, or mandated by law or regulation.

(g) Facilitate the exchange of information.

- (1) The OIG will keep abreast of Amtrak's programs and operations, and keep Amtrak's management and Board informed of OIG activities and concerns that are raised in the course of the OIG's work.
- (2) Amtrak's management and Board should ensure that the OIG is kept up to date on current matters and events affecting Amtrak or that may affect it in the future.
- (3) Amtrak and the OIG will implement mechanisms, both formal and informal, to ensure prompt and regular feedback.
- (4) All Amtrak employees, contractors, and representatives should understand that the OIG is the primary entity within Amtrak to address issues or concerns related to fraud or abuse; and that they have a responsibility to report suspected violations of the law or Amtrak policy that could result in fraud or abuse.
- (5) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions.
- (6) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful authority.

6.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND THE OIG ON INVESTIGATIONS

6.1 General Investigative Process.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	5

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (a) The OIG determines whether it will initiate an investigation once it receives an allegation regarding fraud, abuse, criminal action, or other wrongdoing. Allegations originate from various sources including employees, vendors, Congress, federal agencies, and prosecutors. The OIG may also initiate investigations proactively to ensure that Amtrak is not being subject to fraud, waste, or abuse.
- (b) The investigative process generally involves: (1) determining the basis for an allegation; (2) analyzing the issues involved; and (3) obtaining relevant, objective evidence from individuals and entities, in the form of interviews, documents, tangible objects, and data.
- (c) The OIG follows the Quality Standards for Investigations (issued by the Council of the Inspectors General on Integrity and Efficiency (“CIGIE”)) to guide its investigative activity.
- (d) Allegations are reviewed and screened and resources are allocated based on, among other things, the seriousness of the allegations, potential harm to Amtrak or the public, whether a violation of a statute or regulation likely occurred, and the effect of the alleged illegal or improper activity on Amtrak programs and operations.
- (e) If the OIG determines that an investigation should be undertaken, it seeks to obtain all relevant facts by examining documents and other tangible materials and interviewing individuals. When appropriate or required by law, the OIG informs subjects of their legal rights, including the right or opportunity to remain silent and to obtain legal counsel.
- (f) The process may result in one or more of the following OIG actions: administrative report to management, referral to a prosecutor for consideration, or closing the investigation.
- (g) When the investigation substantiates a wrongful act which is considered administrative, the OIG usually prepares an investigative report, which describes the allegation, the factual evidence to support its findings, and recommendations. This report is submitted to management for a written response. These administrative reports often recommend that management take action, but usually do not recommend specific disciplinary action. Privacy concerns usually restrict these reports from public release.
- (h) If an issue identified in an investigative report is a recurring or systemic problem, the OIG may also identify this broader problem to managers and, usually, make recommendations for management to consider in addressing the problem. Management normally is given an opportunity to provide comments before the report is issued. The process for obtaining comments and issuing the report is described in Section 7.2(h).
- (i) If there is evidence of criminal wrongdoing, the OIG presents the report to the Department of Justice or other appropriate prosecutors for their consideration. This may lead to prosecution of the subject(s) in Federal, state, or local court. In cases where there is evidence of criminal wrongdoing, the Inspector General may, in his/her discretion, also refer the report to management for administrative action.

6.2 Requirements And Responsibilities.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	6

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

(a) OIG.

- (1) The Inspector General shall not, after receipt of a complaint or information from an employee, disclose the identity of the employee without the consent of the employee, unless the Inspector General determines such disclosure is unavoidable during the course of the investigation.
- (2) The OIG will ensure that Amtrak's confidential, sensitive, or privileged information as defined in section 5.1(e) above is not inappropriately disclosed by OIG employees.
- (3) Circumstances when the OIG will disclose such information include:
 - (A) referrals to appropriate agencies for law enforcement purposes;
 - (B) disclosures under court order;
 - (C) responses to requests by Congress; and,
 - (D) referrals to other agencies that may have cognizance over the matter.
- (4) The OIG will usually honor an employee's request that counsel be present during an interview. The counsel may not be another employee of Amtrak, paid for by Amtrak (unless approved in accordance with Amtrak's Bylaws and policies), a potential subject, or a witness in the case.
- (5) Employees who allege that action was taken against them as reprisal or retaliation for cooperating with or disclosing information to the OIG while they were employed at Amtrak may request the OIG to investigate their reprisal or retaliation allegations.

(b) Amtrak Management, Employees, and Contractors.

- (1) All Amtrak employees must comply with requests for interviews and briefings.
- (2) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions or penalties.
- (3) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful appropriate authority.
- (4) In the context of investigations, managers should not question staff about their interactions with the OIG.
- (5) Any employee who makes a complaint to the OIG with the knowledge that the complaint is false or that it is made with willful disregard for the truth of the information may be held accountable for such statements and may be subject to disciplinary action or criminal prosecution.

7.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND OIG ON AUDITS AND EVALUATIONS

7.1 Types of Audits and Evaluations. The OIG conducts audits and evaluations of Amtrak programs and operations, including performance of contractors. Some audits and evaluations may be specifically required by statute.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	7

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (a) An audit is an independent, formal, and methodical examination of an organization, program, function, or activity, designed to help Amtrak accomplish its mission efficiently and effectively. OIG audits are performed in accordance with Government Auditing Standards (commonly called the Yellow Book).
- (b) Evaluations are reviews of an organization, program, function, or activity. Evaluations are performed in accordance with the Quality Standards for Inspections issued by the CIGIE.
- (c) Audits and evaluations may include financial or performance reviews.
 - (1) Financial reviews include financial statement audits and any other financially related reviews related to Amtrak's financial operations.
 - (2) Performance reviews include evaluating whether Amtrak programs and operations are working efficiently and effectively as well as whether programs are achieving expected results.
- (d) The OIG also routinely gathers information and data but does not use that information in a formal audit report. These activities may be in response to a congressional inquiry, a request for testimony, or routine planning purposes. Normally, OIG staff members assigned to these activities directly contacts responsible managers to collect information. The assigned OIG staff will inform management of the nature of the data gathering effort.

7.2 Audit and Evaluation Processes. The audit and evaluation processes involve the following steps:

- (a) **Audit or Evaluation Planning.** The OIG often conducts informal research to help it develop audit or evaluation plans or to better understand emerging issues. Audit plans outline potential reviews to be conducted, the objectives of each review, and the resources required to conduct them. In developing the audit or evaluation plan for the year, the OIG considers the following:
 - (1) Issues that may pose a risk to or would promote Amtrak's mission;
 - (2) Objectives of Amtrak's Board and senior managers; and
 - (3) Objectives of Congress.
- (b) **Notification.** The OIG will notify responsible management officials of its intent to begin a review.
- (c) **Entrance Conference.** As a general practice, the OIG will request an entrance conference with responsible management officials to advise them of the objectives and scope of the review and the general methodology that will be followed, and to solicit input from Amtrak officials.
- (d) **Survey.** In some cases, particularly for large or complex reviews, the OIG will perform initial research to refine the objectives, determine the scope, and develop a sound methodology.
- (e) **Field Work.** The OIG analyzes selected areas of a program, activity, or function. It obtains sufficient evidence to support the findings and conclusions and to make recommendations. Frequent interaction with responsible managers and employees occurs during fieldwork.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	8

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (f) **Exit Conference.** Prior to the issuance of a draft audit or evaluation report, the OIG will contact the responsible management official to set up an exit conference to discuss the results of the work. In some cases discussion draft reports or fact sheets are used to facilitate the discussion. The OIG strives to maintain an open channel of communication with managers to ensure that findings, conclusions, and recommendations are accurately and fairly presented in the report.
- (g) **Draft Report.** The OIG provides a draft report to the Audit Liaison, responsible managers of audited organizations, and Amtrak departments affected by the audit findings for their review and comment. The draft report will have been approved by OIG management and will contain the objectives, results, conclusions, and recommendations resulting from the OIG's audit or evaluation.
- (h) **Management Response.** Responsible management officials are normally provided 30 days to respond in writing to the draft report, indicating how they plan to address the findings and recommendations contained in the report. In some cases, the OIG requests a quicker response. Extensions to the established due date will be granted by the responsible Assistant Inspector General.
- (1) Comments should clearly indicate whether responsible management officials concur with each of the recommendations.
 - (2) Concurrence is when management agrees to implement the recommendation or to take an alternative action that will correct the deficiency, along with actual or estimated completion dates.
 - (3) Nonconcurrence is when management does not agree to implement the recommendation or an acceptable alternative. In this case, management should explain the rationale, and include additional facts, if necessary.
 - (4) Management should also identify any information contained in the report that should be protected from public release on the basis that its release may cause significant business or legal harm to Amtrak (the information so designated must not be subject to public release pursuant to the Freedom of Information Act, as amended, 5 U.S.C. § 552). The responsible manager should also weigh the public benefit of transparency against the harm, or potential harm, to company interests, in light of the fact that the company receives Federal subsidies.
 - (5) With respect to decisions regarding confidential, sensitive or privileged information, the Inspector General will follow the standard set forth in Section 5.1(e) above. If the OIG disagrees with management's assertion that specific information should be withheld from public release because it is confidential, sensitive, or privileged, the IG will confer with the responsible department head regarding the need to redact the information before publicly releasing the report. If so requested, the department head has one week to articulate in writing to the IG the bases or reasons for protecting the information from disclosure, including identifying the significant business or legal harm anticipated compared to the benefit of transparency. If, following that consultation, the IG determines that the

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	9

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

information should be publicly released, he will consult with the Chair before including such information in a publicly released report.

- (i) **Final Report.** The OIG will amend the draft report, as appropriate, based on management's response. The Inspector General makes final determinations about what information will be included in the issued report. The OIG also normally includes the entire management response, along with the OIG's analysis of the response in the final report.
- (j) **Report Distribution.** The OIG usually distributes audit and evaluation reports to the Chairman, other Board members, responsible management officials, and Congress. Final reports are normally public documents and are available on the OIG Web site.
- (k) **Recommendation Follow-up.** Amtrak managers are responsible for implementing OIG recommendations to the extent there is concurrence, and OIG staff and Amtrak's Audit Liaison monitor managers' actions to ensure that recommendations are implemented in a timely manner.

7.3 Audit and Evaluation Process Responsibilities.

(a) **Audit Liaison.**

- (1) The Audit Liaison is an individual, or individuals, designated by Amtrak management to perform the functions outlined in this section.
- (2) Facilitates OIG audits and evaluations with Amtrak management. In this role, the liaison ensures that Amtrak managers are aware of OIG reviews and that OIG staff is provided with initial contacts to begin the review process.
- (3) Coordinates entrance and exit conferences with appropriate Amtrak managers.
- (4) Follows up with Amtrak managers to track the status of management actions to implement OIG recommendations.
- (5) Ensures that management's response to draft reports is coordinated with affected departments, is approved by the head of the audited department or organization and is completed in a timely manner.

(b) **Inspector General Managers.**

- (1) Notifies responsible management officials of the intent to begin a review.
- (2) Contacts responsible management officials and the audit liaison to schedule entrance conferences and exit conferences.
- (3) Provides copies of draft reports to the Audit Liaison, responsible management officials of audited organizations, and Amtrak departments affected by audit findings.
- (4) Reviews and evaluates management response to the draft report and, as appropriate, either revises the report or provides the OIG's analysis of the response in the final report.
- (5) Grants extensions to the established due date for management comments.
- (6) Distributes final reports to the Audit Liaison and the appropriate Amtrak departments, and makes further distribution to authorized committees and subcommittees of Congress and the public.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	10

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

(c) **Responsible Management Officials.** To maximize the value of OIG reports, management officials or their designees will:

- (1) Attend exit conferences, unless they are waived by agreement with the OIG.
- (2) Prepare responses to draft OIG reports.
- (3) State in the proposed management decision whether they concur with the recommendations presented in the corresponding audit or evaluation report or propose alternative actions to correct the deficiency. For nonconcurrences, explain why management does not concur and present additional facts, if necessary.
- (4) Take prompt and effective action to implement agreed-upon corrective actions.

8.0 OTHER POLICIES

- 8.1 The presumption is that this policy will take precedence in instances where other policies are inconsistent with this policy. When inconsistencies are identified, OIG and management will consult and reconcile differences.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	11

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

1.0 PURPOSE

To establish the responsibility and authority of the Amtrak Office of Inspector General ("OIG"), the general principles for ensuring a productive relationship between the OIG and the rest of the company, and to summarize the process followed by the OIG when conducting audits, evaluations, and investigations.

2.0 SCOPE

This policy applies to all Amtrak employees, contractors, programs, and operations.

3.0 RESPONSIBILITY

The head of Amtrak and the Amtrak Inspector General ("Inspector General") are responsible for the interpretation and administration of this policy. As of the date of this policy, the "head" of Amtrak is defined as the Chairperson of the Board of Directors of Amtrak (the "Chair").

4.0 AUTHORITY AND RESPONSIBILITIES OF THE OIG

4.1 Mission of the OIG. The Inspector General Act of 1978, as amended (5 U.S.C. Appendix 3), hereinafter "IG Act," established the OIG as an independent and objective unit within Amtrak to:

- (a) Provide policy direction for and to conduct, supervise, and coordinate audits and investigations relating to Amtrak programs and operations;
- (b) Provide leadership and coordination and to recommend policies for activities designed (1) to promote economy, efficiency, and effectiveness in the administration of, and (2) to prevent and detect fraud and abuse in Amtrak programs and operations;
- (c) Review existing and proposed legislation and regulations relating to Amtrak programs and operations and make recommendations in its semiannual reports concerning their impact on the economy and efficiency in the administration of programs and operations administered or financed by Amtrak or the prevention and detection of fraud and abuse in such programs;
- (d) Keep the Chair and Congress fully and currently informed concerning fraud and other serious problems, abuses, and deficiencies relating to the administration of programs and operations administered or financed by Amtrak, recommend corrective action concerning such problems, abuses, and deficiencies, and report on the progress made in implementing corrective actions.

4.2 Establishment of the OIG.

- (a) The Inspector General is appointed by the Chair without regard to political affiliation, and solely on the basis of integrity and demonstrated ability in

APPROVED	REVISION NO.	SUPERSEDES	PAGE
<i>Thomas C. Casper</i> Thomas C. Casper Chairman, Board of Directors		2.1.1	1

400 CV
INSPECTOR GENERAL

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

accounting, auditing, financial analysis, law, management analysis, public administration, or investigations.

- (b) The Inspector General reports to and is under the general supervision of the Chair and is not subject to supervision by any other officer or employee of Amtrak. The Chair cannot prevent or prohibit the Inspector General from initiating, carrying out, or completing any audit or investigation, or from issuing any subpoena during the course of any audit or investigation.
- (c) The Inspector General serves as a non-voting, ex officio member of the Executive Committee. This is an important mechanism to foster open communications and facilitate the exchange of information. It allows the IG to be aware of management issues and concerns and to provide appropriate input for management to consider. The IG's role will be limited and subject to the following conditions:
 - (1) The IG will not be a voting member;
 - (2) The IG will not perform programmatic functions or roles, which are proscribed under the IG Act;
 - (3) The IG's participation will be in a mutually agreed capacity, which allows the IG to decide not to attend certain meetings, or Amtrak management to elect to conduct meetings or segments of meetings, without the IG's presence;
 - (4) Both the IG and Amtrak management will respect the IG's statutory requirement to maintain independence and objectivity and will not request participation or agreement with respect to any matter that would impair or compromise that independence or objectivity;
 - (5) The IG will not make management decisions or perform management functions.
- (d) If the Inspector General is removed from office or is transferred to another position or location within Amtrak, the Chair must communicate in writing the reasons for the removal or transfer to both Houses of Congress, at least 30 days before the removal or transfer. The Chair can also take other personnel actions authorized by law.
- (e) The Chair also provides the OIG with appropriate and adequate office space at central and field office locations of Amtrak, together with needed equipment, office supplies, communications facilities and services, and necessary maintenance services.

4.3 Authority of the Inspector General. In carrying out the provisions of the IG Act, the Inspector General is authorized to:

- (a) Conduct audits and investigations and issue reports relating to Amtrak programs and operations that, in the judgment of the Inspector General, are necessary or desirable;
- (b) Have access to all Amtrak records, reports, audits, reviews, documents, papers, recommendations, or other material available to Amtrak which relate to programs and operations with respect to which the Inspector General has responsibilities;

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	2

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (c) Request such information or assistance as may be necessary to carry out the duties and responsibilities provided by the IG Act from any Federal, State, or local governmental agency or unit thereof;
- (d) Require by subpoena the production of information, documents, reports, answers, records, accounts, papers and other data needed to accomplish the functions assigned by the IG Act (procedures other than subpoenas will be used by the Inspector General to obtain documents and information from Federal agencies). Because the Inspector General has access to all Amtrak information, subpoenas are not used to obtain documents and information from Amtrak;
- (e) Administer oaths, affirmations, and affidavits, when needed to carry out the functions assigned by the IG Act;
- (f) Have direct and prompt access to the Chair when necessary for any purpose pertaining to the performance of functions and responsibilities under the IG Act; and
- (g) Enter into contracts and other arrangements for audits, studies, analyses, and other services with public agencies and with private persons, and to make such payments as may be necessary to carry out the provisions of the IG Act.

5.0 GENERAL PRINCIPLES GUIDING RELATIONSHIPS WITH THE OIG

5.1 To work together most effectively, the OIG and Amtrak's management, employees, and contractors should:

- (a) **Interact with professionalism and mutual respect.**
 - (1) Representatives of Amtrak's management and the OIG should always act in good faith and expect the same from the other.
 - (2) Amtrak's management and the OIG share as a common goal the successful accomplishment of Amtrak's mission.
- (b) **Ensure mutual respect for each mission.**
 - (1) Amtrak's officers, directors, employees, and contractors should recognize the OIG's primary responsibility and authority to conduct independent and objective audits, evaluations, and investigations of Amtrak programs and operations, and the OIG's responsibility to report to both the Chairman and the Congress.
 - (2) The OIG will seek to carry out its work with a minimum of disruption to the primary mission of Amtrak.
 - (3) Amtrak's management will promptly notify the OIG in the event that it initiates reviews or examinations related to fraud or waste which could be the subject of an OIG audit, investigation, or inspection. Once notified, the Inspector General will determine whether it is a matter subject to the jurisdiction of the OIG and respond promptly to management to determine how to proceed. To the extent the Inspector General deems appropriate, the OIG will coordinate with the responsible department where management is engaged in a review or examination or litigation involving matters of common interest to the OIG and management.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	3

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (4) If, in the course of its work, the OIG discovers facts or circumstances related to safety or other matters which have some immediacy or may cause significant business or legal harm to the company unless management is notified and given the opportunity to intervene, the Inspector General will, at his discretion, notify and coordinate with appropriate Amtrak managers or the department head in order to address safety issues quickly or to limit significant business or legal harm.
- (c) Foster open communications at all levels.**
- (1) The OIG's access to information, records, facilities and people must be unimpeded. Amtrak's employees, contractors, and representatives should promptly respond to OIG requests for information to facilitate OIG activities.
 - (2) Amtrak managers will be forthcoming in recognizing the existence of challenges that the OIG can help to address.
 - (3) Surprises are to be avoided. The OIG will seek to avoid undertaking its work or presenting its findings without reasonable notice to management and management will keep the OIG informed of significant challenges and problems.
 - (4) With limited exceptions, primarily related to criminal investigations, the Inspector General will keep the President and the Chairman advised of its work and its findings on a timely basis, and the OIG will provide information helpful to Amtrak's management at the earliest possible stage.
 - (5) Because some OIG investigations may involve allegations of criminal misconduct or other need for confidentiality, circumstances will dictate whether, and what type of, notice will be given. This will be at the discretion of the Inspector General, with consideration of all factors of confidentiality, sensitivity, and investigative techniques.
- (d) Be thorough, objective, and fair.**
- (1) The OIG will perform its work thoroughly, objectively, and with due consideration of the point of view of Amtrak's management.
 - (2) When working with the OIG, Amtrak's management and staff should objectively consider differing opinions and alternative ways to improve operations.
 - (3) Both the OIG and other departments of Amtrak should recognize successes in addressing management challenges and advancing Amtrak's mission.
- (e) Respect confidential information.**
- (1) The OIG will respect Amtrak's need to protect confidential, sensitive, or privileged information from inappropriate disclosure, while meeting OIG's obligation to report to the Department of Justice, external oversight entities such as Congress, and the public.
 - (2) The terms confidential, sensitive, and privileged will be accorded the meanings ascribed to them under the Freedom of Information Act (FOIA).
 - (3) Other than the Department of Justice, in disclosing to external oversight entities (such as the Congress, Department of Transportation, OMB, and

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	4

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

GAO) or other law enforcement entities, information that may be confidential, sensitive or privileged, the OIG will notify the recipient entities of the confidential, sensitive, or privileged nature of the information and request that they treat the information with the level of protection set forth under the FOIA or as otherwise required by law. If the IG believes there is a significant risk that the information could be released inappropriately, he may, at his discretion, consult with the appropriate department head to ensure that the company's interests are protected.

- (4) The process to determine the sensitivity of information included in OIG audit, evaluation, and investigative reports that will be subject to public release is described in sections 6 and 7 below.

(f) Be engaged.

- (1) The OIG, Amtrak's management, and the Board will work cooperatively to identify the most important areas for OIG work, as well as the best means to address the results of that work, while maintaining the OIG's required independence.
- (2) Amtrak's leadership will recognize that the OIG's limited resources must also be applied to address work that is initiated by the OIG, requested by members of Congress, or mandated by law or regulation.

(g) Facilitate the exchange of information.

- (1) The OIG will keep abreast of Amtrak's programs and operations, and keep Amtrak's management and Board informed of OIG activities and concerns that are raised in the course of the OIG's work.
- (2) Amtrak's management and Board should ensure that the OIG is kept up to date on current matters and events affecting Amtrak or that may affect it in the future.
- (3) Amtrak and the OIG will implement mechanisms, both formal and informal, to ensure prompt and regular feedback.
- (4) All Amtrak employees, contractors, and representatives should understand that the OIG is the primary entity within Amtrak to address issues or concerns related to fraud or abuse; and that they have a responsibility to report suspected violations of the law or Amtrak policy that could result in fraud or abuse.
- (5) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions.
- (6) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful authority.

6.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND THE OIG ON INVESTIGATIONS

6.1 General Investigative Process.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	5

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (a) The OIG determines whether it will initiate an investigation once it receives an allegation regarding fraud, abuse, criminal action, or other wrongdoing. Allegations originate from various sources including employees, vendors, Congress, federal agencies, and prosecutors. The OIG may also initiate investigations proactively to ensure that Amtrak is not being subject to fraud, waste, or abuse.
- (b) The investigative process generally involves: (1) determining the basis for an allegation; (2) analyzing the issues involved; and (3) obtaining relevant, objective evidence from individuals and entities, in the form of interviews, documents, tangible objects, and data.
- (c) The OIG follows the Quality Standards for Investigations (issued by the Council of the Inspectors General on Integrity and Efficiency (“CIGIE”)) to guide its investigative activity.
- (d) Allegations are reviewed and screened and resources are allocated based on, among other things, the seriousness of the allegations, potential harm to Amtrak or the public, whether a violation of a statute or regulation likely occurred, and the effect of the alleged illegal or improper activity on Amtrak programs and operations.
- (e) If the OIG determines that an investigation should be undertaken, it seeks to obtain all relevant facts by examining documents and other tangible materials and interviewing individuals. When appropriate or required by law, the OIG informs subjects of their legal rights, including the right or opportunity to remain silent and to obtain legal counsel.
- (f) The process may result in one or more of the following OIG actions: administrative report to management, referral to a prosecutor for consideration, or closing the investigation.
- (g) When the investigation substantiates a wrongful act which is considered administrative, the OIG usually prepares an investigative report, which describes the allegation, the factual evidence to support its findings, and recommendations. This report is submitted to management for a written response. These administrative reports often recommend that management take action, but usually do not recommend specific disciplinary action. Privacy concerns usually restrict these reports from public release.
- (h) If an issue identified in an investigative report is a recurring or systemic problem, the OIG may also identify this broader problem to managers and, usually, make recommendations for management to consider in addressing the problem. Management normally is given an opportunity to provide comments before the report is issued. The process for obtaining comments and issuing the report is described in Section 7.2(h).
- (i) If there is evidence of criminal wrongdoing, the OIG presents the report to the Department of Justice or other appropriate prosecutors for their consideration. This may lead to prosecution of the subject(s) in Federal, state, or local court. In cases where there is evidence of criminal wrongdoing, the Inspector General may, in his/her discretion, also refer the report to management for administrative action.

6.2 Requirements And Responsibilities.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	6

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

(a) OIG.

- (1) The Inspector General shall not, after receipt of a complaint or information from an employee, disclose the identity of the employee without the consent of the employee, unless the Inspector General determines such disclosure is unavoidable during the course of the investigation.
- (2) The OIG will ensure that Amtrak's confidential, sensitive, or privileged information as defined in section 5.1(e) above is not inappropriately disclosed by OIG employees.
- (3) Circumstances when the OIG will disclose such information include:
 - (A) referrals to appropriate agencies for law enforcement purposes;
 - (B) disclosures under court order;
 - (C) responses to requests by Congress; and,
 - (D) referrals to other agencies that may have cognizance over the matter.
- (4) The OIG will usually honor an employee's request that counsel be present during an interview. The counsel may not be another employee of Amtrak, paid for by Amtrak (unless approved in accordance with Amtrak's Bylaws and policies), a potential subject, or a witness in the case.
- (5) Employees who allege that action was taken against them as reprisal or retaliation for cooperating with or disclosing information to the OIG while they were employed at Amtrak may request the OIG to investigate their reprisal or retaliation allegations.

(b) Amtrak Management, Employees, and Contractors.

- (1) All Amtrak employees must comply with requests for interviews and briefings.
- (2) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions or penalties.
- (3) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful appropriate authority.
- (4) In the context of investigations, managers should not question staff about their interactions with the OIG.
- (5) Any employee who makes a complaint to the OIG with the knowledge that the complaint is false or that it is made with willful disregard for the truth of the information may be held accountable for such statements and may be subject to disciplinary action or criminal prosecution.

7.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND OIG ON AUDITS AND EVALUATIONS

7.1 Types of Audits and Evaluations. The OIG conducts audits and evaluations of Amtrak programs and operations, including performance of contractors. Some audits and evaluations may be specifically required by statute.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	7

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (a) An audit is an independent, formal, and methodical examination of an organization, program, function, or activity, designed to help Amtrak accomplish its mission efficiently and effectively. OIG audits are performed in accordance with Government Auditing Standards (commonly called the Yellow Book).
- (b) Evaluations are reviews of an organization, program, function, or activity. Evaluations are performed in accordance with the Quality Standards for Inspections issued by the CIGIE.
- (c) Audits and evaluations may include financial or performance reviews.
 - (1) Financial reviews include financial statement audits and any other financially related reviews related to Amtrak's financial operations.
 - (2) Performance reviews include evaluating whether Amtrak programs and operations are working efficiently and effectively as well as whether programs are achieving expected results.
- (d) The OIG also routinely gathers information and data but does not use that information in a formal audit report. These activities may be in response to a congressional inquiry, a request for testimony, or routine planning purposes. Normally, OIG staff members assigned to these activities directly contacts responsible managers to collect information. The assigned OIG staff will inform management of the nature of the data gathering effort.

7.2 Audit and Evaluation Processes. The audit and evaluation processes involve the following steps:

- (a) **Audit or Evaluation Planning.** The OIG often conducts informal research to help it develop audit or evaluation plans or to better understand emerging issues. Audit plans outline potential reviews to be conducted, the objectives of each review, and the resources required to conduct them. In developing the audit or evaluation plan for the year, the OIG considers the following:
 - (1) Issues that may pose a risk to or would promote Amtrak's mission;
 - (2) Objectives of Amtrak's Board and senior managers; and
 - (3) Objectives of Congress.
- (b) **Notification.** The OIG will notify responsible management officials of its intent to begin a review.
- (c) **Entrance Conference.** As a general practice, the OIG will request an entrance conference with responsible management officials to advise them of the objectives and scope of the review and the general methodology that will be followed, and to solicit input from Amtrak officials.
- (d) **Survey.** In some cases, particularly for large or complex reviews, the OIG will perform initial research to refine the objectives, determine the scope, and develop a sound methodology.
- (e) **Field Work.** The OIG analyzes selected areas of a program, activity, or function. It obtains sufficient evidence to support the findings and conclusions and to make recommendations. Frequent interaction with responsible managers and employees occurs during fieldwork.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	8

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (f) **Exit Conference.** Prior to the issuance of a draft audit or evaluation report, the OIG will contact the responsible management official to set up an exit conference to discuss the results of the work. In some cases discussion draft reports or fact sheets are used to facilitate the discussion. The OIG strives to maintain an open channel of communication with managers to ensure that findings, conclusions, and recommendations are accurately and fairly presented in the report.
- (g) **Draft Report.** The OIG provides a draft report to the Audit Liaison, responsible managers of audited organizations, and Amtrak departments affected by the audit findings for their review and comment. The draft report will have been approved by OIG management and will contain the objectives, results, conclusions, and recommendations resulting from the OIG's audit or evaluation.
- (h) **Management Response.** Responsible management officials are normally provided 30 days to respond in writing to the draft report, indicating how they plan to address the findings and recommendations contained in the report. In some cases, the OIG requests a quicker response. Extensions to the established due date will be granted by the responsible Assistant Inspector General.
- (1) Comments should clearly indicate whether responsible management officials concur with each of the recommendations.
 - (2) Concurrence is when management agrees to implement the recommendation or to take an alternative action that will correct the deficiency, along with actual or estimated completion dates.
 - (3) Nonconcurrence is when management does not agree to implement the recommendation or an acceptable alternative. In this case, management should explain the rationale, and include additional facts, if necessary.
 - (4) Management should also identify any information contained in the report that should be protected from public release on the basis that its release may cause significant business or legal harm to Amtrak (the information so designated must not be subject to public release pursuant to the Freedom of Information Act, as amended, 5 U.S.C. § 552). The responsible manager should also weigh the public benefit of transparency against the harm, or potential harm, to company interests, in light of the fact that the company receives Federal subsidies.
 - (5) With respect to decisions regarding confidential, sensitive or privileged information, the Inspector General will follow the standard set forth in Section 5.1(e) above. If the OIG disagrees with management's assertion that specific information should be withheld from public release because it is confidential, sensitive, or privileged, the IG will confer with the responsible department head regarding the need to redact the information before publicly releasing the report. If so requested, the department head has one week to articulate in writing to the IG the bases or reasons for protecting the information from disclosure, including identifying the significant business or legal harm anticipated compared to the benefit of transparency. If, following that consultation, the IG determines that the

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	9

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

information should be publicly released, he will consult with the Chair before including such information in a publicly released report.

- (i) **Final Report.** The OIG will amend the draft report, as appropriate, based on management's response. The Inspector General makes final determinations about what information will be included in the issued report. The OIG also normally includes the entire management response, along with the OIG's analysis of the response in the final report.
- (j) **Report Distribution.** The OIG usually distributes audit and evaluation reports to the Chairman, other Board members, responsible management officials, and Congress. Final reports are normally public documents and are available on the OIG Web site.
- (k) **Recommendation Follow-up.** Amtrak managers are responsible for implementing OIG recommendations to the extent there is concurrence, and OIG staff and Amtrak's Audit Liaison monitor managers' actions to ensure that recommendations are implemented in a timely manner.

7.3 Audit and Evaluation Process Responsibilities.

(a) **Audit Liaison.**

- (1) The Audit Liaison is an individual, or individuals, designated by Amtrak management to perform the functions outlined in this section.
- (2) Facilitates OIG audits and evaluations with Amtrak management. In this role, the liaison ensures that Amtrak managers are aware of OIG reviews and that OIG staff is provided with initial contacts to begin the review process.
- (3) Coordinates entrance and exit conferences with appropriate Amtrak managers.
- (4) Follows up with Amtrak managers to track the status of management actions to implement OIG recommendations.
- (5) Ensures that management's response to draft reports is coordinated with affected departments, is approved by the head of the audited department or organization and is completed in a timely manner.

(b) **Inspector General Managers.**

- (1) Notifies responsible management officials of the intent to begin a review.
- (2) Contacts responsible management officials and the audit liaison to schedule entrance conferences and exit conferences.
- (3) Provides copies of draft reports to the Audit Liaison, responsible management officials of audited organizations, and Amtrak departments affected by audit findings.
- (4) Reviews and evaluates management response to the draft report and, as appropriate, either revises the report or provides the OIG's analysis of the response in the final report.
- (5) Grants extensions to the established due date for management comments.
- (6) Distributes final reports to the Audit Liaison and the appropriate Amtrak departments, and makes further distribution to authorized committees and subcommittees of Congress and the public.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	10

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

(c) **Responsible Management Officials.** To maximize the value of OIG reports, management officials or their designees will:

- (1) Attend exit conferences, unless they are waived by agreement with the OIG.
- (2) Prepare responses to draft OIG reports.
- (3) State in the proposed management decision whether they concur with the recommendations presented in the corresponding audit or evaluation report or propose alternative actions to correct the deficiency. For nonconcurrences, explain why management does not concur and present additional facts, if necessary.
- (4) Take prompt and effective action to implement agreed-upon corrective actions.

8.0 OTHER POLICIES

- 8.1 The presumption is that this policy will take precedence in instances where other policies are inconsistent with this policy. When inconsistencies are identified, OIG and management will consult and reconcile differences.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	11



RULES ALERT

RULES ALERT No. 2010- 08

November 12, 2010

Crafts Involved: Engineer, Asst. Conductor

Incident: On Friday, November 5, 2010 in Washington Terminal, Washington, D.C. a yard crew with a diesel and two cars pulled north from 30 track to clear signal 209 in preparation to shove south onto 29 track. At the same time a yard crew shoved commuter equipment south from 41 track in preparation to place the equipment on 28 track. The Asst. Conductor (AC) was on the point of the southbound movement. The last car count given to the Engineer was "twenty." The AC called two signals to the Engineer but failed to see and call out the aspect of signal 241 which was a Stop Signal. The movement continued by the Stop Signal and collided with the standing diesel and 2 cars after 13 car lengths following the 20 count. The AC did not place the train in emergency, nor was there an emergency transmission prior to or after the collision. The Engineer did not stop at 10 car lengths when no further count was given after the 20 count. The collision resulted in injury to six employees and extensive equipment damage.

What Could Have Prevented This Incident?

The Engineer should have stopped at half the distance when no further count was given after the 20 count.

The bigger question is: Why did the AC stop giving car counts and calling out signals?

Answer: Personal cell phone records indicate that the AC was talking on the phone immediately prior ~~for 32 minutes up~~ to the point of the collision. If the AC had been focused on the task at hand instead of the phone conversation this incident would not have occurred.

The following rule on Use of Person Electronic and Electrical Devices was published in a Rules Alert less than one month before this incident ~~and still the AC did not adhere to the policy.~~

NORAC Rule E paragraph 4, and Amtrak Division General Order Instructions C.5 paragraph b regarding the use of electronic devices is as follows:

USE OF PERSONAL ELECTRONIC AND ELECTRICAL DEVICES

Unauthorized use of electronic devices is prohibited, as follows:

a. Personal Electronic and Electrical Devices.

Use of a personal electronic or electrical device to perform any function when required to perform service is prohibited.

Personal electronic or electrical devices, including those used for voice communication, must be turned off and stored out of sight, and any earpieces, headphones or other similar peripheral devices stored out of sight when required to perform service.

b. Railroad-Supplied or Authorized Electronic And Electrical Devices.

The use of a railroad-supplied electronic or electrical device on a moving train is prohibited, except as follows:

1. A crew member, other than a locomotive engineer operating the controls of a moving train, may use a railroad-supplied electronic device in the cab of a moving locomotive for an authorized business purpose, after a safety briefing, provided that all assigned crew members agree that it is safe to do so. Any other use in the cab is prohibited.
2. An employee may use a railroad-supplied electronic or electrical device for an approved business purpose while on duty within the body of a passenger train or railroad business car. Such use must not interfere with any safety related duties.

3. Where specified by special instruction, a railroad employee may use a railroad supplied or railroad-authorized wireless device for voice communications to conduct operations when radio communications fail. The use of a railroad-supplied electronic or electrical device for an approved business purpose when required to perform service outside the cab is prohibited:
- (1) While fouling any track;
 - (2) While switching operation is underway;
 - (3) While required to perform any other safety related duty; and
 - (4) Until all members of the crew have been briefed that operations are suspended.

c. Exceptions

- When radio failure occurs, a wireless device may be used for voice communication in the event of a railroad emergency or to perform other duties directly related to the operation of the train by an employee other than the locomotive engineer controlling the movement of the train.
- A locomotive engineer (including a remote-control locomotive operator) may use electronic control systems and informational displays presented to the locomotive engineer within the locomotive cab or on a remote control transmitter to operate a train or conduct a switching operation, including functions associated with controlling switches.

d. Penalties

Any individual who violates these prohibitions or uses any of the described devices without observing any of the restrictions is subject to discipline up to and including discharge. If there are any questions regarding the authorized use of a personal or railroad-supplied electronic device, employees should refrain from any use until the proper authority can be consulted.

This regulation has been in effect for two years.

This is the 5th Rules Alert on the topic of cell phone usage rules and related incidents.

AGAIN: Failure to comply with these restrictions can no longer be attributed to lack of knowledge. Intentional and willful disregard for these regulations will be dealt with severely. Employees found in non-compliance are subject to **personal fines** by the FRA of up to **\$17,000 and dismissal** by Amtrak.

Note: Amtrak will not be responsible for the personal fines.

REMEMBER: THE LIFE YOU SAVE BY ADHERING TO THE RULES REGARDING USE OF ELECTRONIC DEVICES MAY BE YOUR OWN!

STAY FOCUSED! STAY SAFE!

Catherine Cephas
Sr. Analyst - Operating Practices
Wilmington, DE

Steve Strachan
Chief Transportation Officer
Wilmington, DE



**STATE OF AMERICA'S PASSENGER RAILROAD
Amtrak President and CEO Joseph Boardman**

**Transportation Research Forum
Washington, D.C.
January 12, 2010**

Written remarks as prepared.

Thank you for inviting me to be here with you at the Transportation Research Forum.

The day before Thanksgiving in 2008 I became Amtrak's CEO. In the past 14 months I have learned that there are so many others out there interested in making news about Amtrak, that the only news delivered by a CEO seems to be related to his or her resignation.

I say that partly in jest. No, this is not a resignation speech — I plan on being Amtrak's CEO for a long time.

But my point is that someone, somewhere already knows — or thinks they know — everything there is to know about what is happening at Amtrak or should be happening at Amtrak and they write about it somewhere: a newsletter; a blog; a widely dispersed e-mail; or even a trade journal.

Why is that?

I would like to offer three reasons:

- The name "Amtrak" is a blend of the words "America" and "Track." On May 1, 1971 Amtrak became America's Railroad, and it still is. At Amtrak's inception, rumors were already being spread that it was created to fail and to eliminate passenger rail in this country. Disquieted by the rumors, those who believed in America's Railroad kept very close track of the railroad, making sure that any news would be known right away. They existed then, and they exist today.
- Because of the way Amtrak was created, we must collaborate with lots of people before we can make important decisions, and in some cases even not-so-important decisions. About 70 percent of the train-miles traveled by Amtrak trains are on tracks owned by freight and commuter railroads. Changes require discussion, whether it's with the host railroads, communities we serve, elected officials, or rail consumer organizations. In addition, we have 14 unions and two councils that represent our workforce and naturally they stay very engaged in changes that might be considered.

- As a government-supported business, Amtrak must be transparent in what it does and what its strategy is. We provide testimony to Senate and House Committees, are evaluated by an Amtrak IG, USDOT IG, the GAO and a private financial audit every year.

I raise this because there has been so much uncertainty in Amtrak's history that the people who care about passenger rail – and some who don't — appear to be conditioned to look for or make news about Amtrak.

So my message is: Stop living in the past 39 years of worry that passenger rail is going away. The truth is that we're in the midst of a transformational chapter for Amtrak and passenger rail in America. We're taking action this year, and look forward to next year — Amtrak's 40th — to shed that worry once and for all.

Here's why:

Congress has given America's Railroad a strong long-term mission and the White House has presented a vision for passenger rail in America. That support yields funding to make enduring capital investments, including substantial funds from the American Recovery and Reinvestment Act.

There is also tremendous support for new and expanded passenger rail at the state level.

Accordingly, Amtrak is pursuing a growth-oriented mission — we've moved beyond mere survival.

All of us (both inside and outside Amtrak), must reform our thinking and our approach to key issues. We must renew and rebuild our infrastructure and fleet of equipment, be innovative, and pursue opportunities and decisions that make good business sense.

I am proud to inform you that over the past year Amtrak is doing all of that — and more. Amtrak **IS** changing and rising to meet the challenge.

And I can say without hesitation that **THE STATE OF AMERICA'S PASSENGER RAILROAD IS STRONG AND WE ARE OPTIMISTIC.**

Amtrak enters 2010 with enthusiasm and purpose.

RIDERSHIP

We just closed the books on the best first quarter ever for ridership in Amtrak history. We carried nearly 7.2 million passengers in the first quarter — breaking the previous record set in FY 08, which was our best year ever.

In fact, Amtrak is experiencing a long-term trend of rising ridership, from 21.6 million in FY 2002 to 27.2 million in FY 2009, with an all-time record of 28.7 million in FY 2008.

Since FY 2004 through the most current numbers available in third quarter of FY 2009, Amtrak's share of the rail / air market has been on the rise in many locations.

On the Northeast Corridor, the Amtrak share of the rail / air market between New York and Washington increased from 50 percent to 61 percent. During the same period, for the New York-Boston market, the Amtrak share rose from 39 percent to 50 percent. Similarly, our share of the Chicago-St Louis market was 10 percent and increased to 16 percent. During the same period, for the Los Angeles-San Diego market, Amtrak's share went from 73 percent to 97 percent.

AMTRAK GOALS

We are setting aggressive goals to maximize our new opportunities. To make certain Amtrak has a clear set of goals and priorities — and that they support those of Congress and the White House — last October we issued new Strategic Guidance and a detailed Five-Year Financial plan.

Combined, the two documents create a new vision for Amtrak — the first new vision statement for the railroad since 2005.

That vision is built on six fundamental goals to be safer, greener, healthier and to improve financial performance and customer service, and to meet national needs.

SAFER

Amtrak has a good safety record and we intend to be the safest railroad in the world for our passengers, our 19,800 employees and the communities in which we operate.

But we aim to further improve safety and security by making risk-reduction a top priority. This approach to safety complements, and does not replace, traditional rules-based compliance programs.

To that end, we are moving forward with two risk-reduction initiatives.

Underway now is Safe-2-Safer, an approach to safety and security that aims to reduce injuries by promoting a more collaborative environment in which employees at all levels work together to change at-risk behaviors to safe behaviors.

Working with our labor unions, we are helping supervisors become better leaders, and establishing teams of managers and front-line employees to identify ways to make our tracks, shops, stations and trains become even safer and more secure places.

By mid-2010, we intend to begin a Federal Railroad Administration-sponsored program called Close Call Reporting. It allows close-call events that did not result in an accident or injury — but could have — to be anonymously reported by employees so that safety improvements can be made as appropriate.

I realize this change in approach to safety will take time to take hold. Successfully changing habits and mindsets that have been in place for so long will take time, but I am convinced it will produce positive results.

Remember — the challenge is to reform our thinking and our approach to key issues.

In addition, Amtrak is committed to an aggressive schedule to install Positive Train Control (PTC) technology. We have PTC on some, but not all, of our tracks now on the Northeast Corridor and in Michigan.

By our self-imposed deadline of the end of 2012 — three years **BEFORE** a Congressional deadline for the rail industry — we will have installed PTC on the remaining 308 route miles along the Amtrak-owned or maintained Northeast Corridor and on the last 50 route miles of our line in Michigan where the technology is not currently available.

On the security front, Amtrak has in place a range of robust behind-the-scenes and front-line security measures to help safeguard our passengers and employees.

We will continue to expand our K-9 explosive detection teams, harden more stations and continue to extend the reach of our security activities by strengthening cooperative inter-agency operations with local, state, federal and international law enforcement and counterterrorism partners.

Our partnerships include representation on the FBI's Joint Terrorism Task Forces and conducting more than 130 joint VIPR security operations at 38 different stations with the Transportation Security Agency last year.

In addition, we now have 45 qualified K-9 explosive detection teams — nearly triple the number of just a few years ago. They are among the most sophisticated in the country and can detect various explosive substances, including the type used in the Christmas Day airline terrorist plot.

For 2010, passengers will see a more interactive police and security presence with greater emphasis on random and unpredictable patrol deployment, screenings and other activities in stations and on trains.

GREENER

In 2009, through our membership with the Climate Registry and Climate Counts, we joined efforts to voluntarily and publicly report our greenhouse gas emissions and undergo an independent assessment of our programs to reduce our carbon footprint.

Amtrak is a founding member of the Chicago Climate Exchange, and will meet or exceed our commitment to reduce greenhouse gas emissions (CO₂) from diesel fuel by 6 percent by the end 2010.

In addition, Amtrak is taking action to conserve energy, water and other resources at buildings and other facilities.

HEALTHIER

The health of a company relates to its vital signs. We are making enduring investments to better the reliability of our infrastructure and fleet and our ability to grow business with new and existing partners.

During 2009, Amtrak conducted a comprehensive examination of its locomotive and passenger railcar needs. Our fleet plan, with an identified funding mechanism, will be announced in February as part of our annual legislative and grant request to Congress.

It will include the purchase of several hundred single-level and bi-level long-distance passenger railcars and more than a hundred locomotives. This major equipment purchase will replace and expand the fleet and support American rail manufacturing industries, creating jobs in the United States.

Separately, but related, Amtrak expects to make contract awards this spring for 130 single-level long-distance cars and 20 electric locomotives.

How we pay for these plans could involve a range of options.

In fact, Congress is currently considering additional capital funding for Amtrak as part of Stimulus 2, as they call it. The House bill includes \$800 million for rehabilitation and acquisition of new equipment. We will need to see what the Senate version offers, but we see the House bill as a positive statement of support.

Amtrak is making good use of the \$1.3 billion we received from the Obama administration's American Recovery and Reinvestment Act. Of the \$1.3 billion, Amtrak has awarded \$596.5 million in contracts for 113 projects.

With those funds, we will also be rehabilitating and restoring damaged or stored equipment including 60 Amfleet, one Viewliner and 20 Superliner cars, and 15 P-40 diesel-electric locomotives.

For those who question whether the stimulus funds have created jobs, I can tell you that so far we have created over 600 Amtrak jobs and another 200 in vendor organizations with which we have contracted as a result of ARRA-funded projects.

Beyond ARRA, we will spend \$442 million for our annual capital program for several other major projects to repair and replace tracks, bridges and other key infrastructure.

Being a healthier Amtrak helps position itself as THE provider and partner of choice for commuter, intercity passenger rail and high-speed rail service.

We currently have partnerships with 15 states accounting for nearly 50 percent of our average weekday departures and we plan to foster more. Over the next five years, Amtrak is seeking to establish at least eight service expansions as part of existing state partnerships and form at least two new state partnerships.

Last year, we added our 15th partnership when we entered into a contract with Virginia to provide new *Northeast Regional* service between Lynchburg and Washington, D.C. We expect to add another frequency between Richmond and Washington, D.C. this summer.

Also starting in 2010, is an additional *Piedmont* frequency between Raleigh and Charlotte in partnership with North Carolina.

On the commuter front, Amtrak is currently working out final details to provide Train and Engine crews to operate all seven lines of the Los Angeles-based Metrolink commuter rail service starting this summer.

A healthier Amtrak also means we are dedicating significant resources to modernize and replace outdated IT systems and business processes critical to the delivery of service such as for internal business processes and for reservation and ticketing.

IMPROVED FINANCIAL PERFORMANCE

It is those kinds of investments that support an efficient business. Amtrak is America's passenger railroad. As government-supported business, we are fully aware of the responsibilities that come with taxpayer support.

For the current budget year, we received federal operating support of \$563 million, and it is our duty to invest and spend that appropriation, along with the federal stimulus funds, in an efficient and smart manner.

In fact, for FY 2010, we will fund 81 percent of our operating costs from all revenue sources, excluding federal and state funds. And, in FY 2009, Amtrak had a farebox recovery rate of 71 percent — among the highest among all passenger railroads, including commuters and transit, in the U.S.

Amtrak completed a year-end financial audit containing no material weaknesses — the first time that has happened since 2004.

CUSTOMER SERVICE

Amtrak offers riders an experience that is convenient, competitive, and pleasant.

Overall Customer Satisfaction Index scores have been steadily rising from 78 percent in FY 2007 to 82 percent in FY 2009.

On-time performance is one of the major drivers of customer satisfaction. In FY 2009 systemwide OTP was 80 percent, a 9 point increase over the prior year and Acela Express operated on time 87 percent of the time.

In March, we intend to make WiFi available initially free of charge to every passenger on Acela and by November we will finish upgrading the interiors.

We remain focused on our Route Performance Improvement process to identify ways to enhance service on specific routes. One of the most recent results of that effort is restoring sleeper cars and dining cars to the *Lake Shore Limited*.

In 2010, Amtrak will also undertake an in-depth evaluation of the poorest performing long-distance routes to identify and implement changes where possible to improve key measures such as customer service, ridership, and financial performance. The five routes being analyzed are the *Sunset Limited*, *Cardinal*, *Texas Eagle*, *Capitol Limited*, and *California Zephyr*.

Three months ago, we launched our newest generation of Amtrak.com, which among other things makes booking tickets easier.

We also partnered with Google Transit to include Amtrak routes as part of its trip-planning tool that provides travelers with public transportation connections.

MEETING NATIONAL NEEDS

Amtrak was created to provide an essential national service and must support the government in moments of national need. As Amtrak grows, so does its capacity to meet those needs, such as contributing to national emergency response, congestion mitigation, emissions reduction, and reduction in the demand for foreign oil.

We also have a five-year contract with FEMA to use Amtrak trains and crews to help evacuate New Orleans during Hurricane season and we will continue to review other potential opportunities to assist when natural disasters occur.

INTERCITY AND HIGH-SPEED RAIL

Finally, as many of you are aware, the big news expected in the coming days or weeks will be the U.S. DOT and FRA's announcement about which states and what projects will get a piece of the \$8 billion in grants available for intercity and high-speed rail development and expansion.

Leveraging our experience as the nation's intercity passenger rail service provider and its only operator of high-speed trains, we partnered with 25 states to support more than 100 projects as part of the first round of grants.

It seems likely that a significant number of the grant awards will involve improvements to routes over which Amtrak operates. That is obviously good for Amtrak, but it is also good for America, our passengers, the communities we serve, and our state partners.

CLOSING

Our future together is not without challenges — the state of the national economy and condition of state budgets are a few factors that could hamper our growth. In addition, the opportunities that are being made available to us thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others, both domestic and foreign-owned to enter the market.

The investments we're making and the steps we're taking to improve are designed to secure our leadership position in the industry and to stand out from the competition.

As I told you when I began this speech, Amtrak **IS** changing and rising to meet the challenge, and I look forward to the next couple very exciting years at Amtrak.

The days of wondering if Amtrak is going to survive another year and uncertainty are behind us. This year and the years ahead are, and will be, focused on growth.

They will be years of strong and optimistic leadership, filled with achievements that will demonstrate a safer, greener, healthier, improved financial and customer focused railroad that lives up to its role in meeting America's national passenger rail needs.

Thank you.

###

2010
Collateral

On Monday, May 31, we will observe Memorial Day. For more than a century, our nation has honored the men and women who died in the service of their country at the end of May. The holiday was originally known as Decoration Day, and it was so called because communities turned out to decorate the graves that the Revolution, the War of 1812, and the Civil War had left scattered across the American landscape. The Twentieth Century's wars took Americans farther afield than many of them had ever been or meant to go, and it was not practical for everyone to come out to decorate graves in France, Italy, or the distant Pacific islands. Today those graves are well tended by people who have as much cause as we do to be grateful for their freedom and the sacrifices that won it, and we now know this holiday as Memorial Day.

In recent years, at the request of Congress, people have begun to observe a national "moment of remembrance" on Memorial Day. They stop what they're doing and observe a minute of silence as a way of honoring the people who gave their lives for our country. Amtrak is America's railroad, and we, too, will commemorate Memorial Day. This year, as on previous years, all of the engines on the system will sound their horns at 12 o'clock noon local time as a salute to those who died for our country. Over the years, Amtrak employees have served our nation and have gone in harm's way to protect our freedoms and our way of life. Today I hope you will remember the Amtrak employees who are on active duty with the Reserve or the National Guard and are deployed away from their families and friends.

Memorial Day is customarily regarded as the first day of summer, and it's always an occasion for joy – and after the past winter, I think we can all agree that we're ready for a little summer sun and warmth. I hope those of you who can take the holiday do so, and enjoy the time off. I also hope, however, that if you are away from work that day, you can find a moment to remember the people who gave "their last full measure of devotion" for our country, our people, and our form of government.

For those uniformed crewmembers who will be working on Memorial Day, Amtrak has authorized the wear of dignified or appropriate lapel pins or badges that commemorate your military service. We wish to encourage wear of service crests, unit badges, and ribbon pins. Wearing of American flag pins or yellow ribbons is likewise appropriate, and everyone who wishes to wear them should feel free to do so. Amtrak supports our veterans. We are proud of you and grateful for your service, and I hope that everyone can spare a minute or two on Memorial Day to reflect on the sacrifices that secured our freedom, and are preserving it today.

special employee advisory

April 29, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today we come together at 46 different locations to celebrate our second annual Employee Appreciation Day. I hope that you'll take the time to participate and learn more about what's going on in the company.

We've made a lot of headway in the past year, but I'd like to focus on some of the things we're doing as a company to improve life at Amtrak.

Whether you are a locomotive engineer or a financial analyst, each employee is the power behind the Amtrak brand. You — your ideas, your energy, your know-how — are what makes us America's railroad. And our employees show a loyalty to Amtrak and to the Amtrak family that in my view is uncommon in today's world.

We have our own financial challenges and as a government-supported business, we are fully aware of the responsibilities that come with taxpayer support. But one of the most meaningful investments we can make is in our workforce.

Next month, we'll be unveiling three interconnected resources for employees: the new Human Resources Employee Service Center, the Employee Information Portal and access to the intranet from home for all employees.

Also next month, employees participating in the Fidelity 401 (k) Retirement Savings plan will have new lower-cost options in which to invest, allowing you to save more for retirement. The new options are the direct result of the initiative of our Treasurer, Dale Stein, who made securing these new options for employees among his top priorities.

We're devoting resources toward implementing Safe-2-Safer because the

return on a safer working environment — saving a co-worker from an injury or worse — is that employees go home to their families at the end of the work day. With Safe-2-Safer, we're also providing managers ongoing training and helping foster a more collaborative environment. While the full benefits of Safe-2-Safer will play out over time, the result is an enduring change in the way we relate to one another, and a safer and more pleasant place to work.

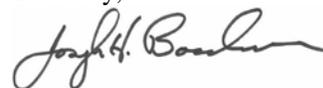
We also offer other resources that are unique to Amtrak. For example, we are among few companies with its own Employee Assistance Program. The benefit of an in-house EAP is that our staff of professional counselors provides confidential support and guidance, but they also understand the unique Amtrak culture.

We also recently marked the 10th annual Operation RedBlock Day, aimed at educating employees about how to promote a drug- and alcohol-free workplace.

Next Saturday, approximately 170 locations in 44 states (including the events in Los Angeles, Chicago, Philadelphia, and Washington) will be hosting National Train Day events — an opportunity to celebrate the American railroad and the people behind it.

These are just a few examples of our efforts to show our commitment to you. We value and appreciate you and the work you do every day. Thank you and keep working safely.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

April 22, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today marks the 40th anniversary of Earth Day, a movement that has taken on international significance and has changed attitudes all over the globe. As we strive to be a greener railroad, we're examining many facets of the business to help ensure better environmental stewardship.

Just this week, we joined the Oklahoma and Texas state Departments of Transportation in announcing the first-ever test of a cleaner and renewable biodiesel fuel blend to power the *Heartland Flyer*. This was made possible by a FRA grant to trial alternate fuels; the fuel used on the *Heartland Flyer* includes beef byproduct refined into biofuel.

While we currently make recycling available on all trains that provide food service, we aim to increase recycling aboard our trains, in stations and at facilities this year.

As a result of our fuel conservation and emissions-reduction efforts, our diesel fuel consumption and carbon emissions fell by 8.5 percent from 2000 to 2008, while ridership grew more than 27 percent over the same period. And we plan to improve on those efforts each year.

We also plan to reduce utility usage by 2 percent at 10 locations with the highest usage, and are implementing measures to reduce computing energy use by 20 percent by FY '12.

We've also partnered with organizations like The Climate Registry, which has helped provide a framework for our first comprehensive greenhouse gas emissions inventory. We're also

working with Climate Counts, an organization that makes independent assessments of companies' commitment to the environment, and Amtrak was recently awarded a score of 62 out of 100 — the highest among transportation-related businesses.

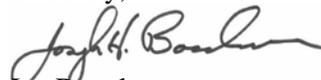
While it often takes innovation to help make the most of our natural resources, there are also things as simple as switching to more energy-efficient light bulbs or printing on both sides of the paper that also make a difference. Half the battle is changing our collective attitudes and changing our behaviors so that we are all more environmentally conscious.

Our Environmental Management Steering Committee, a cross-departmental group of employees that develops strategies to reduce Amtrak's carbon footprint, sets many of these goals. If you have an idea for the steering committee please e-mail Joanne Maxwell at MaxwelJ@amtrak.com.

There are many other goals and accomplishments on the green front, and you can learn more about those in this month's issue of *Amtrak Ink*. But being green is more than measuring up — good environmental stewardship makes us a more efficient operation, a better corporate citizen and a good neighbor to the communities we serve.

“Greener” involves a state of mind that is put to action, and it is what responsible companies need to be. We can all — individually and collectively — help advance our goal of becoming greener.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

April 30, 2010 • Page 1 of 1

Message from Joe Boardman

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We've made a lot of headway in the past year, but I'd like to focus on some of the things we're doing as a company to improve life at Amtrak.

Whether you are a locomotive engineer or a financial analyst, each employee is the power behind the Amtrak brand. You — your ideas, your energy, your know-how — are what makes us America's railroad. And our employees show a loyalty to Amtrak and to the Amtrak family that in my view is uncommon in today's world.

We have our own financial challenges, and as a government-supported business we are fully aware of the responsibilities that come with taxpayer support. But one of the most meaningful investments we can make is in our workforce.

Next month, we'll be unveiling three interconnected resources for employees: the new Human Resources Employee Service Center, the Employee Information Portal and access to the intranet from home for all employees.

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Next Saturday, approximately 170 locations in 44 states (including the events in Los Angeles, Chicago, Philadelphia, and Washington) will be hosting National Train Day events — an opportunity to celebrate the American railroad and the people behind it.

These are just a few examples of our efforts to show our commitment to you. We value and appreciate you, and the work you do every day. Thank you and keep working safely.

Sincerely,



Joe Boardman
President and CEO



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Employee Communications

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special employee advisory

June 21, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

At about 1:57 a.m. on Sunday morning, a CSX conductor was shot and killed by an intruder who boarded the locomotive while the freight train was stopped about four miles outside of the New Orleans Terminal. The engineer was grazed by additional gun fire and played dead while the intruder searched through their pockets. The assailant fled the scene, and a search and investigation is underway.

Upon hearing about the incident, Amtrak Police Department dispatched four special agents to assist CSX and the New Orleans Police Department with the investigation. While the Crescent does travel through the area, it rarely stops there. Nevertheless, we have increased our own police presence in the area, and the crews are being briefed to take precautions and to remember to keep cab doors locked.

We become so familiar with our daily working environment that it's easy to let our guard down and fall into a false sense of security. Whether it's in New Orleans or anywhere on the railroad, I ask everyone to be mindful of their environment at all times. Sadly, this tragic and senseless act could take place anywhere. Your personal safety and security is paramount — please be watchful, stay vigilant and lock doors that should be locked.

We mourn the loss of one of our brothers. I will never understand why people commit such horrible acts of violence, but the reality is that it happens and we must watch out for one another.

Please take a moment to consider the personal safety and security at your work site.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 10, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

At Virginia Railway Express' request, Amtrak has agreed to extend our operation of the commuter service for an additional two weeks, due to uncertainty surrounding the incoming service provider's ability to assume operations on June 28. We expect to sign an agreement to implement the extension early next week.

VRE has asked Amtrak to provide train crews and operate the service from June 28 through July 9, and we are taking the steps necessary to accommodate that request. We requested that VRE provide us sufficient advance notice so that we could be sure to have crews available to operate VRE during this period, since we'd planned for new assignments for those employees starting June 28. According to the terms of the previous agreement, June 25 would have been the last day our crews operated the service.

As I've told the T and E crews currently assigned to VRE service, we have a civic responsibility to the 17,000 daily riders, and we will not allow VRE commuters to suffer a loss in service.

Throughout this process, Amtrak has been committed to a cooperative and smooth transition, including providing training and moving forward on the necessary access agreement for VRE's continued use of Washington Union Station and Terminal. Our agreement to an extension is further evidence of our commitment and of our dedication to the people who rely on the service to get to work every day.

I want our crews to know that I am proud of the work they do and look forward to having them continue to be part of the Amtrak family.

Thank you for the work you do every day and please keep working safely.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 21, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

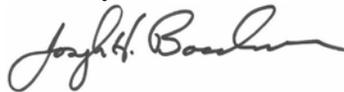
At about 1:57 a.m. on Sunday morning, a CSX conductor was shot and killed by an intruder who boarded the locomotive while the freight train was stopped at a red signal about four miles outside of the New Orleans Terminal. The engineer was grazed by additional gun fire and played dead while the intruder searched through their pockets. The assailant fled the scene, and an investigation is underway.

Upon hearing about the incident, Amtrak Police Department Chief John O'Connor dispatched four special agents to assist CSX and the New Orleans Police Department with increased security presence. While the *Crescent* does travel through the area, it rarely stops there. Nevertheless, we are closely monitoring activity in the area, and local crews are being briefed to take precautions and to remember to keep cab doors locked. In addition, I've asked that all crews across the system be reminded of safety and security tips during crew briefings this week.

We become so familiar with our daily working environment that it's easy to let our guard down and fall into a false sense of security. Whether it's in New Orleans or anywhere on the railroad, I ask everyone to be mindful of their environment at all times. Sadly, this horrific and senseless act could take place anywhere. Your personal safety and security is paramount — please be watchful, and lock doors that should be locked.

We mourn the loss of one of our brothers and we extend our sympathies to the families of both victims. I will never understand why people commit such horrible acts of violence, but the reality is that it happens, and we must be vigilant and watch out for one another.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 28, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

As many of you know all too well, we are currently experiencing a rash of engine problems — particularly with the electric locomotives on the Northeast Corridor — that is seriously affecting the quality of our service.

The combination of high temperatures and the fact that our locomotives are old and hard-run is resulting in mechanical failures. But saying that this is what happens to aging engines when it's hot is not an acceptable answer. We cannot afford any level of complacency on this.

To that end, we have increased the number of mechanical technicians riding Northeast Corridor trains, as of last week. Who rides when and where is the result of a daily evaluation based on weather conditions, locomotive history and other operational conditions.

To help address the restoration of Head End Power when an engine loses motive power, the Mechanical department is beginning to replace the current mechanical output contactor — the mechanism that can restore HEP to the cars after the main circuit breaker trips — with an electric one on HHP-8 and AEM-7 AC locomotives. This replacement will make it a lot easier to reset HEP and to restore it more quickly, and installation is expected to be completed on the electric fleet by the end of the calendar year.

Modeled after a Mechanical Reliability Bad Actor (RBA) team for the diesel engines in Chicago, we've established another team for electric locomotives in Washington to identify the root causes of failures for engines that are chronically breaking down. The

team in Chicago has processed more than 40 units with over 7,000 days reported defect-free, so I am hopeful that we'll have similar success on the NEC.

On July 14, we will be expanding Maintenance Events Analysis Program (MEAPS) training to Ivy City for some mechanical technicians. MEAPS is a relatively new program that provides real-time fault monitoring for our electric locomotive fleet, so that each facility can better diagnose and troubleshoot en-route problems.

In addition, about two weeks ago Engineering's Electric Traction group installed recording volt meters at the Union substation to monitor the voltage for irregularities that would result in a service disruption or mechanical issue. None have been detected, but they will continue to closely monitor the voltage until the number of failures is reduced.

While the wave of engine failures has taken place on the Northeast Corridor, we've recently dispatched master mechanics to the Central and Southern divisions to see how we can better support the diesel fleet as well.

I know these failures take a toll on our on-board crews. I know that our mechanical forces work hard to maintain equipment that is way past its prime. This is not about pointing fingers, it's about knowing that we CAN do better and putting our minds together to make things right.

I have communicated to Congress the urgency of replacing our aging fleet and the situation we're facing today is dire. So we are moving forward with the



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special employee advisory

June 28, 2010 • Page 2 of 2

purchase of new equipment and we expect to procure between 20 and 60 electric locomotives. But please know that even as we press forward on buying new equipment, we won't take delivery for another two to three years.

We're taking steps to address the mechanical issues that are affecting our service. To our front line employees, I thank you for your dedication. I know it can be challenging when the equipment is failing — it's in the tough times that it's extremely important to maintain our professionalism.

I thank you for working hard to do that and want you to know that we're taking steps to provide you and our passengers healthier equipment.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

June 10, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

At Virginia Railways Express' request, Amtrak has agreed to extend our operation of the commuter service for an additional two weeks, due to uncertainty surrounding the incoming service provider's ability to assume operations on June 28.

VRE has asked Amtrak operate the service from June 28 through July 9, and we are taking the steps necessary to accommodate that request. We requested that VRE provide us sufficient time to make adjustments, since we'd planned for new assignments for those employees starting June 28. According to the terms of the previous agreement, June 25 would have been the last day our crews operated the service.

As I've told the T and E crews currently assigned to VRE service, we have a civic responsibility to the 17,000 daily riders, and we will not allow VRE commuters to suffer a loss in service.

Throughout this process, Amtrak has been committed to a cooperative and smooth transition, including providing the training and moving forward on the necessary access agreement to the Washington terminal. Our agreement to an extension is further evidence of our commitment and of our dedication to the people who rely on the service to get to work every day.

I want our crews to know that I am proud of the work they do and look forward to having them continue to be part of the Amtrak family.

Thank you for the work you do every day and please keep working safely.

Sincerely,

Joe Boardman
President and CEO



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March 17, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

It is with great regret that I inform you that United Transportation Union (UTU) General Chairman Al Suozzo passed away last night.

I just learned the news during our meeting of the board of directors today and we held a moment of silence in his memory. We were all saddened — he had just attended a meeting here a few weeks ago.

Having begun his career in the railroad industry in 1964, he became UTU General Chairman in 1992. Well-respected by the conductors he represented, he was known for his passion and concern for his members. He presided over numerous contract negotiations and earned the respect of his peers and company officials.

The board of directors and Amtrak offer our condolences to the union and his family.

Sincerely,

Joe Boardman
President and CEO



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March 19, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

To support our corporate growth strategy and our goal of remaining the premier operator of high-speed passenger service in the United States, I am creating a new High-Speed Rail department at Amtrak, which will be led by a vice president reporting directly to me.

The board of directors approved this change yesterday at its monthly meeting and we plan to move quickly to fill the new vice president position so he or she can build a department that will focus on pursuing opportunities to expand our high-speed rail operation.

Specifically, this department will work on the planning and development activities that will allow us to significantly increase operating speeds above 150 mph (240 kph) on the Northeast Corridor. It will also pursue partnerships with states and others in the passenger rail industry to develop federally-designated high-speed rail corridors such as the new projects moving forward in California and Florida.

Amtrak's leadership in this area is reaffirmed in the Passenger Rail Investment and Improvement Act of 2008 and we must make every effort to remain in that position.

The increasing demand for passenger rail service means we will face new competition from companies all over the world, but we have

several strategic advantages that we must not waste. We have assets, partnerships and knowledge that others do not. And most importantly we have an extremely skilled team of employees that is unmatched. In short, we are uniquely qualified to meet the goals laid out by President Obama and the administration's *Vision of High-Speed Rail in America*.

Our new High-Speed Rail department will capitalize on these assets to ensure that we keep our position as the most effective, most professional high-speed rail operator in the nation.

We will continue to keep you informed as we develop this new department. In the meantime, please keep up the great work and continue to work safely.

Sincerely,

Joe Boardman
President and CEO



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special employee advisory

March 30, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

On Friday, April 30, we will celebrate our second companywide Employee Appreciation Day. We instituted Employee Appreciation Day last year to express our thanks for what you do for the company — it's just one way we can show our commitment to you.

We're making many long-lasting investments to position the company for growth, including investments in our workforce. I am committed to helping make Amtrak a more collaborative and unified company, because each one of us has a role to play in our collective success.

We want Employee Appreciation Day to be meaningful and beneficial to you, so we'll provide information, tools and resources that we hope you'll find useful.

After last year's event, I asked for your feedback about Employee Appreciation Day so we could understand what was valuable to you at the events and how we could improve. Some of you took the time to send your thoughts and we have used your feedback to improve this year's program.

At 46 locations throughout the system, we will host events to recognize our many collective accomplishments over the past year, while providing information and resources to help us become safer, greener and healthier — both personally and professionally.

Specifics will vary by location, but planned activities include personal finance and retirement planning sessions with representatives from Fidelity

Investments; health and wellness screenings from Aetna and United Healthcare; "green" tips from local energy conservation organizations; and safety tips and updates from Safe-2-Safer, Operation RedBlock and Operation Lifesaver. We will also be providing information about the new Employee Information Portal, a new Employee Service Center, and how all employees will soon be able to access the company's intranet from home — all aimed at better serving you.

One of the other things that many of you liked last year was the "Did You Know" booklet that offers company information and discounts to Amtrak employees on services from AT&T, Verizon, Carnival Cruise Lines, PRO-FLOWERS, Hertz, Budget and other companies. We've expanded that resource this year to make it even more valuable.

I plan to visit some of our locations in Florida on April 30 (I'm still working out the schedule), so that I can spend that day with some of you. It is a wonderful opportunity to provide leadership for this company today. From all the members of the Executive Committee, the Board of Directors and from me as your CEO, I hope that you are seeing and understanding a new appreciation for what you do every day and not just during this day dedicated to it. Feel free to ask us questions, voice your concerns or just say hello.

Thank you all for your dedication. Please keep up the great work and, as always, work safely.

Sincerely,

Joe Boardman
President and CEO



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special employee advisory

March 30, 2010 • Page 1 of 1

Message from Joe Boardman

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AT&T, Verizon, Carnival Cruise Lines, Pro-FLOWERS, Hertz, Budget and other companies will also be on location offering discounts to employees for their services.

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Thank you all for your dedication. Please keep up the great work and as always, work safely.

Sincerely,

Joe Boardman
President and CEO



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special employee advisory

March 23, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

On Friday, April 30, we will celebrate our second companywide Employee Appreciation Day. We instituted Employee Appreciation Day last year to express our thanks for what you do for the company — it's just one way we can show you our commitment to you.

We're making many long-lasting investments to position the company for growth, including investments in our workforce. I am committed to helping make Amtrak a more collaborative and unified company, because each one of us has a role to play in collective success.

The fact of the matter is that it starts and ends with you, and I and our executive team recognize your contributions. We want Employee Appreciation Day to be meaningful and beneficial to you, so we'll provide information, tools and resources that we hope you'll find useful.

After last year's event, I asked for your feedback about Employee Appreciation Day so we could understand what was valuable to you at the events and how we could improve. Some of you took the time to send your thoughts and we have used your feedback to improve this year's program.

At 44 locations throughout the system, we will host events to recognize our many collective accomplishments over the past year, while providing information and resources to help us become safer,

greener and healthier — both personally and professionally.

Specifics will vary by location, but planned activities include personal finance and retirement planning sessions with representatives from Fidelity Investments; health and wellness screenings from Aetna and United Healthcare; “green” tips from local energy conservation organizations; and safety tips and updates from Safe-2-Safer, Operation RedBlock and Operation Lifesaver. We will also be providing information about the new Employee Information Portal, a new Employee Service Center, and how all employees will soon be able to access the company's intranet from home — all aimed at better serving you.

AT&T, Verizon, Carnival Cruise Lines, Pro-FLOWERS, Hertz, Budget and other companies will also be on location offering discounts to employees for their services.

I plan to visit some of our locations in Florida on April 30 (I'm still working out the schedule), so that I can spend that day with some of you. Members of the executive committee and senior leaders will also travel to other locations to connect with you. Feel free to ask us questions, voice your concerns or just say hello.

Thank you all for your dedication and hard work. Please keep up the great work and as always, work safely.

Sincerely,

Joe Boardman
President and CEO



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May 19, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I am pleased to announce today the availability of three news tools aimed at providing better service to you.

Making the intranet available to all employees from home, enabling you to access and update information such as your pay stub or contact information through the Employee Information Portal and offering you a one-stop-shop Employee Service Center for answers to your Human Resources questions are all part of our commitment to creating a better Amtrak for you.

Many of you have not had access to the intranet site before, and I urge you to go take a look and see what resources are there for you.

If you want to change your address, access your bank information or enroll for training, you can do it any time you want by going to the Employee Information Portal, which is available on the intranet. The portal also provides managers new tools for managing employees' training and other streamlined functions.

And if you have questions for Human Resources, you can call or e-mail the Employee Service Center, where employees dedicated to answering your questions can assist you.

You can now access the intranet through Amtrak.com and by

choosing "Inside Amtrak," then "Employee." If you've never logged in before, check the insert that came with your May 14 pay stub for instructions. A letter sent this week to all employees' homes also contains that information.

You can call the Employee Service Center 1-888-MY-HR-ESC (1-888-694-7372) at any time between 8 a.m. and 8 p.m. Eastern time, Monday through Friday.

I hope you'll take advantage of these resources, we strive to make them convenient and easy to use. We're making many investments to make Amtrak a healthier company, and investing in our workforce is among the most significant.

Please keep up the great work and, thank you.

Sincerely,

Joe Boardman
President and CEO



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special employee advisory

Nov. 12, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Last Friday morning, an out-of-service MARC train being backed into Washington Union Station collided with a switcher pulling a Dome Car and a private car, as the trains were switching in the yard. The collision sent six people — all Amtrak employees — to area hospitals. Thankfully, all employees were released from the hospitals that day.

The incident investigation has determined that the MARC train passed a stop signal without permission. In addition, preliminary findings show that the assistant conductor, who was responsible for calling the signals to the locomotive engineer, was using a cell phone immediately prior to the collision, in violation of federal rail safety regulations. That person is currently not performing service, pending the completion of the investigation.

All of us — especially employees in the operating departments — should be familiar with FRA Emergency Order 26, which prohibits on-duty railroad operating employees from improperly using personal cellular telephones and other distracting electronic devices. A Rules Alert is being distributed to crew bases today to remind employees of the details of how it applies to them.

I say all of us, because we are all responsible for our own, as well as one another's, safety. With the rollout of Safe-2-Safer, we are in the midst of a safety culture transformation. Rules are necessary and must be enforced, but as I've said many times, the safety culture we're developing is not about rules and "catching" people — it's about fostering a culture that is committed to identifying and eliminating barriers to safety and unsafe behaviors to prevent injuries in the first place.

Safety is a value — not a rule — that is universally shared and that guides everything we do; every action, every decision. But you can't impose a value, it's got to come from each one of us. It's got to be internalized. Safety is a fundamental value and it comes down to each and every one of us embracing it. It's easy to relate to, because we all want to go home the way we came in to work. And I know we want the same for all of our co-workers.

Our unions have been cooperative in this investigation and I value the relationships we are strengthening as we work together to create a safer work environment.

As I've said before in different circumstances, this is not about blame — this is about ownership — and there's an important difference. Blame is the culture we're doing away with at Amtrak. Ownership, learning from each other and looking out for one another, help instill a strong safety culture.

Based on feedback from front-line employees and managers alike, I'm encouraged to know that Safe-2-Safer is changing our safety culture for the better. Please keep it up, look out for one another, and thank you for the work you do to accomplish that.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

Nov. 12, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Last Friday morning, an out-of-service MARC train being pushed toward Washington Union Station collided with a switcher pulling the Dome Car and a private car, as the trains were switching in the yard. The collision sent six people — all Amtrak employees — to area hospitals. Thankfully, all employees were released from the hospitals that day.

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On Friday, a federal rule was violated. That stands true, regardless of the injuries that violation may have caused.

All of us — especially employees in the operating departments — should be very familiar with FRA Emergency Order 26, which prohibits on-duty railroad operating employees from improperly using personal cellular telephones and other distracting electronic devices. An Operation Alert is being distributed to Transportation department employees today to ensure that they are fully aware of the details of EO 26.

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Sincerely,



Joe Boardman
President and CEO



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special employee advisory

Sept. 28, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

Today, Amtrak released a bold vision of a realistic and attainable next-generation high-speed rail system that could revolutionize transportation, travel patterns and economic development in the Northeast for generations.

With trains operating up to 220 mph (354 kph) on a two-track corridor, we could operate from Washington to New York in 96 minutes and New York to Boston in just 84 minutes, cutting today's trip-times in half. We could offer our passengers three to four hourly high-speed departures, compared to once per hour today.

As America's Railroad and our country's high-speed rail operator, it is central to our mission to put forth a concept plan that looks beyond what we can operate with what we have today.

Entitled "*A Vision for High-Speed Rail in the Northeast Corridor (NEC)*," the study describes a system that addresses a major national transportation need for generations to come. Given its population, economic densities and demand for intercity travel — which estimates show doubling by 2050 — the Northeast is in need of a next-generation high-speed rail system that will support growth through the next century.

When it's completed in 2040, the new infrastructure would support expected high-speed train ridership of 20 million, but it would ultimately accommodate 80 million passengers decades later at full capacity.

Building a world-class system of this magnitude would require \$117 billion, or

\$4.7 billion annually, over the course of a 25-year construction period.

You may remember that this summer we developed an NEC Infrastructure Master Plan that examined how the NEC could meet accommodate growth given the railroad we have today. That study predicted that capacity would max out by 2030 — this next-generation high-speed rail system will provide the necessary new capacity to meet growing demand well beyond 2030.

Our vision meets our safer, greener and healthier goals. We could provide fast, safe and secure travel that reduces energy use and emissions while providing comfortable and reliable service to sustainable communities and helping support the national and regional economies. It would help ease highway and airway congestion and foster "greener" travel for millions of Americans.

Construction of the system alone would mean 44,000 annual jobs during 25-year build-out period, and the operation would yield 7,100 new rail operations jobs.

Keep in mind that it's a concept, and represents only one of a wide range of possible network and service configurations that could be developed. But they key here is that we have undertaken an in-depth study of what it would take to offer a world-class high-speed system for the future.

If you don't live in the Northeast, the significance of this plan shouldn't mean any less to you. While this is a major undertaking for the NEC, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end on the NEC. We are pursuing high-speed rail corridor development opportunities such as the projects in Florida and California



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special employee advisory

September 24, 2010 • Page 2 of 2

in partnership with states and others in the industry. Last week, I introduced our incoming Vice President of High Speed Rail Al Engel, an industry expert to help us advance our ambitions in the high-speed rail arena.

I hope you're as excited about the prospects of this concept plan and the opportunities before us as I am. Please take the time to take a look at the study — it's posted on Amtrak.com and on the Amtrak intranet — it's an excellent example of kind of thinking we should be doing and the dynamic, bold-thinking Amtrak I know we can be.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

Sept. 28, 2010 • Page 1 of 2

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September 24, 2010 • Page 2 of 2

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Sincerely,



Joe Boardman
President and CEO



special employee advisory

April 22, 2010 • Page 1 of 1

Chief O'Connor Testifies Before Senate Committee

Amtrak must focus its efforts on defeating and deterring the most dangerous and likely terror tactics, Vice President and Chief of Amtrak Police John O'Connor told members of a Senate Committee on Wednesday.

O'Connor was invited to appear before the Senate Committee on Commerce, Science and Transportation as part of a panel to provide expert testimony on securing rail and surface transportation networks.

Citing attacks on train systems in Madrid, London, Mumbai and Moscow in recent years, O'Connor stated that future attacks on surface transportation modes would likely occur with the use of an Improvised Explosive Device on a train or in a station, or an active shooter. Accordingly, Amtrak is focused on a growth strategy to address security goals and to make it harder for terrorists to use their preferred strategies to attack stations, trains and passengers.

The plans include strengthening the bomb-detecting K-9 operation, which includes "vapor-wake" teams that can detect residual fumes; increasing the number of baggage screening teams; and bolstering partnerships with federal authorities, including expanding the Visible Intermodal Prevention and Response (VIPR) program with the Transportation Security Administration. The company is also advancing its corporate security goals by using American Recovery and Reinvestment Act funds to assess and fortify vulnerabilities, utilize Station Action Teams and continue to train employees to remain vigilant.

"We are enthusiastic about programs that help us to bring more people, technology and animals to bear on the task of keeping our stations and trains secure," said O'Connor.

Describing the merging of the former Office of Security Strategy and Special Operations and the Amtrak Police Department, O'Connor stated that the new integrated Amtrak Police Department organization would eliminate some duplication of functions and allow better use of personnel and assets, yielding a blend of "customer-oriented policing and robust counterterrorism efforts."

In a letter to Amtrak Police Department employees issued today, President and CEO Joe Boardman pointed out that this change aligns with what many other police departments have done. "These departments have found that they are better able to detect-deter-defend in an integrated public safety and security organization than with separate organizations," he said.

O'Connor's testimony is posted on the intranet, under "News"→ "Legislative," and on Amtrak.com under "Inside Amtrak."



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April 26, 2010 • Page 1 of 1

Tentative Agreements Reached, Covering 40 Percent of Unionized Employees

Amtrak has reached tentative agreements on new labor contracts with the International Brotherhood of Electrical Workers (IBEW), International Association of Machinists and Aerospace Workers (IAM), the Joint Council of Carmen, Coach Cleaner and Helpers (JCC) and the Transportation Communications International (TCU) covering the period of January 1, 2010, through January 1, 2015.

The new contracts must be ratified by the union membership and will cover electricians, machinists, carmen and coach cleaners, clerks and telegraphers.

The IBEW, IAM, JCC and TCU are four of 14 labor organizations and joint councils representing Amtrak employees. The tentative agreements will affect about 6,900 employees, or 40 percent of Amtrak's unionized labor force.



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August 4, 2010 • Page 1 of 1

Board Approves Changes for Labor Relations and Human Resources

The Amtrak board of directors has formalized and made permanent the current reporting structure between Labor Relations and Human Resources that has been in place since January.

In addition to Human Resources and Diversity Initiatives, Lorraine Green will retain executive responsibility for day-to-day labor administration and support programs for agreement-covered employees. Her new title is vice president of Human Resources, Labor Administration and Diversity Initiatives.

The board also approved the appointment of Charlie Woodcock to the newly created position of chief labor relations officer and assistant vice president. He was previously assistant vice president of Labor Relations. Woodcock will report to President and CEO Joe Boardman on issues pertaining to labor negotiations and related activities. On matters related to labor administration, Woodcock will report to Green.

The decision to make this organizational structure official supports the company's objective to enable more cohesive management and integration of employee programs and practices that provide a more supportive and motivating work environment throughout Amtrak.



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August 4, 2010 • Page 1 of 1

Board Approves Reporting Structure for Labor Relations

The Amtrak board of directors has formalized a change in reporting structure for the Human Resources and Labor Relations departments by approving the appointment of Lorraine Green as vice president, Human Resources, Labor Administration, and Diversity Initiatives, effective immediately.

In addition, the board approved the appointment of Charlie Woodcock to a newly created position, chief labor relations officer and assistant vice president. Woodcock will report to Green with respect to labor relations functions; on issues pertaining to labor negotiations and related activities, Woodcock will report directly to President and CEO Joe Boardman.

With the addition of these duties, Green will assume full responsibility for overseeing the Labor Relations department and its functions, as well as support programs for agreement-covered employees.

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The decision to make this organizational structure official supports the company's objectives ~~for more effective human capital management. This structure will to~~ enable more cohesive management and integration of all human capital management initiatives throughout Amtrak. the activities that influence employees' lives, including more effective support for agreement-covered employees.



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February 9, 2010 • Page 1 of 1

Jagodzinski Named to New Position of Transportation General Manager-East

Chris Jagodzinski has been tapped as the Transportation department's general manager-east and will report directly to Vice President of Transportation Richard Phelps. Previously, Jagodzinski was senior director, System Operations.

Mike Frazier, director, System Operations, will serve as acting senior director until a permanent replacement is named.

"In his new role, Chris will oversee all aspects of day-to-day railroad operations and business performance within the Central, Northeast, Mid-Atlantic and Southern Divisions as well as NEC Service Operations and assume supervisory responsibility for the respective general superintendents," explained Chief Operating Officer William Crosbie. Jagodzinski will be based in Wilmington, Del.

The position was created to streamline the department's senior management structure and allow the vice president to focus more attention on high level policy and management issues. The department is also conducting a search for a general manager-west to oversee the Southwest and Pacific Divisions.

"I'm excited to have Chris as general manager," said Phelps. "His unique skill set, railroad experience and focus on safety make him an ideal candidate to lead performance

and customer service while supporting the Safe-2-Safer rollout."

Jagodzinski joined Amtrak in 1989 as an assistant transportation manager in Boston while a co-op student at Northeastern University. Since then he has served in various roles including trainmaster, terminal superintendent and assistant chief mechanical officer. Jagodzinski graduated cum laude from Northeastern with a bachelor's degree in transportation and logistics.



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January 12, 2010 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Earlier today, I announced that we had the best ridership of any first quarter (October through December) in Amtrak history, breaking the previous record set in FY 08 — our best year ever.

I made the announcement as part of my remarks at a Transportation Research Forum event, where I also told the group that the state of the railroad is strong and that we are optimistic.

The days of just surviving and uncertainty about the future of passenger rail are behind us. We are focused on growth, and we are making enduring investments to maximize the history-making opportunities before us.

I've attached the speech and hope you'll take the time to read it. It reflects all of the things we're doing this year to secure our position as the provider and partner of choice for commuter, intercity passenger rail and high-speed rail service.

You'll be hearing more from me soon, when the FRA makes its announcement on the grant awards to states for intercity and high-speed rail development. We'll also be submitting our Legislative and Grant Request, which will include a very comprehensive fleet plan.

In the interim, thank you for doing your part to deliver excellent service and please work safely.

Sincerely,



Joseph Boardman
President and Chief Executive Officer

Please distribute at all safety meetings and post on all employee bulletin boards.



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January 28, 2010 • Page 1 of 1

Intercity and High-Speed Rail Grants Announced Today

President Obama and other administration officials were in various parts of the country today to announce nearly \$8 billion in grant awards as part of the American Recovery and Reinvestment Act of 2009. The awards are intended to lay the groundwork in developing 13 new, large-scale high-speed rail corridors across the country.

The grants are part of the president's strategic long-term plan to build and sustain a comprehensive passenger rail program in the U.S. Nearly 60 percent of the \$8 billion in funding will be invested by states in routes and services that are part of the current and future Amtrak system.

At 30th Street Station in Philadelphia, President and CEO Joe Boardman joined FRA Administrator Joe Szabo, Pennsylvania Deputy Transportation Secretary Toby Fauver and Connecticut Department of Transportation Commissioner Joseph Marie to announce \$485 million in passenger rail grants for the region, including \$112 million on the Northeast Corridor.

Coupled with Amtrak's \$700 million in capital investments, the NEC will benefit from its largest program of upgrades in a decade.

Additionally, Szabo will travel to Chicago tomorrow where he will appear with Amtrak Chairman Tom Carper to discuss the \$2.2 billion in grant awards for that region.

"These investments will result in higher operating speeds, reduced trip times, additional frequencies, improved facilities and greater reliability for at least 13 routes across our system," said

Boardman. "As I've said over and over, we have historic opportunities in front of us that we can only achieve by working together."

Boardman also pointed out that funding will result in new services or service extensions, including an extension of *Downeaster* service to Brunswick, Maine, and development of the Cleveland-Columbus-Cincinnati corridor in Ohio.

As mentioned during his State of the Union address last night, President Obama traveled with Vice President Biden to Florida to announce that \$1.25 billion will go to the state to develop a dedicated high-speed rail line connecting Orlando and Tampa. California will receive \$2.25 billion for its own dedicated high-speed corridor.

Obama and Biden's remarks focused on the many benefits of rail development including job creation, connectivity, economic development and energy efficiency.

"The awards to Florida and California are very exciting and we look forward to opportunities to work with those states on developing those systems," said Boardman.

Projects to be funded by ARRA grants include station renovations, track improvements, right-of-way acquisition, and corridor planning. Investments will be made in a total of 31 states.

More details and the full list of grants for intercity passenger rail can be found online at www.whitehouse.gov under "Briefing Room" → "Statements and Releases."



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Please post on bulletin boards and distribute at safety briefings.

special employee advisory

January 29, 2010 • Page 1 of 1

A Message from Joe Boardman on Safety Goals

Dear Co-Workers,

Since we launched Safe-2-Safer last year, I've been telling you about how we are going to change the way we approach safety at Amtrak, and that we would be doing so based on the input you provided us through the Safe-2-Safer survey and focus groups.

One of the things we heard from you is that there is sometimes reluctance to report injuries because to some employees, it appears that blame and punishment are the primary response to reporting an injury. This kind of thinking is one of the things Safe-2-Safer aims to change, and I'm happy to announce to you the first major step we're taking to usher in a new way of doing things.

For many years, Amtrak has measured its safety performance by using injury ratios. While working toward a goal is important, the goal and the numbers in some instances may have contributed to a mindset more focused on managing the ratio rather than truly identifying and reducing the risks that cause injuries.

So effective immediately, injury ratios will no longer be associated with safety goals. We must still record this data to comply with FRA requirements, but the performance of managers and supervisors will no longer be graded on how many injuries occur within their group or department. Instead, we will focus on improving the activities that reduce risk and prevent injuries.

The Executive Committee and I have made this decision because it's vital that employees feel comfortable reporting injuries without fear of being

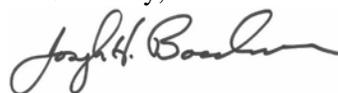
reprimanded or impacting their co-workers' ability to meet a ratio goal. We want managers to be more concerned with the welfare of their employees and creating safe working environments, not statistics. Knowing when and how all injuries occur is the only way we can take action to reduce risks and increase our chances to go home to our families and loved ones every day.

In the absence of injury ratios, we still need ways to measure our safety performance and we are in the process of developing new metrics. Until then, managers and supervisors will have interim safety goals for FY '10 that focus on risk reduction.

Our hope is to someday reach a point where no one in our company gets injured on the job. But instead of celebrating and rewarding people for not reporting any injuries, we want to recognize employees who work hard to reduce risk as much as possible and learn from them what they're doing right.

Safe-2-Safer will provide us all with the tools and knowledge to make Amtrak the safest workplace possible, but it will take commitment from all of us to put them into practice. Changing things that have been in place for so long will not happen overnight, but I have total confidence that we can make it happen together.

Sincerely,



Joe Boardman
President and CEO



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Please post on bulletin boards and distribute at safety briefings.

special employee advisory

July 9, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I've received some feedback on my last couple of messages about the operations and customer service issues we've been having and I'd like to share .

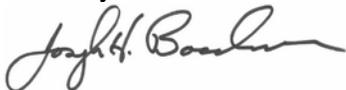
Regardless of the issues we face, the important point It's important because we put the passengers first.

What I've been trying to communicate is that This is not a good situation by any means. What I want you to know — regardless of where you work — is that we have taken ownership of our failures and mistakes, we are investigating them and we are going to fix what is broken. We don't make excuses and don't point fingers; we own our mistakes as much as we own our successes.

We transport people. I know the equipment, on-time performance, and other issues are very important. But people come first and they should always come first when we are making operational decisions — especially in service recovery scenarios.

To the many of you who do put our passengers first — thank you for your dedication.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

July 28, 2010 • Page 1 of 1

Message From Chairman Tom Carper

Dear Amtrak employees,

I am extremely pleased to inform you that the board of directors has unanimously agreed to retain President and CEO Joe Boardman for another two-and-a-half years.

Since he was tapped for the job in November of 2008, Joe has set out to provide Amtrak the leadership, vision and stability needed to guide the railroad into this new era of passenger rail.

Joe has focused on a safer, greener and healthier Amtrak by striving to enhance safety, improve the reliability of our services, reduce trip times and increase speeds, make targeted and effective infrastructure investments, and ensure the delivery of quality customer service. As we near the end of the fiscal year, it appears we will rival our all-time-high ridership and ticket revenue record from FY 2008.

With the implementation of Safe-2-Safer, he has dedicated himself to creating a safer and collaborative working environment. His sincere desire to build a culture of accountability and ownership is evident in his own words and deeds.

Through Joe's leadership, we announced last week the purchase of 130 new single-level cars for long-distance service, the first step in making a long-term fleet plan that was issued in February a reality.

Joe is also further developing our relationships with state, commuter and other partners to add frequencies to current routes and developing service to new markets. In addition, he is setting the stage for Amtrak to be a competitive force as we expand our role in new

markets as America's only high-speed rail operator.

In addition, Joe takes an active interest in the Amtrak workforce, visiting facilities and meeting many of you. He is a part of the Amtrak family and is committed to building and strengthening relationships, from states to labor organizations.

On behalf of the board, I thank Joe for his commitment and service to Amtrak and look forward to working with him in the coming years.

Sincerely,



Tom Carper
Chairman, Board of Directors



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June 17, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

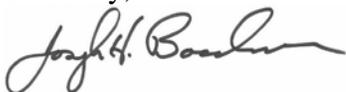
Last week, I told you that I would update you on our negotiations with Virginia Railway Express to continue to provide Train and Engine crews and operate the commuter service for an additional two-week period. Despite an unexpected announcement issued by VRE last Thursday that an agreement had been reached, we were still in negotiations at the time.

Since then, the negotiations have completed and yesterday Amtrak signed an agreement to continue operating both VRE lines through July 9, a two-week extension of the existing agreement.

VRE requested the extension because of the new service provider's inability to assume operations as scheduled on June 28, and our priority is the continuity of service to the VRE passengers during this transition.

I thank our VRE-assigned crews for their dedication and know that they will continue to deliver the professional and outstanding service for which they are known.

Sincerely,



Joe Boardman
President and CEO



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June 17, 2010 • Page 1 of 1

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Sincerely,

Joe Boardman
President and CEO



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Dear Co-workers,

Earlier this week, we suffered a high-profile customer service failure in Maryland. One of the MARC commuter trains that we operate for Maryland Mass Transit Administration lost power, along with cooling and ventilation. About 900 people were stuck in a very high-heat environment for about two hours, in some cases taking things in their own hands to improve the situation.

As your President and CEO, I have made a public apology, and called the MTA Administrator, the Maryland Secretary of Transportation, and Gov. O'Malley apologizing and committing to do better. In a letter that we placed on the evening rush-hour MARC trains yesterday, we asked for forgiveness from the MARC passenger population, particularly those directly affected by this failure. Similarly, those involved in this incident have accepted accountability and have committed to improving how we handle these incidents.

We are working in conjunction with MTA to improve service, with managers riding trains, running two locomotives on some trains and other measures so that we're better prepared to troubleshoot if we need to. Just as we have a plan for passenger service recovery in extreme cold weather, we should have the same for severe heat.

This is not about blame — this is about ownership — and there's an important difference. Blame is the culture we're doing away with at Amtrak. It's about ownership, and having the resilience to learn and drive harder to do our very best. That is what we're doing with the MARC operation.

This company is full of daily heroes who make our system work. We get the job done under constantly changing conditions and with daily equipment failures, bad weather, or any number of surprises that present significant challenges.

Monday's service failure started out with the same intent. Our people were trying to do the right thing in rescuing the 900 passengers. But it took too long, and the rescue itself went bad when we could not move the stalled train. While our on-board crews were trying to keep people safe, passengers were infuriated that there seemed to be no concern for them. To make matters worse, communication broke down almost everywhere, among our staff, with CNOC, and aboard the train itself.

Are we to "blame"? The answer to that is that we are accountable, and responsible for the safety and security of our passengers. Our recovery effort failed this time. But this experience should serve to strengthen our resolve to learn from the experience, put measures in place — and stick to them — to avoid a repeat occurrence. We must accept responsibility, dust ourselves off and do better. Our confidence in ourselves, and our faith in our ability to correct our course and perform at a higher level has not failed.

We ask a lot of our daily heroes. I thank you for your commitment to provide those who make a choice to ride our trains safe, secure and friendly service. We are all accountable for how we perform and for how — good or bad — that affects others. Please be accountable and maintain that sense of ownership and duty for what you do to make us better each day, and thank you for the work you do to that end.

Sincerely,

Joe Boardman
President and CEO

special employee advisory

March 2, 2010 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I've been struck by all of the discussion in the media these days about corporate or organizational culture. As I read news articles about inquiries into other organizations' business practices and what was or wasn't tolerated within their respective "cultures," I think about some of the changes we're making.

There is a very real relationship between culture ("how things really get done") and performance. And when things go wrong, what's often revealed is a culture that wasn't fostering the right values and/or steering the company in the right direction. If you don't believe me, just check the headlines lately.

I believe in Amtrak, and I believe that the investments we're making — including Safe-2-Safer and the Strategic Asset Management (SAM) — are helping cultivate a different Amtrak culture. The culture we're aiming for is one that thrives on collaboration and innovation; that makes decisions that make good business sense.

We're also pursuing a growth-oriented mission, and steering the company to better serve our state and commuter partners by providing them a higher level of customer service while always ensuring safe operations.

To that end, I want to update you on some of our activities on the commuter front. We're currently putting the finishing touches on our joint proposal with Bombardier to operate the Camden and Brunswick Lines of the Maryland Area Regional Commuter (MARC) service, in addition to the Penn Line, which we already operate.

We are also looking ahead to the release of a Request for Proposals to continue to operate Caltrain's Peninsula

Corridor Commuter Rail Service between San Jose and San Francisco. Keeping this contract will further strengthen our strategic partnerships in California — an important market given the state's commitment to expanding rail service.

Speaking of California, the Transportation department is ramping up to begin operating Metrolink service on June 26 and we expect to sign the official contract in the very near future.

And while we are preparing for the transition of the Virginia Railway Express business to a competitor, VRE is currently still our customer and they deserve nothing but our best efforts. When that relationship ends, the employees that have been serving VRE in a variety of roles can stay with Amtrak, without resulting in the loss of any jobs for others in the Washington area. I look forward to having them continue to be part of the Amtrak family, pursuing a career in similar or the many other jobs and opportunities throughout our national system, now and in the future.

As I've said before, in years past Amtrak seemed to be focused on survival. Today, our survival relies on being focused on growth. As America's railroad and the only high-speed rail operator in the country, we offer unique expertise and experience and are making investments to secure our position as the provider of choice.

I'll keep you updated on the opportunities we're pursuing and look to you to help us secure them. In the meantime, thank you for your dedication and please work safely.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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special employee advisory

March 19, 2010 • Page 1 of 1

Alleman to Fill New Senior Engineering Position

Steve Alleman, formerly the general superintendent of the Mid-Atlantic Division, has been named to the newly created position of deputy chief engineer-special projects.

In this Philadelphia-based role, he will report to Chief Engineer Frank Vacca and manage the implementation of the department's major special projects such as the expansion of Positive Train Control on the Northeast Corridor (NEC) and the Michigan Line, construction related to compliance with the Americans with Disabilities Act and overseeing the NEC Environmental Impact Assessment process.

According to Chief Operating Officer William Crosbie, the position was created to meet the increasing volume of work for the Engineering department thanks to additional capital funding from the Recovery Act and infrastructure projects required in other federal legislation.

“We need a proven leader with the ability to manage these major projects on-time and on-budget,” said Crosbie. “But just as important, we want someone who demonstrates safety leadership, is able to work collaboratively and is committed to being a teacher and mentor to employees under his or her supervision. Steve is that person.”

Prior to becoming general superintendent in 2008, Alleman served as deputy chief engineer for the Fire & Life Safety Program. He originally joined Amtrak in 1977 as a trackman and has worked in a variety of roles in the Transportation and Engineering departments during his career. Alleman holds a bachelor's degree from Virginia Tech.

Mike Sherlock, superintendent of operations, is the acting general superintendent for the Mid-Atlantic Division until a permanent replacement is named.

Please post on bulletin boards and distribute at safety briefings.



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March 23, 2010 • Page 1 of 1

Supplemental Funding Request for Equipment Sent to Congress

*Boardman Testified on FY '11
Budget at House Subcommittee
Hearing*

Amtrak submitted to Congress yesterday a supplemental request to its FY 11 Grant and Legislative Request for \$446 million for the purchase of new equipment.

The \$446 million is in addition to Amtrak's FY '11 request made in February for \$2.1 billion, which is in line with the level recommended in the Passenger Rail Investment and Improvement Act.

President and CEO Joe Boardman focused his testimony today before a House Appropriations Subcommittee on the fleet plan released by Amtrak in February. Boardman noted that the plan "supports the administration's stated intent to develop a domestic rail manufacturing capability, and we do so by projecting long-term large scale procurement streams that will nurture and sustain suppliers."

He added that it will also provide an affordable means for states to add their purchases to our own, with unit cost savings for everyone, especially as the demand for more passenger rail service continues to grow.

In addition, Boardman noted that between 2002 and 2008, Amtrak ridership increased by 32 percent to record-levels and the railroad handled the new passengers without buying a single piece of new equipment.

The \$446 million would set the plan in motion, and fund acquisitions, including 130 single-level long-distance passenger cars and 15 electric locomotives. The procurement process for this equipment was initiated last year.

Citing the equipment's age and the fact that it is the hardest-run in the industry, Boardman stressed the critical need for new equipment.

Boardman's testimony is posted on the intranet under "News" → "Legislative," or on Amtrak.com under "Inside Amtrak."



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March 25, 2010 • Page 1 of 1

Joe Boardman Elevates Police Department to Executive Level

President and CEO Joe Boardman announced that effective today, Amtrak Chief of Police John O'Connor will report directly to him, a move that elevates and gives greater visibility to police and security issues at the executive level.

“It’s important that matters pertaining to the security of our workforce, passengers and assets be given a direct line to the CEO,” said Boardman.

O'Connor oversees all law enforcement and security activities at Amtrak, consisting of Patrol, Special Operations, and Corporate Security divisions.

“Chief O'Connor has built a professional policing organization and ties with local, state and federal agencies to extend the reach of the APD — it’s that kind of vision and leadership that he is now applying to counterterrorism polices and strategies,” added Boardman.

Until now, the department resided in Operations under Chief Operating Officer Bill Crosbie.

“Our operating departments will continue to work closely with Chief O'Connor and his department to help safeguard our system,” added Crosbie.

This shift represents another step in the formalization of the consolidation of the Amtrak Police Department and the former Office of Security Strategy and Special Operations.



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March 25, 2010 • Page 1 of 1

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March 26, 2010 • Page 1 of 1

Amtrak Signs Final Agreement to Operate Metrolink Service

Amtrak today executed a final contract with the Southern California Regional Rail Authority to operate Metrolink trains on all seven lines of the Los Angeles-based commuter rail agency beginning June 26, 2010.

The final agreement provides for an initial four-year operating contract with the potential for two additional three-year extensions. Amtrak will provide the Train and Engine crews — and related management and support staff — required to operate Metrolink trains. The 512 route-mile network covers six counties throughout the Los Angeles region.

SCRRA decided to enter into this contract with Amtrak because of the railroad's unique qualifications and experience in intercity and commuter rail operations, its excellent safety performance, its present operation of intercity trains over four of the seven lines that comprise Metrolink service, and its prior experience as the original operator of Metrolink trains from 1992 to 2005.

“We are pleased to move forward with this board action,” said Metrolink CEO Eric Haley. “The depth of relevant experience and management support Amtrak has for our operation is unique in the passenger rail environment and we look forward to working with them again in this capacity.”

“Amtrak is proud of our safety record and we are dedicated to providing excellent and efficient service to Metrolink and its passengers,” said Amtrak President and CEO Joseph Boardman.

Over the coming weeks and months, Amtrak will work closely with Metrolink, Metrolink's current operator and its employees, and other contractors to ensure a smooth transition.

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February 9, 2010 • Page 1 of 1

Alleman to Fill New Senior Engineering Position

Steve Alleman, formerly the general superintendent of the Mid-Atlantic Division, has been named to the newly created position of deputy chief engineer-special projects.

In this CITY-based role, he will report to Chief Engineer Frank Vacca and manage the implementation of the department's major special projects such as Positive Train Control, construction related to compliance with the Americans with Disabilities Act and OTHERS?.

According to Chief Operating Officer William Crosbie, the position was created to meet the increasing volume of work for the Engineering department thanks to additional capital funding from the Recovery Act and other infrastructure projects required in other federal legislation.

“We need a proven leader with the ability to manage these major projects on-time and on-budget,” said Crosbie. “But just as important, we want someone who demonstrates safety leadership, is able to work collaboratively and is committed to being a teacher and mentor to employees under his or her supervision. Steve is that person.”

Prior to becoming general superintendent in 2008, Alleman served as deputy chief engineer for the Fire & Life Safety Program. He originally joined Amtrak in 1977 as a trackman and has worked in a variety

of roles in the Transportation and Engineering departments during his career. Alleman holds a bachelor's degree from Virginia Tech.

Mike Sherlock, superintendent of operations, is the acting general superintendent for the Mid-Atlantic Division until a permanent replacement is named.



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May 12, 2010 • Page 1 of 1

Commer and Sherlock Named General Superintendents

Amtrak has announced the appointments of Jay Commer and Mike Sherlock as general superintendents of the Pacific and Mid-Atlantic divisions, respectively.

Previously, Commer was principal officer, state contracts, and acting superintendent, Caltrain commuter operations. Sherlock was superintendent of operations and acting general superintendent of the Mid-Atlantic Division.

Vice President of Transportation Richard Phelps explained that he and the executive committee are dedicated to promoting employees who have a leadership style based on collaboration, communication and teamwork in order to build a more unified culture within the company.

Additionally, some of Amtrak's largest commuter partners operate in the Mid-Atlantic and Pacific divisions, which influenced the selections.

"Mr. Boardman is devoted to growing our railroad, and a key part of his strategy is expanding our operating partnerships despite increased competition from other companies," said Phelps. "I am confident that both Jay and Mike have the expertise and commitment to provide the best possible service to our state and commuter partners."

Sherlock began his career with Amtrak as a block operator in 1976. He held positions in the Rules department, Crew Management and System Operations prior to joining the Mid-Atlantic Division. He will report to General Manager-East Chris Jagodzinski.

Commer will temporarily report directly to Phelps until a general manager-west is appointed. Commer joined Amtrak in 1986 as a locomotive engineer and has since held a variety of positions including road foreman and general manager of the California Corridor.



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May 12, 2010 • Page 1 of 1

Tentative Agreement Reached with ATDA

Amtrak has reached a tentative agreement on a new labor contract with the American Train Dispatchers Association (ATDA) covering the period of January 1, 2010, through January 1, 2015.

The new contract must be ratified by the union membership and will cover Train Dispatchers, Power Directors and Load Dispatchers on the Northeast Corridor.

In addition to earlier tentative agreements with the International Brotherhood of Electrical Workers (IBEW), International Association of Machinists and Aerospace Workers (IAM), the Joint Council of Carmen, Coach Cleaner and Helpers (JCC) and the Transportation Communications International Union (TCU), Amtrak now has tentative agreements with five of the 14 labor organizations and two joint councils representing Amtrak employees. About 7,300 employees, or 43 percent of Amtrak's unionized labor force, are affected by these agreements.



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May 13, 2010 • Page 1 of 1

Laird Named General Superintendent of the Pacific Northwest Division

Amtrak has announced the appointment of District Superintendent Kurt Laird as general superintendent of the Pacific Northwest Division, effective today.

“This newly created position will strengthen our relationship with Washington and Oregon, states that have been ardent supporters of passenger rail and where there are tremendous opportunities for growth,” said President and CEO Joe Boardman.

This division was not previously under the management of a general superintendent. The creation of this position reflects Amtrak’s commitment to being more responsive to the needs of state and commuter partners, and to the communities Amtrak serves.

Chief Operating Officer William Crosbie cited Laird’s strong relationship with partners, business acumen and a ground-level understanding of good customer service as the qualities that make him best suited for the job.

Laird will oversee all transportation and mechanical operations, including maintenance of the Talgo equipment, the Amtrak *Cascades* service, and Sounder commuter contract.

Laird joined Amtrak in 1977 and has served as the District

Superintendent of the Pacific Northwest District since 2002. He began his railroad career in 1974 as a trackman and then several years as an on-board services crew member. Laird has a Bachelor of Arts degree from Southern Connecticut State College.

Laird will temporarily report directly to Vice President of Transportation Richard Phelps until a general manager-west is appointed.



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May 17, 2010 • Page 1 of 1

Amtrak Reaches Tentative Agreement with ASWC

Amtrak has reached a tentative agreement on a new labor contract with the Amtrak Service Workers Council (ASWC) covering the period of January 1, 2010, through January 1, 2015. The ASWC consists of members of the Transportation Communications International Union, Transport Workers Union and UNITE HERE union.

The new contract must be ratified by the union membership and will cover On-Board Service employees such as service attendants, lead service attendants, train attendants and chefs.

With the addition of ASWC, Amtrak now has tentative agreements in place with six labor organizations and joint councils representing 9,200 employees, or 54 percent of the total unionized labor force.

Tentative agreements have also been reached with the American Train Dispatchers Association (ATDA), International Brotherhood of Electrical Workers (IBEW), International Association of Machinists and Aerospace Workers (IAM), the Joint Council of Carmen, Coach Cleaner and Helpers (JCC) and the Transportation Communications International Union-Clerks (TCU-Clerks).



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May 19, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I am pleased to announce today the availability of three news tools aimed at providing better service to you.

Making the intranet available to all employees from home, enabling you to access and update information such as your pay stub or contact information through the Employee Information Portal and offering you a one-stop-shop Employee Service Center for answers to your Human Resources questions, are all part of our commitment to creating a better Amtrak for you.

Many of you have not had access to the intranet site before, and I urge you to go take a look and see what resources are available there.

If you want to change your address, access your bank information or enroll for training, you can do it any time you want by going to the Employee Information Portal, which is available through the intranet. The portal also provides managers new tools for managing employees' training and other streamlined functions.

And if you have questions for Human Resources, you can call or e-mail the Employee Service Center, where employees dedicated to answering your questions can assist you.

You can now access the intranet from home by going online to

Amtrak.com and clicking "Inside Amtrak," then "Employees." If you've never logged in before, check the insert that came with your May 14 pay stub for instructions. A letter sent this week to all employees' homes also contains that information.

You can call the Employee Service Center at 1-888-MY-HR-ESC (1-888-694-7372) any time between 8 a.m. and 8 p.m. Eastern time, Monday through Friday, or e-mail HRESC@amtrak.com.

It seems that we live in a world driven by constant communication and there's information everywhere. Our aim is to provide you with more centralized resources where you can find the information you want and need. I hope you'll take advantage of these resources — we're making many investments to make Amtrak a healthier company, and investing in our workforce is among the most significant.

Please keep up the great work and thank you.

Sincerely,

Joe Boardman
President and CEO



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special employee advisory

May 28, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

On Monday, May 31, we will observe Memorial Day. For more than a century, our nation has honored the men and women who died in the service of their country at the end of May. The holiday was originally known as Decoration Day, and it was so called because communities turned out to decorate the graves that the Revolution, the War of 1812, and the Civil War had left scattered across the American landscape.

The Twentieth Century's wars took Americans farther afield than many of them had ever been or meant to go, and it was not practical for everyone to come out to decorate graves in France, Italy, or the distant Pacific islands. Today those graves are well tended by people who have as much cause as we do to be grateful for their freedom and the sacrifices that won it, and we now know this holiday as Memorial Day.

In recent years, at the request of Congress, people have begun to observe a national "moment of remembrance" on Memorial Day. They stop what they're doing and observe a minute of silence as a way of honoring the people who gave their lives for our country. Amtrak is America's railroad, and we, too, will commemorate Memorial Day.

This year, as on previous years, all of the engines on the system will sound their horns at 3 p.m. local time as a salute to those who died for our country. Over the years, Amtrak employees have served our nation and have gone in harm's way to protect our freedoms and our way of life.

Today I hope you will remember the Amtrak employees who are on active duty with the Reserve or the National Guard and are deployed away from their families and friends.

Memorial Day is customarily regarded as the first day of summer, and it's always an occasion for joy — and after the past winter, I think we can all agree that we're ready for a little summer sun and warmth. I hope those of you who can take the holiday do so, and enjoy the time off. I also hope, however, that if you are away from work that day, you can find a moment to remember the people who gave "their last full measure of devotion" for our country, our people, and our form of government.

For those uniformed crew members who will be working on Memorial Day, Amtrak has authorized the wear of dignified or appropriate lapel pins or badges that commemorate your military service. We wish to encourage wear of service crests, unit badges, and ribbon pins. Wearing of American flag pins or yellow ribbons is likewise appropriate, and everyone who wishes to wear them should feel free to do so.

Amtrak supports our veterans. We are proud of you and grateful for your service, and I hope that everyone can spare a minute or two on Memorial Day to reflect on the sacrifices that secured our freedom, and are preserving it today.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

Nov. 8, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today, we will announce an agreement with French National Railways (SNCF) and Bechtel Infrastructure Corporation to bid for the contract to design, build, operate, maintain and finance Florida's planned high-speed rail line between Tampa and Orlando.

The consortium we have formed presents a powerful, full-service team to pursue the high-speed rail contract in Florida.

Partnership is central to our future, whether it be with states, freight railroads, or others in the industry. In this case, each partner brings its unique body of experience and knowledge. Bechtel was the leader in a consortium which brought high-speed rail to the UK (HS1). The SNCF launched high-speed rail service (TGV) in Europe on the Paris to Lyon line in 1981, bringing three decades of high-speed rail implementation and operating expertise to the team.

Bechtel offers demonstrated engineering, construction, and program management expertise; while SNCF has its proven ability to design, operate and maintain high-speed rail systems around the world. As America's high-speed rail provider, we offer a wealth of operational expertise and know-how to the group. Combining SNCF's international high-speed rail experience with our own amplifies

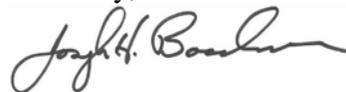
what we can offer the citizens of Florida.

The Florida line is a turn-key project requiring a team that can provide all of the systems needed for a world-class high speed rail operation. We believe, along with our partners, that we can deliver that.

As I've mentioned before, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end with the NEC. As you may remember, we recently announced a new High-Speed Rail department, led by Vice President of High Speed Rail Al Engel, to help us advance our ambitions in the high-speed rail arena.

We need to aggressively compete to secure this leadership position, and by bringing all of our resources to bear, together with our partners in this consortium, we aim to win.

Sincerely,



Joe Boardman
President and CEO



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Nov. 8, 2010 • Page 1 of 1

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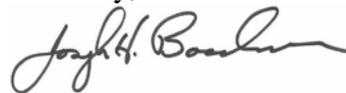
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What Florida needs is an out-of-the-box high-speed rail system. We believe, along with our partners, that we can deliver that.

As I've mentioned before, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end with the NEC. As you may remember, we recently announced a new High-Speed Rail department, led by Vice President of High Speed Rail Al Engel, to help us advance our ambitions in the high-speed rail arena.

We need to aggressively compete and we need to bring all of the resources to bear to beat out the competition, and with this consortium, we aim to win.

Sincerely,



Joe Boardman
President and CEO



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Oct. 28, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Tomorrow, Amtrak will be announcing the purchase of 70 new electric locomotives for use on the Northeast Corridor (including the Keystone Service), the first of which will be delivered in February 2013.

The six-year, \$466 million contract has been awarded to Siemens, and will create 250 jobs at its manufacturing plant in Sacramento, Calif., as well as its other facilities in Norwood, Ohio, and Alpharetta, Ga.

Board Chairman Tom Carper and FRA Administrator Joe Szabo will be at the Sacramento facility tomorrow to describe how the new equipment will expand and modernize our fleet. The new equipment will result in improved reliability and better service to our passengers, helping meet the growing demand for passenger rail. The engines will replace locomotives that are between 20 and 30 years old, which many of you know we run very hard.

This news follows the announcement we made in the summer to buy 130 new long-distance rail cars and is the next step in our fleet renewal plan.

Part of the responsibility of leadership is to ensure that the men and women meeting our mission have the tools they need to do the mission well. Not only does aging and problematic equipment hurt our ability to deliver good service, but I know it also takes a toll on our crews. Expanding and renewing our fleet is not only critical to meeting our nation's transportation needs, but also to creating a safer, greener and healthier Amtrak.

The new locomotives will be equipped with anti-climbing technology and push-back couplers that will help keep the train upright and on the tracks in the event of a collision. In addition, the regenerative braking system in the units will return electricity to the power grid.

As we take delivery of the 70 new locomotives, we will retire 64 older locomotives in our current electric fleet, including 20 DC AEM-7s, 29 AC AEM-7s and 15 HHP-8s. The additional units will be put toward service expansion.

This is an exciting time for our company as we approach our 40-year anniversary. We are making important and lasting changes that will help shape the future of transportation in America. Thank you for all your hard work — let's keep it going.

Sincerely,



Joe Boardman
President and CEO



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Sept. 28, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

Today, Amtrak released a bold vision of a realistic and attainable next-generation high-speed rail system that could revolutionize transportation, travel patterns and economic development in the Northeast for generations.

With trains operating up to 220 mph (354 kph) on a two-track corridor, we could operate from Washington to New York in 96 minutes and New York to Boston in just 84 minutes, cutting today's trip-times in half. We could offer our passengers at least four hourly high-speed departures in each direction, compared to once per hour today.

As America's Railroad and our country's high-speed rail operator, it is central to our mission to put forth a concept plan that looks beyond what we can operate with what we have today.

Entitled "*A Vision for High-Speed Rail in the Northeast Corridor (NEC)*," the study describes a system that addresses a major national transportation need for generations to come. Given its population, economic densities and demand for intercity travel — which estimates show doubling by 2050 — the Northeast is in need of a next-generation high-speed rail system that will support growth through the next century.

When it's completed in 2040, the new infrastructure would support expected high-speed train ridership of 18 million, but it could ultimately accommodate 80 million passengers in the decades to follow.

Building a world-class system of this magnitude would require \$117 billion, or

\$4.7 billion annually, over the course of a 25-year construction period.

You may remember that this summer we developed an NEC Infrastructure Master Plan that examined how the NEC could meet accommodate growth given the railroad we have today. That study predicted that capacity would max out by 2030 — this next-generation high-speed rail system will provide the necessary new capacity to meet growing demand well beyond 2030.

Our vision meets our safer, greener and healthier goals. We could provide fast, safe and secure travel that reduces energy use and emissions while providing comfortable and reliable service to sustainable communities and helping support the national and regional economies. It would help ease highway and airway congestion and foster "greener" travel for millions of Americans.

Construction of the system alone would mean more than 40,000 annual jobs during the 25-year build-out period, and the operation would yield 7,100 new rail operations jobs.

Keep in mind that it's a concept, and represents only one of a wide range of possible network and service configurations that could be developed. But the key here is that we have undertaken an initial in-depth study of what it would take to offer a world-class high-speed system for the future, and the economic viability of such an endeavor.

If you don't live in the Northeast, the significance of this plan shouldn't mean any less to you. While this is a major undertaking for the NEC, advancing Amtrak's role as the preferred and premier provider of high-speed rail in America doesn't start and end on the NEC. We are pursuing high-speed rail



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Employee Communications

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special employee advisory

September 27, 2010 • Page 2 of 2

corridor development opportunities such as the projects in Florida and California in partnership with states and others in the industry. Last week, I introduced our incoming Vice President of High Speed Rail Al Engel, an industry expert to help us advance our ambitions in the high-speed rail arena.

I hope you're as excited as I am about the prospects of this concept plan and the opportunities before us. Please take the time to take a look at the study — it's posted on Amtrak.com and on the Amtrak intranet — it's an excellent example of kind of thinking we should be doing and the dynamic, bold-thinking Amtrak I know we can be.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

Sept. 28, 2010 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

Today, Amtrak released a bold vision of a realistic and attainable next-generation high-speed rail system that could revolutionize transportation, travel patterns and economic development in the Northeast for generations.

With trains operating up to 220 mph (354 kph) on a two-track corridor, we could operate from Washington to New York in 96 minutes and New York to Boston in just 84 minutes, cutting today's trip-times in half. We could offer our passengers at least four hourly high-speed departures in each direction, compared to once per hour today.

As America's Railroad and our country's high-speed rail operator, it is central to our mission to put forth a concept plan that looks beyond what we can operate with what we have today.

Entitled "*A Vision for High-Speed Rail in the Northeast Corridor (NEC)*," the study describes a system that addresses a major national transportation need for generations to come. Given its population, economic densities and demand for intercity travel — which estimates show doubling by 2050 — the Northeast is in need of a next-generation high-speed rail system that will support growth through the next century.

When it's completed in 2040, the new infrastructure would support expected high-speed train ridership of 20 million, but it would ultimately accommodate 80 million passengers decades later at full capacity.

Building a world-class system of this magnitude would require \$117 billion, or

\$4.7 billion annually, over the course of a 25-year construction period.

You may remember that this summer we developed an NEC Infrastructure Master Plan that examined how the NEC could meet accommodate growth given the railroad we have today. That study predicted that capacity would max out by 2030 — this next-generation high-speed rail system will provide the necessary new capacity to meet growing demand well beyond 2030.

Our vision meets our safer, greener and healthier goals. We could provide fast, safe and secure travel that reduces energy use and emissions while providing comfortable and reliable service to sustainable communities and helping support the national and regional economies. It would help ease highway and airway congestion and foster "greener" travel for millions of Americans.

Construction of the system alone would mean more than 40,000 annual jobs during 25-year build-out period, and the operation would yield 7,100 new rail operations jobs.

Keep in mind that it's a concept, and represents only one of a wide range of possible network and service configurations that could be developed. But the key here is that we have undertaken an in-depth study of what it would take to offer a world-class high-speed system for the future.

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Sincerely,



Joe Boardman
President and CEO





Message from Lorraine Green and DJ Stadler

Dear Co-workers,

Each Tuesday morning, the 11 members of the executive committee and other department heads meet to discuss company strategy, direction and policy. As part of our effort to become a healthier company, some of our discussions revolve around how we can continue to improve the company for your benefit.

To that end, we are pleased to announce that as a result of negotiations with Fidelity Investments, our 401(k) Retirement Savings Plan administrator, starting May 19 we will be offering employees new lower-cost investment options, allowing you to save more for retirement and better meet your financial goals.

The fees and expenses of the investments you select have a large impact on the overall return of your portfolio, especially over the course of an entire career. By replacing the Fidelity Freedom Funds® currently being offered with 12 lower-cost lifecycle funds from a new series of Fidelity Freedom KSM Funds, participants will collectively save a considerable amount of money in management fees. The investment strategies, fund portfolios and fund managers are the same as the current Freedom Funds; the only difference is that the costs you pay will be reduced.

Those of you who currently invest in the Freedom Funds will see your balances automatically transfer to the corresponding Freedom K Funds at the close of business on May 19. If you choose not to have your funds transferred to a corresponding Freedom K fund, you may elect another investment option before May 19, or after the transfer has occurred. An additional investment option called Fidelity *Contrafund*® - Class K will also be made available.

The Fidelity Freedom K Funds are typically available only to employees of new corporate clients of Fidelity; however, Dale Stein, our treasurer, negotiated with Fidelity to secure these lower-cost fund options for Amtrak employees, even though we were already a client. This is a prime example of Amtrak's commitment to you as a valued employee and we hope more of you will take advantage of this company benefit.

Plan participants will soon begin receiving letters from Fidelity with more information about the new funds. If you have questions or would like to begin saving for retirement, please call 877-477-AMTK (2685) or visit www.MySavingsAtWork.com/amtrak to schedule an appointment with a Fidelity representative.

Sincerely,

Lorraine Green
Vice President, Human Resources
and Diversity Initiatives

DJ Stadler
Chief Financial Officer

Engineering: Engineering will host an Employee Health & Safety Fair in Sunnyside Yard on April 21 from 9 a.m.-2 p.m.

Corporate Communications: On April 13, CNN aired a segment featuring Amtrak Police K-9 teams. To view the story, visit www.cnn.com and search "Dog's Nose Knows."

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through April 22. Congratulations to the latest winner, Angeline Summers, Engineering assignment clerk, Philadelphia.

Government Affairs: Vice President, Government Affairs and Corporate Communications Joe McHugh will testify before the House Transportation and Infrastructure Committee in Chicago on April 20 regarding stimulus high-speed rail grants. Amtrak Police Chief John O'Connor will testify in Washington before the Senate Commerce, Science and Transportation Committee on April 21. The hearing focuses on securing the nation's rail and other transportation networks.

Board Makes Visit to Chicago

The board of directors traveled to Chicago last week for its April meeting to conduct site visits and meet with state and local officials.

"The Midwest plays a major role in our national system through extensive state-supported corridor service and as the hub for much of our long distance network," said Board Chairman Tom Carper. "The board wanted to see it firsthand to get a better understanding of the challenges and opportunities here."

Board members greeted employees and met with Wisconsin Gov. Jim Doyle and other officials from Illinois, Iowa, Michigan, Minnesota and Ohio. The board also toured Chicago Union Station and rode *Hiawatha Service* to see the renovated Milwaukee station, in addition to traveling to several CREATE project sites aboard equipment recently rehabilitated at Beech Grove Maintenance Facility.



Operations Update: Chief Operating Officer William Crosbie has officially deactivated the “state of emergency” of the Amtrak Pandemic Flu Contingency Plan based on reports from federal and state public health agencies. The emergency section of the plan was enacted last fall as a measure to help protect employees and passengers against the H1N1 flu virus. The company offered free vaccinations and reimbursements for both seasonal and H1N1 flu. More than 4,500 employees took advantage of the program.

Information Technology: Beginning today, a token will be required for remote network access through Citrix or the Amtrak VPN. Employees who access the network using these channels should contact Amtrak Information Security at infosec@amtrak.com to be assigned a token and to receive user instructions.

PSSA: The nomination period for the 2010 President’s Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under “Employees”→ “Awards and Achievements.”

Human Resources: Amtrak is working with specialized consultants to analyze the new healthcare legislation and how it will impact employee benefits. While some changes will take effect quickly, many of the provisions in the bill will not take effect for several years. More information will be provided in the coming weeks.

National Train Day: As of today, 75 National Train Day events in 36 states, including Alaska and Hawaii, have been scheduled in communities across the country for May 8. For more information, or to volunteer at an event in Chicago, Los Angeles, Philadelphia or Washington, D.C., visit www.TrainDay411.com.

U.S. Secretary of Transportation Visits Beech Grove

As members of President Obama’s cabinet traveled throughout the country on April 2 to highlight stimulus projects that have been effective in creating jobs in the U.S., Secretary of Transportation Ray LaHood visited Amtrak’s Beech Grove Maintenance Facility to see the operation first-hand and meet with Amtrak employees who attended the event. Joining LaHood in Beech Grove were U.S. Rep. Andre Carson (D-Ind.) and President and CEO Joe Boardman.

“I really enjoyed touring the car shops where six cars have already been rehabilitated — with more in the works — and locomotive shops where the first of the locomotives was refurbished,” said LaHood in a blog post following his visit. “The work adds important capacity to the Amtrak passenger rail system and provides riding comfort to Amtrak’s passengers.”

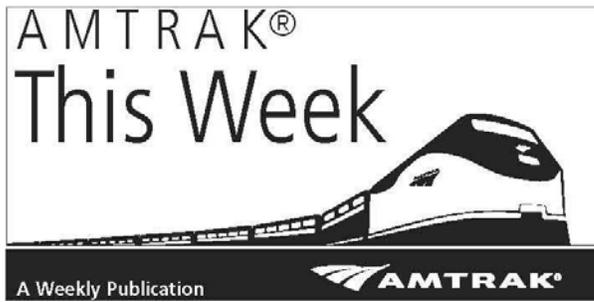
In 2009 alone, Amtrak projects funded by the American Recovery and Reinvestment Act led to the creation of more than 800 jobs with the company and its vendors, including more than 100 at Beech Grove. With numerous additional projects throughout the system slated for the 2010 construction season, the company will be reporting a significantly higher number of jobs created at the end of this year.

New Frequencies Coming for North Carolina Service

North Carolina Transportation Secretary Gene Conti announced last week that the state is expanding its partnership with Amtrak by adding two new midday frequencies — operating as Trains 74 and 75 — between Raleigh and Charlotte. The new trains are scheduled to begin operating in early June of this year.

With these additions, Amtrak will operate a total of six daily state-sponsored *Piedmont* and *Carolinian* trains between the state’s two largest cities.

Current frequencies only operate in the morning and evening. After the June service expansion, business travelers, families and college students will have a valuable new schedule option.



Operations Update: Due to track work being performed by Metro-North Railroad and CSX Transportation, schedules for trains operating between Niagara Falls, Albany-Rensselaer and New York will be adjusted between April 11 and June 19.

Transportation: The updated Revision No. 5.1 of the *Service Standards: Manual for Train Service and On-Board Service Employees*, which becomes effective April 30, will be shipped directly from the printer to crew base locations across the system beginning this week. If packets have not been received by April 19, contact Monika Lukens at ATS 734-2047 or (302) 683-2047.

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through April 15. Congratulations to the latest winner, Brian Hains, machinist journeyman, Rensselaer, N.Y. Employees are also encouraged to volunteer at a National Train Day event by signing up online. All volunteers will receive a free polo shirt, a meal during their shift and other gift items.

Operation RedBlock Day is April 14

In conjunction with National Alcohol Awareness Month, April 14 marks the 10th annual national Operation RedBlock Day. This week, Operation RedBlock committees at Amtrak and several freight railroads will host a series of events throughout the system aimed at educating employees about how to promote a drug- and alcohol-free workplace.

"Over the years, Operation RedBlock has benefitted employees across the system by raising awareness, changing attitudes and giving co-workers another channel by which to encourage others to seek assistance," said President and CEO Joe Boardman.

As always, employees are encouraged to mark off work — without consequence — when impaired by drugs or alcohol by calling 1-800-44-RBLOC (800-447-2562).

Customer Self-Service Launches on Amtrak.com

Customers who book their reservation online can now make modifications to their reservation at Amtrak.com with a few clicks of the mouse. Rather than having to contact a ticket agent, customers have the flexibility to change their travel schedule or class of service online, as well as upgrade, downgrade and exchange tickets. Any reductions in fare will be refunded automatically while payment of fare increases resulting from reservation changes can be collected through the online system.

"This is an important step forward in customer service," said Tony Flynn, eTicketing program director. "Even though we just launched this feature on April 6, our customers are already taking advantage of it to change trains or upgrade their travel."

The online self-service feature is currently available for reservations made on Amtrak.com before a paper ticket has been printed. All customers will still need to pick up printed tickets at the station prior to boarding their train — but not for long.

This new self-service feature is the first of several upcoming eTicketing program features that will offer additional customer self-service opportunities. In May, a new capability will be introduced that will enable customers to pick up their tickets at Quik-Trak kiosks even if their reservation was affected by a last minute schedule change or re-accommodation. Previously, customers were required to go to the ticket window to obtain tickets under such circumstances.

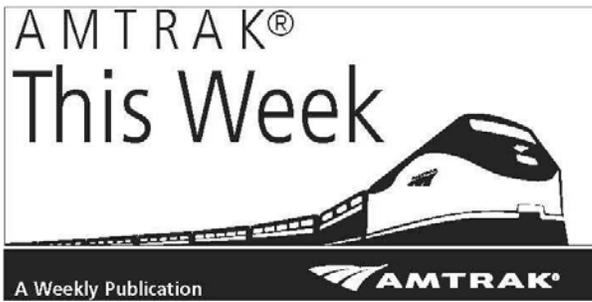
By late summer 2011, customers will also be able to print travel documents at home or at the office. Conductors will simply scan bar codes on the "print-from-anywhere" boarding pass, eliminating the need to collect paper tickets. Additional functionality will allow passengers to present their boarding pass on their smart phone, such as a BlackBerry or iPhone, making completely paperless travel possible.

The eTicketing program, once fully developed, is projected to deliver up to \$14 million in additional ticket revenue annually by improving access to Amtrak ticketing, particularly at cities with unstaffed stations or for those customers booking outside the U.S.

Ridership and Revenue on Record-Breaking Pace

During the first six months of the FY '10 fiscal year, Amtrak carried a record high of 13,619,770 passengers — a 4.3 percent increase over last year and roughly 100,000 more than the same period in FY '08, when the company set its all-time record for annual ridership. A slowly improving economy and continued high fuel prices are contributing factors in ridership growth.

Comparing March 2010 to March 2009, ridership increased by 13.5 percent to a record 2.47 million passengers for the month. In addition, every single Amtrak route carried more passengers, with several experiencing double-digit growth.



**Employee Appreciation Day to be Celebrated
This Friday at 46 Locations**

This Friday, April 30, has been designated as the second annual Employee Appreciation Day, which will be celebrated throughout the system at 46 different events. These events are designed to help employees become safer, greener and healthier in their professional and personal lives.

Human Resources: Participants in the 401(k) Retirement Savings Plan should receive a letter from Fidelity Investments this week (if they have not already received it) regarding investment fund changes that will lower fees for employees, allowing them to save more for retirement.

PSSA: The nomination period for the 2010 President’s Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under “Employees”→ “Awards and Achievements.”

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through April 29. Congratulations to the latest winner, Sheryl Johnson, secretary, Chicago.

Government Affairs: President and CEO Joe Boardman and Amtrak Inspector General Ted Alves will appear before the Senate Appropriations Committee on April 29 regarding the company’s FY ’11 funding request.

“I am committed to growing our company by making it safer, greener and healthier,” said President and CEO Joe Boardman. “Part of what healthier means is fostering a work environment where employees feel valued and that their contributions mean something. It also means providing better benefits and services to our employees. Employee Appreciation Day is just one gesture to show our commitment to you and to becoming a healthier Amtrak.”

Teams of employees in each location have worked hard over the last several months to put together events offering employees information on personal finance and retirement savings from Fidelity Investments; health and wellness screenings from Aetna and United Healthcare; “green” tips from local energy conservation organizations; and safety tips and updates from Safe-2-Safer, Employee Assistance Program, Operation RedBlock and Operation Lifesaver.

Information about the new Employee Information Portal, a new Employee Service Center, and how all employees will soon be able to access the company’s intranet from home will also be available. These are major programs that will launch on May 19 in an effort to better serve employees.

Another resource being provided at all 46 events is an expanded version of last year’s popular “Did You Know” booklet. This guide outlines the wide range of employee discounts from companies like AT&T, Verizon, Carnival Cruise Lines, Pro-FLOWERS, Hertz, Budget and others, along with other useful company information.

**Temporary Changes to Leave Requests
Made via Employee Self-Service**

From May 1 to May 19, non-agreement employees who submit a leave request through the Employee Self Service (ESS) system will not receive any e-mail notifications or confirmations related to their request.

Employees must monitor their request status by logging in to ESS or by following-up with their supervisor directly. Managers are also encouraged to notify their employees of approvals or denials of leave requests.

This temporary function outage is due to necessary system improvements being made to launch the expanded Employee Information Portal on May 19.

**Tentative Agreements Reached, Covering 40 Percent of
Unionized Employees**

Amtrak has reached tentative agreements on new labor contracts with the International Brotherhood of Electrical Workers (IBEW), International Association of Machinists and Aerospace Workers (IAM), the Joint Council of Carmen, Coach Cleaner and Helpers (JCC) and the Transportation Communications International (TCU) covering the period of January 1, 2010, through January 1, 2015.

The new contracts must be ratified by the union membership and will cover electricians, machinists, carmen and coach cleaners, clerks and telegraphers.

The IBEW, IAM, JCC and TCU are four of 14 labor organizations and joint councils representing Amtrak employees. The tentative agreements will affect about 6,900 employees, or 40 percent of Amtrak’s unionized labor force.



Annual Funding Request Sent to Capitol Hill; Fleet Plan to be Announced This Week

Amtrak's Grant and Legislative Request for the 2011 fiscal year was submitted to Congress on Feb. 1, along with a detailed budget and business plan for the year. The company will also publicly announce its comprehensive fleet plan later this week.

The funding request includes \$592 million for operating expenses, \$1.299 billion for capital improvements and \$305 million for debt service, totaling \$2.196 billion.

These figures are in line with what is authorized by Congress in the Passenger Rail Investment and Improvement Act of 2008. President Obama's proposed budget released yesterday recommends \$1.615 billion.

Approximately \$281 million of the capital funding would be spent on making various improvements needed to comply with the Americans with Disabilities Act.

A key portion of the funding request for debt service would be used to buy out two existing equipment leases. By repurchasing the 14 locomotives and 14 cars currently being leased, the company will realize a net savings of \$14.4 million in payments.

The fleet plan announcement this week will outline total costs and annual spending to purchase single- and bi-level passenger cars, locomotives and high-speed equipment. The existing fleet will be entirely replaced by 2040.

"The age and variety of the fleet [are] matters of serious concern. Amtrak regards the replacement of its existing fleet as a top-priority goal," said President and CEO Joe Boardman. "We are confident that the plan represents an effective proposal for both the replacement of aging equipment and the pursuit of larger policy objectives that will develop and improve the manufacturing base for rail equipment."

The full Grant and Legislative Request is posted on Amtrak.com under "Inside Amtrak" → "Reports and Documents." The fleet plan will be posted following its announcement.

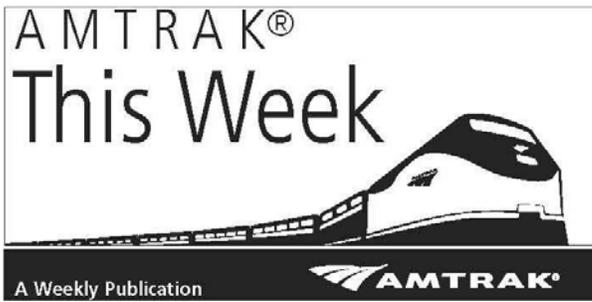
Operations Update: All station operations in Wilmington, Del., moved to an adjacent temporary station complex on Feb. 1 to accommodate interior renovations to Wilmington Station. The work is expected to be complete in December. Parking will not be affected.

Safety: Injury ratios will no longer be used as safety performance goals for managers and supervisors. President and CEO Joe Boardman announced the decision in a Jan. 29 Special Employee Advisory, citing the company's effort to shift focus to activities that reduce risks as part of Safe-2-Safer.

Engineering: Construction of new platforms at the Baltimore-Washington International Thurgood Marshall Airport station continues and is expected to be complete this summer. A new walkway and elevators are scheduled to be installed by December. The \$9.1 million project is funded by the Maryland Transit Administration as part of the MARC Joint Benefit Capital Program.

Police and Security: Amtrak Police and Security will be supporting counterterrorism efforts during the 2010 Winter Olympic Games in Vancouver beginning this month. Explosive detecting K-9 teams, uniformed and plain-clothed officers will provide coverage from Seattle to Bellingham, Wash. The department will so coordinate efforts with federal, state, local and railroad law enforcement in the U.S. and Canada.

Government Affairs: Amtrak officials were in San Antonio, Texas, last week to host the fifth Civic Conversation as part of the Great American Stations program. Local, state and federal officials representing 22 communities attended to discuss best practices for preserving, restoring and upgrading train stations. Visit www.GreatAmericanStations.com for details.



Congressional Hearing on Stimulus Projects Slated for Wednesday

Amtrak executives are scheduled to testify before the House Transportation and Infrastructure Committee on Feb. 10 to provide a one-year progress report on the company's stimulus-funded projects.

In 2009, Amtrak received approximately \$1.3 billion from the U.S. Department of Transportation for capital improvement projects as part of the American Recovery and Reinvestment Act. Those funds are being used to return to service nearly 100 pieces of rolling stock, renovate or repair 270 stations, make significant security and life safety improvements, and replace or repair eight bridges. Other projects include 38 new or improved Amtrak facilities, increasing station accessibility through the Mobility First Program, and numerous track maintenance projects among others.

To date, stimulus-funded projects from this grant have created more than 600 Amtrak jobs and 200 jobs through suppliers.

The hearing, which begins at 10 a.m. eastern time can be viewed live online at <http://transportation.house.gov>. Schedules may change due to winter storms in the Washington, D.C., area.

Engineering: Components of the TLS Blue Team, supported by Mid-Atlantic Division forces, are working to replace 53,000 feet of rail on Track 3 of the Northeast Corridor between Bowie and Grove Interlockings in Maryland. This work will be completed over the next seven weeks, weather permitting.

Information Technology: Non-agreement employees and contractors are reminded they must complete the online Information Security Awareness Training course. Log on to www.elementk.com/login.asp/ to access the course. Enter your eight-digit SAP number followed by "amtrak" as the user name (ex. 12345678amtrak) and "amtrak1" as the password.

Mid-Atlantic and Northeast Division Crews Battle Massive Storm

Transportation, Police and Security, Engineering and Mechanical crews in the Mid-Atlantic and Northeast Divisions are still combating the remnants of a winter storm that dropped between 24 and 30 inches of snow throughout much of the East Coast on Saturday. The storm caused some service cancellations over the weekend, but schedules are returning to normal.

"In typical Amtrak fashion, you have all demonstrated the commitment and perseverance to minimize the effects of a monstrous storm," said Chief Operating Officer William Crosbie. "Your work is appreciated by every one of your fellow employees and by the passengers who are able to travel when flying or driving would be impossible."

Forecasters are predicting another five to 10 inches of snow in the region on Tuesday night. "We can't let up," said Crosbie. "We must continue working safely to push through and I know we will."

Amtrak to Reimburse Employees for H1N1 Flu Vaccinations

In support of its commitment to promote and protect the health of its employees, Amtrak has announced that it will reimburse employees who have paid for an H1N1 flu vaccination.

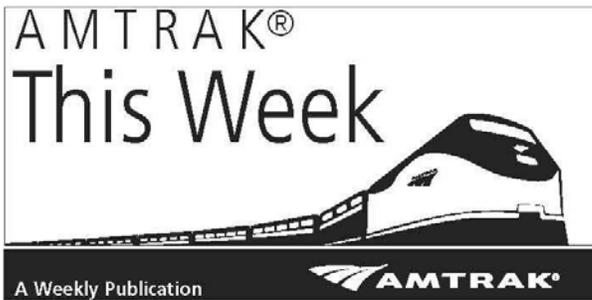
"In addition to reimbursement of seasonal flu shots last fall, Mr. Boardman has identified funds to cover the H1N1 vaccination costs for our employees. We ask people who have not already received a vaccination to make it a priority to reduce their health risk of contracting H1N1 flu," said Roy Deitchman, vice president, Environmental Health and Safety.

The Centers for Disease Control is now encouraging everyone to get vaccinated against H1N1 and lists this as the first and most important step in protecting against the flu.

Amtrak employees who receive(d) an H1N1 vaccination between Oct. 1, 2009, and March 15, 2010, are eligible for reimbursement up to \$35. Employees may mail a copy of their receipt, along with their full name and eight-digit SAP ID number to:

Amtrak Environmental Health and Safety
60 Mass. Ave. NE, 3W-104
Washington, D.C. 20002

Receipts must be submitted by March 30. The vaccination cost, up to \$35, will be reimbursed tax-free in the employee's paycheck. Payroll processing may take up to four weeks. Reimbursements will be provided for H1N1 vaccinations for current Amtrak employees only.



Interdepartmental Teamwork on Display During East Coast Snow Storms

In battling a second major snow storm in five days last week, operating employees in the Mid-Atlantic and Northeast — with support from other business departments — were able to successfully mitigate the conditions that grounded thousands of flights and shut down roads to keep trains running and get passengers to their destination.

“Two major snow storms back-to-back creates huge problems for any business, especially a transportation company,” said Chief Operating Officer William Crosbie. “But around-the-clock effort from thousands of Amtrak employees kept the railroad open, which speaks to our collective skill and ability.”

Engineering employees were out in the elements to keep switches and interlockings from freezing up or becoming snow-packed, while removing fallen trees from tracks and catenary wires. Mechanical crews battled equipment complications that arise from running in snow and freezing temperatures. Transportation crews worked to keep passengers safe, comfortable and informed and System Operations managed scheduling and equipment availability issues. Amtrak Police and Security managed large crowds to keep everyone safe.

Outside of operating departments, reservation sales agents worked tirelessly to alert passengers of service changes while e-Commerce and Corporate Communications kept the public informed via Amtrak.com and the media.

“There’s no way to recognize the impact of every individual’s contribution, but I hope we will all reflect on the magnitude of what we accomplished as a team over the last week,” said Crosbie.

State Partnership Expands with New Shore Line East Roundtrip

Amtrak officials joined representatives from the Connecticut Department of Transportation this morning to kick-off a second daily Shore Line East roundtrip to New London, Conn. Additional frequencies are planned to begin later this year.

The service, which is operated by Amtrak and runs on the Northeast Corridor, will further relieve traffic congestion along I-95 while also improving air quality and reducing energy consumption. Passengers will also benefit from track improvement projects that are schedule to be completed this year.

“This is further evidence of our strong relationship with Connecticut and we’re looking forward to building on it over the next year,” said Vice President of Government Affairs and Corporate Communications Joe McHugh.

Marketing and Product Development:

Responding to continued passenger feedback, china, glassware, and linens were restored to the *Coast Starlight* dining car on Feb. 9. This enhanced dining service will put the *Coast Starlight* on par with the *Empire Builder* and *Auto Train* as premium services.

Marketing and Product Development:

A new culturally-focused Web site, www.MyBlackJourney.com, was launched last week in conjunction with Black History Month. The site serves as a comprehensive resource to connect users to information about destinations rich with African American heritage.

Human Resources:

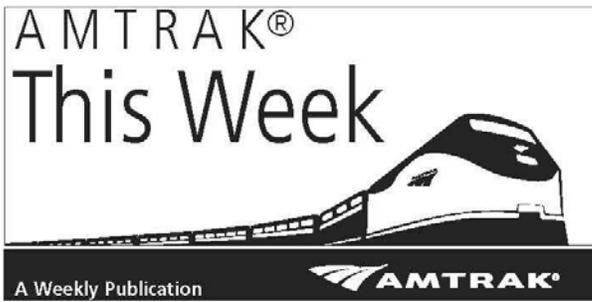
To obtain information about benefits, employees can call the Amtrak Benefits Service Center at 800-481-4887 or log onto www.AmtrakBenefits.com. This Web site contains benefit plan handbooks, forms and other useful information.

Government Affairs:

Amtrak officials were scheduled to testify last week before the House Transportation and Infrastructure Committee regarding stimulus projects, however, the hearing was postponed due to winter storms in the Mid-Atlantic. A new date has not yet been scheduled.

Safety:

Last week Amtrak launched the “Common Sense” rail safety campaign with Operation Lifesaver, freight railroads and state transportation agencies to reduce train-related pedestrian injuries in California. The state had the highest number of pedestrian-train fatalities in the nation last year. Visit www.commonsenseit.com for more information.



Human Resources: Adding new dependents to your benefits coverage due to a family status change (marriage, new baby, etc.) must be done through the Amtrak Benefits Service Center within 31 days of the event at www.AmtrakBenefits.com or 800-481-4887. Supporting documentation such as a marriage license or birth certificate is required.

Chairman Carper to Testify Before Congress on Stimulus Projects

Board Chairman Tom Carper will testify at the House Transportation and Infrastructure Committee hearing on stimulus projects on Feb. 23. The hearing, originally scheduled for Feb. 10, will be broadcast online at <http://transportation.house.gov> beginning at 10 a.m. Eastern Standard Time.

In 2009, Amtrak received approximately \$1.3 billion for capital improvement projects as part of the American Recovery and Reinvestment Act. Those funds are being used to return to service nearly 100 pieces of rolling stock, renovate or repair 270 stations, make significant security and life safety improvements, and replace or repair eight bridges, along with dozens of other projects. To date, stimulus-funded projects from this grant have created more than 600 Amtrak jobs and 200 jobs through suppliers.

Chairman Carper's testimony will be posted on Amtrak.com under "Inside Amtrak" → "Government Affairs."

New National Train Day Web Site Launches This Week

In commemoration of the 141st anniversary of the first transcontinental railroad being completed, Amtrak will host the third annual National Train Day on May 8 with events across the country celebrating America's love of trains. Marketing and Product Development is scheduled to launch a Web site tomorrow afternoon as a comprehensive resource for the public at www.NationalTrainDay.com. Another site exclusively for employees is set to launch in mid-March.

"National Train Day celebrates the train's impact on our country and provides an opportunity for Americans to further understand the influence rail has on the future of transportation in America," said Emmett Fremaux, vice president, marketing and product development.

The company will host free events from 11 a.m. to 4 p.m. local time at stations in Chicago, Los Angeles, Philadelphia and Washington, D.C. Each event will feature live entertainment; interactive and educational exhibits; kids' entertainment; cooking demonstrations; model train displays; and tours of notable private cars, Amtrak equipment, freight, and commuter trains and more.

In the nation's capital, the soon-to-be-announced National Train Day celebrity spokesperson will kick-off festivities on May 8. The other three major markets will feature unique exhibits that narrate each region's rich train history.

"The History of Baseball's Travel on Trains" in Philadelphia will feature memorabilia, photos, video and audio displays featuring several former players from a variety of leagues will showcase the early days of America's favorite pastime and its connection to train travel.

In Chicago, the "Blues Journey and Connection to the Railroad" exhibit will be headlined by Big Bill and Larry "Mud" Morganfield, the sons of celebrated blues musician Muddy Waters, who will be joined by legendary Mississippi Delta blues musician Bobby Rush to perform train-themed blues songs.

Los Angeles attendees will have the opportunity to see the "Railroad Bracero Exhibit," which details how thousands of Mexicans came to the U.S. during World War II to work legally under a program to build and maintain our nation's passenger rail system.

Additional events are being organized in local communities across the U.S. Last year, more than 140 total celebrations took place, and even more are expected this year.



Amtrak Set to Provide Update on Seattle Maintenance Facility Upgrades

On Jan. 8, Amtrak, along with the Washington Department of Transportation, Oregon Department of Transportation, Sound Transit, Talgo and BNSF Railway, will host a press conference in Seattle to announce plans to upgrade the facility there that supports operations and maintenance agreements in the Pacific Northwest.

A contract award and beginning of the first phase of construction is expected to take place later this spring. The upgraded backshops will benefit from increased capacity and efficiency, along with dramatically improved working conditions for the Mechanical employees who perform inspections, testing and maintenance on rolling stock. A new building for parts storage, administrative offices and Transportation crew facilities are also planned.

The project is expected to create 150 construction jobs on site over the next six years.

Payroll: Employees are encouraged to review their W-4 Employee Withholding Allowance Certificate. Any status change requires a new W-4 be submitted to Payroll. Employees who wish to claim exempt status for 2010 must also submit a new form by Feb. 15.

Human Resources: Leave requests for calendar year 2010 can now be submitted. Employees should enter any type of leave in the SAP system as it is taken.

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will decrease from 55 cents to 50 cents, effective for mileage expenses incurred on or after Jan. 1.

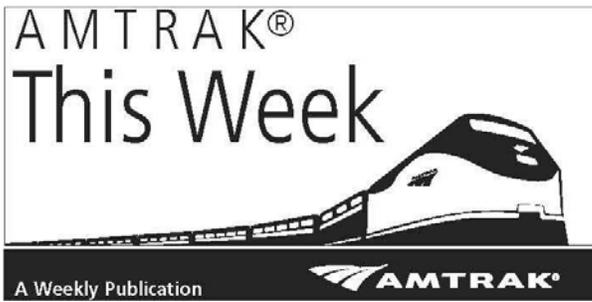
Employee Vigilance Remains an Important Part of Security Effectiveness

Following the recent attempted terrorist attack aboard a Northwest Airlines flight, employees are reminded to remain vigilant in their duties and attentive to their surroundings during daily work activities.

While there is no specific threat to Amtrak identified at this time, Amtrak Police and Security personnel assigned to the FBI's National and Regional Joint Terrorism Task Force remain informed regarding any potential threats and other security issues. Amtrak Police and Security personnel will also use the intelligence gathered regarding the Northwest Airlines incident to inform security activities in stations and on trains as needed.

In addition to the behind-the-scenes and front-line security measures Amtrak has in place to improve passenger rail security, employee vigilance is important resource for Amtrak Police and other law enforcement and counterterrorism personnel.

Any suspicious persons or activities should be reported immediately to the Amtrak Police and Security Department at 1-800-331-0008, or dial 911.



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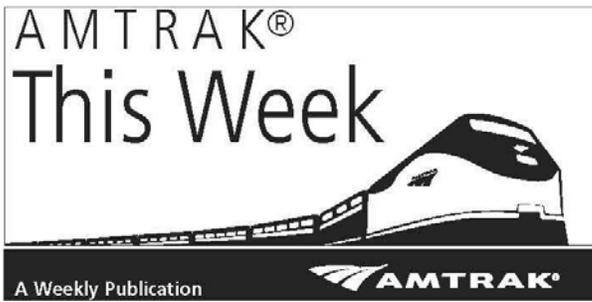
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Joe Boardman Discusses 2010 Outlook with National Media

President and CEO Joe Boardman today hosted a conference call with members of the media to highlight projects and initiatives that will help Amtrak reach its goals established in the Strategic Guidance and Five Year Financial Plan that were unveiled late last fall.

Operational Changes: Effective Jan. 9-15 and Jan. 24, certain *Pacific Surfliner* trains will be cancelled due to track work being performed by Union Pacific Railroad. Other *Pacific Surfliners* will not serve all stations. Motorcoach service will be provided to and from most major stations where train service has been cancelled.

Media: The current issue of Arrive magazine features a cover story written by Vice President Joe Biden regarding the importance of trains in America. View the article online at <http://whistlestop.amtrak.com>.

Industry Event: Trains magazine and Amtrak are co-sponsoring a town hall meeting in Chicago on March 6. Chairman Tom Carper and President and CEO Joe Boardman will discuss photo policies, fleet plans and the future of long-distance trains with registered attendees. For details, visit www.trains.com or see the February issue of Trains magazine.

Retirement Benefits: The Dec. 28 issue of *Amtrak This Week* incorrectly stated the maximum 2010 withholding amounts for Railroad Retirement. The maximum withholding for Tier I is \$6,621.60 and \$3,088.80 for Tier II.

“Amtrak enters 2010 with a strong sense of optimism, enthusiasm and purpose,” said Boardman. “We have an aggressive game plan to modernize, renew, and grow America’s passenger railroad.”

These major projects will benefit passengers, increase service, and rebuild infrastructure to help position the company as the provider of choice for commuter, intercity passenger rail and high-speed rail service. Boardman added that Amtrak is partnering with 25 states that applied for funding from the \$8 billion federal grant for rail development.

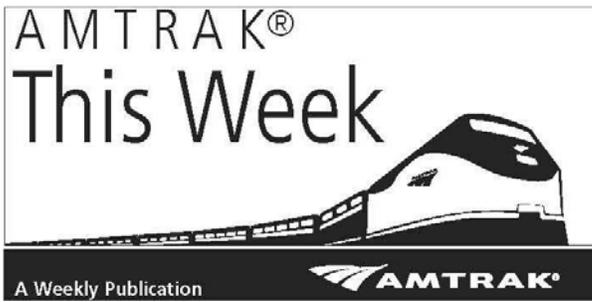
Other projects highlighted included strengthening security at stations and on board trains; installing Positive Train Control; increasing operating speed on the Michigan Line to 105 mph; completing interior upgrades and WiFi deployment on *Acela Express*; stimulus-funded projects; and expanding corridor services with state partners.

Boardman will make a speech tomorrow about the state of the railroad, its achievements and its future.

FEMA Veteran Joins Operations Department

Susan Reinertson joins Amtrak today as chief operations administrator, reporting to Chief Operating Officer William Crosbie. She will lead and coordinate the department’s high-level financial and management activities as well as the implementation of the company’s Continuity of Operations Plan.

Reinertson previously was a consultant to private organizations and the government on homeland security and emergency management. She is a veteran of the Federal Emergency Management Agency, having served as the regional administrator for the Pacific Northwest. She has also served in various roles within state and local emergency management departments and the Homeland Security Institute. Reinertson earned a master’s degree in public administration from the University of North Dakota and a master’s degree in security studies from the Naval Postgraduate School.



Joe Boardman Discusses 2010 Outlook at Press Roundtable

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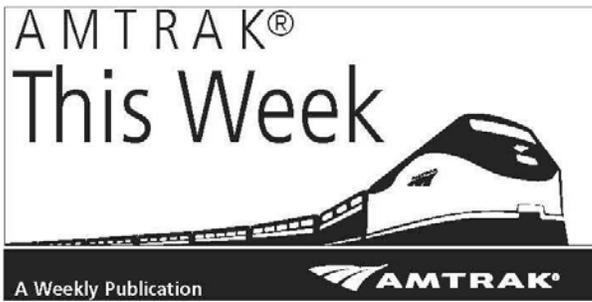
Other projects discussed during the roundtable included strengthening security at station and on board trains; installing Positive Train Control; increasing operating speed on the Michigan Line to 105 mph; completing interior upgrades and WiFi deployment on Acela Express; stimulus-funded projects and expanding corridor services with state partners.

Boardman will make a speech tomorrow about the State of Railroad, highlighting plans for 2010.

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Performance: December ridership and ticket revenues increased 5 and 4 percent over last year, respectively. Amtrak carried 2.4 million passengers and earned \$147 million in ticket revenue during the month. Attributable factors include improved customer service, higher gas prices and improving economic conditions.

What's Your Take?

February is Black History Month, and we want to know what it means to you. Send your answer of 50 words or less to Employee Communications at ecom@amtrak.com no later than Friday, Jan. 15 and you may be featured in the February issue of *Amtrak Ink*.

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“Amtrak enters 2010 with a strong sense of optimism, enthusiasm and purpose,” said Boardman. “We have an aggressive game plan to modernize, renew, and grow America’s railroad.”

These major projects will benefit passengers, increase service, rebuild infrastructure and position the company to be involved in high-speed rail development and expansion. Specifically, Boardman outlined Amtrak’s partnerships with 30 states that applied for funding from the \$8 billion federal grant for rail development.

Other projects discussed during the roundtable included: strengthening security at station and on board trains; installing Positive Train Control; increasing operating speed on the Michigan Line to 105 mph; completing interior upgrades and WiFi deployment on Acela Express; and expanding corridor services with state partners.

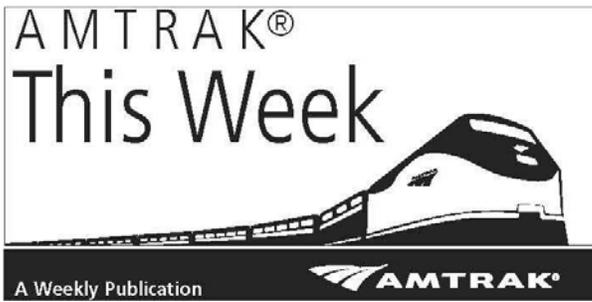
Stimulus-funded infrastructure improvements to occur this year include the Niantic River Bridge replacement, installation of new transformers and electrical equipment on the Northeast Corridor, improvements to tracks and switches at Chicago Union Station and construction of new maintenance facilities in Los Angeles and Hialeah, Fla.

Out of its own capital budget, in 2010 Amtrak will install more than 112,000 concrete ties in New England and 49,000 wood ties in the Midwest, while making numerous track and bridge repairs. The multi-year Hell Gate Line catenary replacement project in New York is also set for completion and construction will begin on new [maintenance facilities in Seattle](#).

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Operations Change: New schedules for many trains operating between Boston/Springfield, Mass., and New York and between New York and Washington, D.C., are now in effect with certain trains departing earlier. Current schedules can be found at Amtrak.com.

Transportation: Handheld electronic credit card devices are now being deployed for on-board use. Deployment begins in Zone 2 from Jan. 19 to Feb. 16, with other zones to follow. All conductors and assistant conductors working Zone 2 trains are required to attend a mandatory one-hour training program. Class schedules are posted in Crew Bases.

Haiti Relief Information

Many employees within the Amtrak family are of Haitian descent and have loved ones directly impacted by devastating earthquake in Port-au-Prince last week. Managers are working to provide support where possible and employees are reminded that counseling services and other support resources are available through the Employee Assistance Program. For a list of local EAP Counselors, go to “Employees” → “Employee Assistance Program” on the intranet, or call 202-906-3447.

Many employees have inquired about donating to the relief effort there. Anyone wishing to make a donation is encouraged to do so through one of the following reputable organizations actively providing aid to residents of Haiti: American Red Cross (www.redcross.org), Clinton Bush Haiti Fund (www.clintonbushhaitifund.org) and UNICEF (www.unicefusa.org).

Niantic River Bridge Replacement Set to Begin in April

Amtrak awarded the contract for replacement of the 102-year-old Niantic River Bridge last week, setting the stage for the three-year construction process to begin in April. Upon completion, the new bridge in East Lyme, Conn., should improve reliability of the 40 passenger trains that cross the bridge daily.

“This is a major piece of our capital improvement program that will not only improve our train operations, but will also benefit passengers and local marine traffic while creating jobs and boosting the local economy,” said Chief Operating Officer William Crosbie.

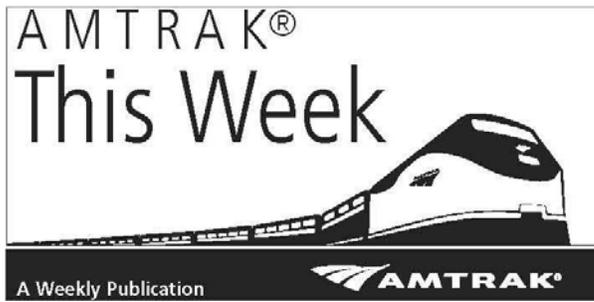
The \$104.7 million contract is being funded by \$47.1 million from Amtrak’s annual capital budget, with the remaining \$57.6 million provided through the American Recovery and Reinvestment Act. Crosbie said the existing bridge will remain in operation until the new bridge is complete and the Niantic River will remain open to marine vessels during construction.

Cianbro/Middlesex VII of Littleton, Mass., the same construction company that replaced the Thames River Bridge lift span, will construct the new double-track bridge just south of its present alignment. Additional elements of the project include expanding the navigation channel beneath the bridge for improved marine access, realigning the east and west track approaches to the bridge and relocating the Niantic Bay Overlook, including beach restoration.

Labor Relations Vice President Retires

Joe Bress, who served as Vice President of Labor Relations for 12 years, announced his retirement from Amtrak on Jan. 14. Having joined Amtrak in May of 1996 as an assistant vice president, Bress led labor relations activities during significant periods in the company’s labor/management history.

“Joe played an important role in the company’s chronicles and we thank him for his contributions to Amtrak,” said President and CEO Joe Boardman. “In the interim, pending a final decision on the position, I have asked Assistant Vice President Charlie Woodcock to lead the labor relations function.”



Operations Change: NEC schedule changes effective Jan. 18....

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Deadline for Remote Network Access Approaching

Beginning April 5, employees who access the Amtrak network using Citrix or the Virtual Private Network (VPN) will need a new authentication “token” to log in. The token is a small piece of hardware resembling a USB flash memory drive that displays a unique personal identification number that changes every 60 seconds. The new system greatly increases network security.

When accessing the Amtrak network, employees will need to provide their user ID number along with the current PIN number displayed on their authentication token. Passwords will no longer be used to log in to Citrix or the VPN.

Any employee who accesses the company network remotely should contact Amtrak Information Security at infosec@amtrak.com to be assigned an authentication token.

User instructions will be provided at that time. Employees who already have an authentication token must begin to use it immediately in order to ensure continued network access.



President Obama to Nominate New Board Member

President Obama last week announced his intent to nominate Jeffrey R. Moreland to the Amtrak board of directors. He is the third board nominee made by the president, joining Bert DiClemente and Anthony Coscia, who were announced as nominees in October. All three must still be approved by the U.S. Senate before joining the board of directors.

Engineering: The Production Switch & Rail Gang, with the assistance of New York Division Engineering forces, will replace 3,800 feet of track in the south tube of the North River Tunnel over the next nine weekends.

Marketing and Product Development:

A special round-trip weekend fare of \$85 is available for sale on *Adirondack* service through April 19, for travel through April 26. Ridership on the state-supported route in the first quarter of FY '10 increased more than 10 percent compared to last year.

Before retiring in 2007, Moreland was executive vice president of public affairs at BNSF Railway, where he was responsible for federal and state government relations, corporate communications and economic regulatory policy. Prior to that post, he held several other executive and senior level positions with the company.

Moreland joined the railroad industry in 1978 as an assistant general attorney for the Santa Fe Railway after serving eight years at the U.S. Securities and Exchange Commission. He earned a bachelor's degree from Georgetown University, a law degree from The Catholic University of America and a master's degree in business administration from the University of Chicago.

Employees Aid Haitian Evacuees

Amtrak employees in Orlando, Fla., have been assisting the American Red Cross and the Florida Department of Children and Families to transport evacuees from Haiti following the 7.0-magnitude earthquake there two weeks ago.

Thousands of evacuees who are U.S. citizens or have relatives in the U.S. are being flown into Orlando-Sanford International Airport. The state of Florida has purchased tickets to transport many of these people to South Florida on Amtrak trains.

Orlando station employees have been assisting evacuees with their travel and are providing additional childcare products to families, many of whom were without diapers, bottles and water.

"It is an honor to help those who have been through so much and it gives me great joy to have the opportunity to help," said Ticket Clerk Sharon Crane.

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For questions or technical help using an authentication token, call the Amtrak Help Desk at 800-772-HELP.



Amtrak Launches National Recovery and Resiliency Exercise Program

To further strengthen Amtrak's ability to provide America with safe and reliable passenger rail service in the wake of a large-scale emergency, the company is launching a Recovery and Resiliency Exercise Program.

The program, which will involve employees from every department, includes a series of exercises that will help preserve the rail system's operational viability following a large-scale emergency.

"With these exercises, we will talk through our current plans, identify gaps, and improve the way we operate during an emergency," said William Crosbie, chief operating officer.

Exercises will be conducted nationwide and will specifically challenge the 15 Station Action Teams currently in place at major locations. Three SATs have volunteered to pilot the program: San Diego, Chicago and Baltimore. Each will hold a discussion-based exercise (commonly referred to as Tabletop Exercises) in July where teams are presented with a scenario and talk through how they would respond. Upon completion of the local exercises, an Executive Committee-level tabletop exercise will take place in September 2010.

This program will utilize the Department of Homeland Security's Homeland Security Exercise and Evaluation Program, a proven method for preparing individuals to respond to and recover from potentially disabling disruptions of critical services. It is funded by the DHS Transportation Security Grant Program.

Every aspect of this exercise series will be carefully analyzed in order to learn as much as possible and make improvements to the policies and procedures currently in place.

"This program will better prepare us to minimize our vulnerabilities, and advance our preparedness and response to real-world attacks. It will be a component of an overall Continuity of Operations plan for Amtrak," said Susan Reinertson, chief operations administrator and director of the program.

Operations: A Health and Safety Fair will be held for employees in operating departments at the Midway Maintenance of Way Base on June 2 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

PSSA: The deadline to submit nominations for the President's Service and Safety Awards has been extended from May 14 to June 1. Nomination forms can be found on the intranet under "Employees" → "Awards and Achievements."

Safety: A revised Safety Bulletin was issued last week providing guidance on identifying and working with asbestos in Amtrak facilities. For details, visit the intranet under "Safety" → "Safety Resource Library" or call the Industrial Hygiene group at ATS 777-3126.

Human Resources: To view and apply for jobs electronically, employees must use the new Employee Information Portal. To log in, go to Amtrak.com "Inside Amtrak" → "Employees" or go directly to <https://cip.corp.nrpc/irj/portal>.

New Employee Resources for Payroll and Human Resources Assistance Available

Employees with questions about their paychecks can now call a new toll-free Payroll hotline dedicated to responding to employees' inquiries. Support staff will answer calls on weekdays between 8 a.m. and 6 p.m. Eastern time. Employees who leave a message after those hours will get a response within one business day. The new toll-free Payroll number is 866-247-2915 or ATS 777-4823.

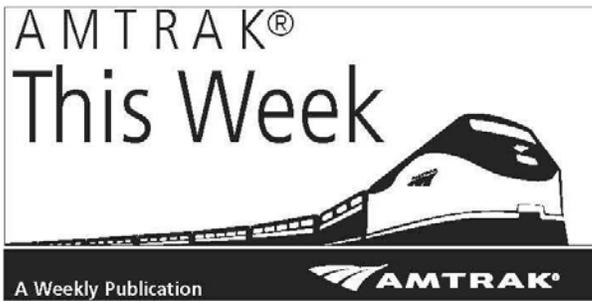
For assistance with any Human Resources-related inquiry or transaction other than paycheck questions, call the new Employee Service Center weekdays from 8 a.m. to 8 p.m. Eastern time at 888-MY-HR-ESC (888-694-7372) or e-mail HRESC@amtrak.com.

New Piedmont Service Begins This Week

Amtrak and the state of North Carolina will begin operating two additional *Piedmont* trains on June 5, increasing the state's sponsored passenger rail service to six daily trains.

Piedmont service operates between Raleigh and Charlotte, North Carolina's two largest cities. The new trains will provide midday service to complement the existing morning and late afternoon *Piedmont* departures. The New York-Charlotte *Carolinian* also serves the two cities with morning and evening service.

As demand for passenger rail service in North Carolina grows, six more trains are planned to be added over the next seven years.



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Policy and Development: Michigan HSR Study

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The program, which will involve employees from every department, includes a series of exercises will be developed that will help preserve the rail system's operational viability following a large-scale emergency, by testing the Station Action Plans.

"This program will really force us to talk through our current plans, identify gaps, and improve the way we operate during an emergency," said William Crosbie, chief operating officer.

Exercises will be conducted nationwide and will specifically challenge the ## Station Action Teams currently in place at major locations. Three teams have volunteered to pilot the program: San Diego, Chicago and Baltimore. Each will hold a discussion-based exercise (commonly referred to as Tabletop Exercises) in July. Based on these exercises, an Executive Committee-level Tabletop Exercise will take place in September 2010.

This program will utilize the U.S. Department of Homeland Security's Homeland Security Exercise and Evaluation Program (HSEEP), a proven method for preparing individuals to respond to and recover from potentially disabling disruptions of critical services.

Every aspect of this exercise series will be carefully analyzed in order to learn as much as possible and make improvements to the policies and procedures currently in place.

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As demand for passenger rail service in North Carolina grows, three more trains are planned to be added over the next seven years.



Joe Boardman Discusses Growth with Bloomberg News

President and CEO Joe Boardman told the Bloomberg News editorial board in an interview on Friday afternoon that Amtrak appears to be on track to set a ridership record this year. The nearly hour-long interview covered a variety of topics including safety and security improvements, network planning and fleet replacement.

“We’re seeing growth. We retained a lot of passengers even in the teeth of the recession. People want choices and one of the choices they want is rail,” said Boardman, noting that Amtrak currently has a higher share of the air/rail market than it has ever had before.

According to the most recent quarterly data, Amtrak has 65 percent of the market for travel between New York and Washington, D.C., and 52 percent between New York and Boston.

“People are riding the railroad and it’s not just because fuel prices are higher, it’s also because there’s an improvement in customer service, there’s an improvement with Wi-Fi now on *Acela*.”

In addition to capturing more travelers along existing routes, Boardman explained to editors and reporters that the company is focused on expanding state partnerships to grow the national rail network.

“I think Amtrak is the lifeline to an awful lot of people in this country ... This is America’s railroad. We need to provide that connectivity. A transportation system that doesn’t provide connectivity isn’t a transportation system ... and that’s part of the Amtrak advantage — that we’re connecting across the country and providing that service.”

The company is working closely with numerous states across the country to apply for the next round of federal transportation funding to make investments and improvements in passenger rail.

When asked how he thinks Amtrak will be able to accomplish its growth objectives, Boardman explained that the company has two critical competitive advantages over other rail operators. The first is its existing national network, the second is its people.

“There isn’t anybody in this country that knows how to run electrified rail other than Amtrak. There isn’t anybody in this country that knows how to build and maintain [high-speed] track other than Amtrak. The people at Amtrak are the key to its success,” he said.

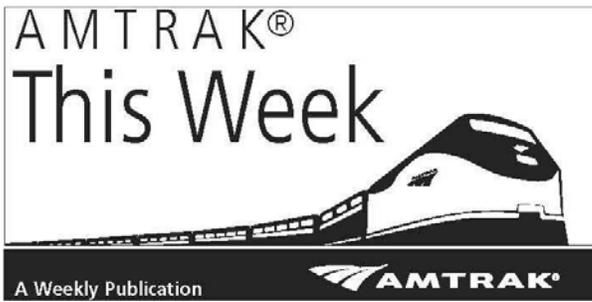
Following the interview, Boardman did a live segment on Bloomberg TV. To see the on-air segment, go to www.bloomberg.com and click “TV and Radio” → “CEO Spotlight.”

Marketing and Product Development:

An event is being held on June 10 at the Santa Fe Depot in San Diego to celebrate the 10th anniversary of the *Pacific Surfliner*.

Marketing and Product Development:

Based on a successful three-month trial run, AmtrakConnectSM wireless Internet is now a free standard service offering for all *Acela Express* passengers. A request for proposals has been issued to install wireless Internet on the entire fleet nationwide.



Food and Beverage: Culinary team – talk to Tracy.

Marketing and Product Development:

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Corporate Communications:

The June issue of *Progressive Railroading* magazine features a cover story on Amtrak based on an interview with President and CEO Joe Boardman. The article will be reprinted in the June issue of *Amtrak Ink*, which is being mailed this week.

Social Media: Did you know Amtrak has official Facebook and Twitter accounts? Follow the company at www.facebook.com/amtrak and www.twitter.com/amtrak.

Travel Policy Update: **The Meal Policy for business travel has been changed. Instead of a meal per diem, employees must now input actual meal costs on their Expense Report e-form. Any meal over \$10 requires a receipt and total meal expenses may not exceed \$55 per day. The full policy is in the Finance section of the Policy and Instruction Manual on the intranet under “Library”→ “Policies.” (POLICY NOT SIGNED YET – MAY HAPPEN MONDAY)**

Joe Boardman Discusses Growth with Bloomberg News

President and CEO Joe Boardman was interviewed by Bloomberg News on June 4. The nearly hour-long interview covered a variety of topics including safety and security improvements, network planning and fleet replacement. However, one theme that was consistent throughout the conversation was Amtrak’s strategy to grow the national rail system and compete for passengers.

“We’re seeing growth. We retained a lot of passengers even in the teeth of the recession. People want choices and one of the choices they want is rail,” said Boardman, noting that Amtrak currently has a higher share of the air/rail market than it has ever had before.

According to the most recent available data, Amtrak has 65 percent of the market for travel between New York and Washington, D.C., and 52 percent between New York and Boston.

“People are riding the railroad and it’s not just because fuel prices are higher, it’s also because there’s an improvement in customer service, there’s an improvement with Wi-Fi now on *Acela*.”

Market share is growing outside the Northeast as well. [INSERT DATA IF AVAILABLE]

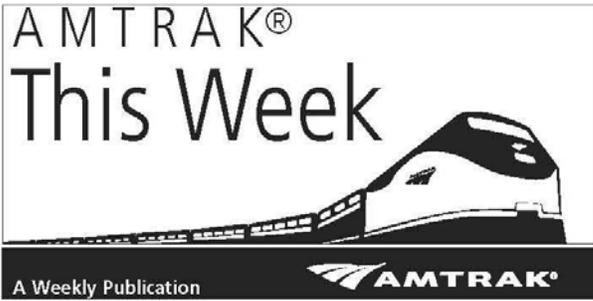
In addition to capturing more travelers along existing routes, Boardman explained that the company is focused on expanding state partnerships to grow the national rail network.

“I think Amtrak is the lifeline to an awful lot of people in this country — and we are one country. This is America’s railroad. We need to provide that connectivity. A transportation system that doesn’t provide connectivity isn’t a transportation system...and that’s part of the Amtrak advantage that we’re connecting across the country in providing that service.”

The company is working closely with numerous states across the country to apply for the next round of federal transportation funding to make investments and improvements for the future.

When asked how he thinks Amtrak will be able to accomplish its growth objectives, Boardman explained that the company has two critical competitive advantages over other rail operators. The first is its existing national network. The second is its people.

“There isn’t anybody in this country that knows how to run electrified rail other than Amtrak. There isn’t anybody in this country that knows how to build and maintain anything above a Class 4 track other than Amtrak. The people at Amtrak are the key to its success,” he said.



June 14, 2010

Prohibition Against Firearms in Checked Baggage Remains in Effect Until December

While Amtrak is submitting a report to Congress today on its preparations for accepting firearms in checked baggage, the company's current policy remains in effect.

Amtrak's current policy prohibits all firearms, ammunition and other weapons aboard its trains. This includes any being carried on the person, in carry-on baggage or in checked baggage. Employees should take note that this policy remains in effect until Amtrak begins firearm carriage service on Dec. 15, 2010.

A law passed last year requires Amtrak to implement the procedures necessary to provide storage and carriage of firearms in checked baggage cars and at Amtrak stations that accept checked baggage, within one year of the bill's enactment. This requirement applies solely to checked baggage, not carry-on baggage.

"Employees are reminded that we will not carry any firearms for passengers prior to December 15," said Amtrak Police Chief John O'Connor. "Anyone attempting to bring any type of gun or weapon onto a train should be reported to Amtrak police immediately."

Briefings to Focus on Providing Excellent Service to Passengers with Disabilities Begin This Week

A series of briefings for front-line employees that will begin later this week will provide important reminders about best practices in assisting passengers with disabilities.

The briefings take place in advance of the 20th anniversary of the enactment of the Americans with Disabilities Act (ADA) on July 26. Numerous events and conferences recognizing this anniversary are planned this summer around the country, and it is expected that many attendees will travel to these events via Amtrak. This provides a great opportunity for Amtrak to showcase its ability to provide excellent service to this important group that relies on Amtrak as a favored mode of transportation.

"Amtrak is proud of its role as an important mode of transportation for people with disabilities and aims to continue to provide excellent service for this group of passengers," said Kevin Scott, chief, Service Delivery.

Starting this week and for a two-week period, a "Focus On" will be distributed to on-board service and station employees as well as Amtrak Police Department personnel. Contact Center agents and ticket agents will be provided similar information.



Safe-2-Safer Underway Across the System

This week, the Pacific and Pacific Northwest Divisions are beginning the rollout process for Safe-2-Safer, and managers and supervisors are gearing up to begin safety leadership training. The rollout is now in progress across the system, marking an important milestone in the company's quest to improve its safety practices by adding new processes built around data and teamwork between union and management employees.

"It's been almost exactly one year since we first started Safe-2-Safer by conducting a survey and employee focus groups to learn more about employees' attitudes toward safety," said Vice President, Transportation Richard Phelps, the executive sponsor of Safe-2-Safer. "We've made tremendous progress so far, thanks to the time and effort put in by employees, managers and our union leaders."

The launch of Safe-2-Safer has been initiated in phases by geography, beginning in the Mid-Atlantic Division last fall and progressing to the West Coast. According to Safe-2-Safer Senior Director Peter Hall, results from divisions that began the program first are very encouraging.

In the Mid-Atlantic Division, for example, every manager and supervisor has participated in two leadership training modules, Steering Committees comprising union members are in place and peer-to-peer observations are beginning as part of Safe-2-Safer's Behavioral Accident Prevention Process (BAPP). These anonymous observations provide the data that will help Steering Committees identify risks at their local workplace and address the causes of those risks.

"I firmly believe that I'm helping to make a difference toward changing our safety behaviors in a positive fashion, while helping create a better environment where management and labor employees work hand-in-hand toward a common goal, which is safety for all," wrote Felicia Thompson in a message which is currently posted on the intranet home page. Thompson is a conductor who was selected for a two-year term as the full-time Safe-2-Safer Facilitator for Transportation in the Mid-Atlantic Division.

"As the other departments and divisions begin BAPP in the coming weeks and months, I encourage people to get involved and consider joining your local Steering Committee, applying to become a Facilitator, and most importantly, be willing to let your peers observe you working so they can make your workplace even safer," she wrote.

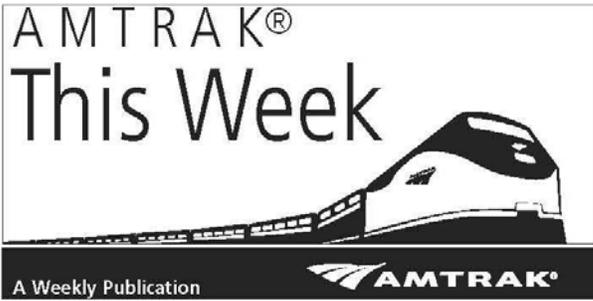
"The local Steering Committees are the ones who really drive this and I've been incredibly impressed with their commitment and the level of credibility they've brought to Safe-2-Safer," concluded Phelps. "The General Chairmen have done an excellent job of selecting the right people to represent their unions."

Operations Update: Beginning today, schedules for trains operating between Niagara Falls, Albany-Rensselaer and New York will be adjusted to accommodate track work and engineering projects near Yonkers and along the Empire Connection to New York. The work is scheduled for completion on Nov. 21.

Engineering: Fence Gangs R-902, R-903 and R-904 are continuing their work this week installing right-of-way fencing at various locations along the Harrisburg Line and Northeast Corridor. So far this fiscal year, the gangs have installed 20,532 feet of fencing.

Benefits: Effective July 1, agreement-covered employees and their eligible dependents will receive vision care benefits through EyeMed Vision Care. Although VSP will no longer be the vision care provider, the plan benefits have not changed. Employees will soon receive a welcome package from EyeMed that includes vision ID cards, a summary of benefits and a list of the 10 closest participating eye doctors.

Customer Service: Front-line managers and supervisors across the system are providing important reminders to employees about best practices in assisting passengers with disabilities ahead of numerous events and conferences recognizing the 20-year anniversary of the Americans with Disabilities Act on July 26. Materials were issued last week to applicable departments. Transportation managers are asked to record these briefings in TDRS using their respective job briefings code.



June 21, 2010

Safe-2-Safer Now Underway Nationwide

This month, the Pacific and Pacific Northwest Divisions are beginning the rollout process for Safe-2-Safer, marking an important milestone in the company's quest to improve its safety practices by adding new processes built around data and teamwork between union and management employees. The rollout has now started throughout the system and managers and supervisors in those divisions will soon begin safety leadership training.

"It's been almost exactly one year since we first started Safe-2-Safer by conducting surveys and focus groups among employees to see how we could reduce injuries even further," said Vice President of Transportation Richard Phelps, the executive sponsor of Safe-2-Safer. "We've made tremendous progress so far thanks to the time and effort put in by employees, managers and the union leaders."

The rollout was done in phases by geography, beginning in the Mid-Atlantic Division last fall and progressing to the West Coast. According to Safe-2-Safer Senior Director Peter Hall, results from divisions that began the program first are very encouraging.

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Operations: A Health and Safety Fair will be held for Operations employees at the Providence Maintenance of Way Base on June 29 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

Environmental Health and Safety: Amtrak has expanded its sponsorship of the Student Conservation Association to cover projects in nine cities across the country. The SCA provides environmental education and green jobs training. Reduced-cost travel will be provided to students as they complete projects related to trail and habitat restoration, invasive species removal and historical preservation.

Update on NEC Business Travel

Demand for Northeast Corridor trains is once again strong, and *Acela Express* is regularly selling out. Employees are reminded to use *Northeast Regional* service for business travel whenever possible in order to protect revenue space on *Acela*, unless there is a compelling reason to use the high-speed service.

Additionally, contractors and vendors should not be provided travel vouchers for *Acela Express* unless their work is directly related to that service or there is some other clear, compelling reason to do so.

“We understand that many employees have to travel frequently along the corridor on Amtrak business, but where employee travel occurs on a peak-period *Acela* departure, which is often sold out, we risk displacing paying customers and diluting ticket revenues,” said Emmett Fremaux, vice president, Marketing and Product Development.

Unlike other corridor services, business or personal pass travel on *Acela Express* requires tickets. No flash pass travel is allowed. Detailed information on employee pass travel rules is available on the intranet under “Employees” → “Policies.”

Amtrak Assumes Full Operations for Metrolink Service

Amtrak Train and Engine crews today began operating all seven lines of the Los Angeles-area Metrolink commuter rail service. Amtrak officially took over the operation on Saturday, operating the four lines that provide weekend service. Under the terms of the four-year contract, Amtrak will provide Train and Engine crews along with management and support staff to operate the 512 route-mile network that covers six counties in Southern California.

The Southern California Regional Rail Authority selected Amtrak to provide operating service last fall and the two organizations signed a formal contract in March. The contract includes two additional three-year extension options. Amtrak previously operated Metrolink from 1992 to 2005.

Expanding commuter and state-supported operations service is a key element of Amtrak’s growth strategy. Amtrak will continue to seek new partnership opportunities where it can leverage its expertise in rail operations, safety performance, business support functions and other competitive advantages.

New Board Members Confirmed

Three rail industry and business veterans who were nominated by President Obama to the Amtrak board of directors were confirmed by the U.S. Senate last week, clearing the final hurdle for them to be sworn in and officially join the board.

Anthony Coscia, Bert DiClemente and Jeff Moreland are expected to join Chairman Tom Carper, Vice Chairman Donna McLean, U.S. Transportation Secretary Ray LaHood, President and CEO Joe Boardman and Director Nancy Naples in time for the July board meeting.

“We welcome our newest board members with confidence they will contribute their considerable knowledge and experience to advance Amtrak’s growth strategy and efforts to make the nation’s railroad safer, greener and healthier,” said Carper.

Coscia is a partner at New York law firm Windels Marx Lane & Mittendorf, and has served as chairman of the Board of Commissioners of the Port Authority of New York and New Jersey. DiClemente served as vice president at CB Richard Ellis, Inc., the world’s largest real estate company, and has 20 years of experience working on Capitol Hill. Moreland has 32 years of railroad experience, and was most recently executive vice president of public affairs at BNSF Railway.

Message from Lorraine Green and DJ Stadtler

Dear Co-workers,

Each Tuesday morning, the 11 members of the executive committee and other department heads meet to discuss company strategy, direction and policy. As part of our effort to become a healthier company, some of our discussions revolve around how we can continue to improve the company for your benefit.

We are pleased to announce that as a result of negotiations with Fidelity Investments, our 401 (k) Retirement Savings Plan administrator, starting May 19 we will be offering employees new low-cost investment options, allowing you to save more for retirement and better meet your financial goals.

The fees and expenses of the investments you select have a large impact on the overall return of your portfolio, especially over the course of an entire career. By replacing the Fidelity Freedom Funds® currently being offered with 12 lower-cost lifecycle funds from a new series of Fidelity Freedom KSM Funds, we expect to save employees \$500,000 in fund management fees. The investment strategies, fund portfolios and fund managers are the same as the current Freedom Funds; the only difference is that the costs you pay will be reduced.

An additional investment option called Fidelity *Contrafund*® - Class K will also be made available.

Those of you who currently invest in the Freedom Funds will see your balances automatically transfer to the corresponding Freedom K Funds at the close of business on May 19. If you choose not to have your funds transferred to a corresponding Freedom K fund, you may elect to another investment option before May 19, or after the transfer has occurred.

These types of changes are typically reserved for new plan participants; however, Dale Stein, our treasurer, negotiated with Fidelity to secure the lower-cost retirement options for current employees as well. This is a prime example of Amtrak's commitment to you as a valued employee and we hope more of you will take advantage of this company benefit.

Plan participants will begin receiving letters from Fidelity with more information about the new funds. If you have questions or would like to begin saving for retirement, please call 800-343-0860 or visit www.MySavingsAtWork.com/amtrak to schedule an appointment with a Fidelity representative.

Sincerely,

Lorraine Green
VP, Human Resources
and Diversity Initiatives

DJ Stadtler
Chief Financial Officer

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Sincerely,

Lorraine Green
VP, Human Resources
and Diversity Initiatives

DJ Stadtler
Chief Financial Officer



Wireless Internet Launches on *Acela Express* and in Select Stations

Passengers on *Acela Express* and those traveling through select stations in the Northeast can now stay connected thanks to AmtrakConnectSM, the company's wireless Internet solution, which officially launched today.

"This is a major service upgrade," said Matt Hardison, chief, Sales Distribution and Customer Service. "We expect this offering to translate directly to higher satisfaction and therefore, higher ridership and ticket revenue."

Following two years of development and extensive testing, passengers now have a 3G connection for wireless devices such as laptops and netbooks. Marketing and Product Management worked closely with teams from Mechanical, Transportation, Engineering, Real Estate and Information Technology to implement the highest level of system performance possible.

"We've taken another step toward delivering the best possible travel experience to our customers and we will be expanding our on-board technology even further in the coming years," said Senior Director, On-Board Systems, Lenetta McCampbell.

In the past, passengers were only able to access the Internet using a cellular air card or smart telephone with Web capabilities. However, these options are not ideal because users must rely on one carrier's coverage along the route, and they must be able to receive a consistent cellular signal inside the train. The new on-board system delivers a more consistent experience by pulling a signal from multiple sources and delivering the bandwidth through a single, full-train network.

Stations that now feature AmtrakConnect in gate areas are Boston's Route 128 Station, Providence Station, New York Penn Station, Philadelphia 30th St. Station, Baltimore Penn Station and Washington Union Station. The service will be available in Wilmington, Del., once the current station renovation is complete. Amtrak already has free wireless Internet in all Club*Acela* locations as well as the Metropolitan Lounge at Chicago Union Station.

Other routes offering some type of on-board wireless Internet service are the *Pacific Surfliner* and *Downeaster*. The company hopes to extend AmtrakConnect to additional routes, but no timeline has yet been set.

Information Technology: Beginning April 5, employees who access the Amtrak network using Citrix or the VPN will need a new authentication "token" to log in. Employees should contact Amtrak Information Security at infosec@amtrak.com to be assigned a token. User instructions will be provided at that time.

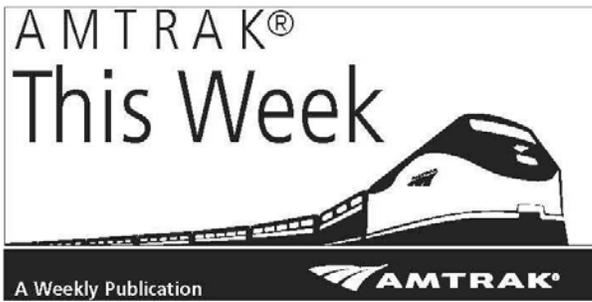
Government Affairs: Amtrak will participate in a hearing before the Pennsylvania House of Representatives Transportation Committee in Pittsburgh on March 3 to discuss the future of passenger and freight rail in the state. Specific topics will include stimulus projects and Amtrak's recent feasibility study for expanded service in Pennsylvania.

Employee Information Management: This week, employees will receive details and schedules regarding training on the use of new upgrades to the Employee Information Portal, which is set to launch on May 19. The training will be offered through classroom sessions, online classes and on CD for those who do not have access to the company intranet. Additional information and updates will be sent directly to employees by the EIM Team.

Amtrak Hosts Town Hall This Week

Amtrak is partnering with Trains Magazine to sponsor a town hall meeting in Chicago on Saturday, March 6. Approximately 250 attendees are registered to attend the meeting, which will serve as an open forum to discuss the future of long-distance trains, fleet plans and Amtrak's photo policy. Chairman Tom Carper and President and CEO Joe Boardman will lead the discussion along with other Amtrak officials.

"We aim to have an open dialogue with people who are interested in Amtrak. It will be a success if we can engage stakeholders and constructively exchange views," said Boardman.



Engineering: The 172 employees of the Track Laying System-Blue, with support from Mid-Atlantic Division forces, will kick-off the 2010 production season with concrete tie replacement on Track #1 at Landover (Md.) Interlocking on March 14. Multiple schedule changes along the NEC will take effect to accommodate the work.

Human Resources: When adding a dependent to their benefits coverage, employees must submit proof of dependent eligibility such as a marriage license or birth certificate. Call the Amtrak Benefits Service Center at 800-481-4887 for more information.

Marketing and Product Development: A new video production contest targeting college students in Illinois offers the chance to win more than \$3,000 in prizes and Amtrak travel. Visit www.AmtrakTRAINsportationVideoContest.com for details.

Test Your "Green" I.Q. to be Featured in *Amtrak Ink*

In advance of the 40th anniversary of Earth Day in April, employees are invited to test their Amtrak "green" I.Q. Over the coming weeks, a new trivia question will appear in *Amtrak This Week*. Employees should submit their answer via e-mail to ecom@amtrak.com with "Green I.Q." in the subject line by noon Friday. A winner will be chosen at random and featured in the April issue of *Amtrak Ink*. This week's question is:

Amtrak's initiative to print two-sided documents when possible reduced the company's estimated carbon dioxide output by how many tons in FY '09?

a.) 28 b.) 38 c.) 40 d.) 90

Amtrak Hosts Successful Town Hall Meeting in Chicago

Board Chairman Tom Carper and President and CEO Joe Boardman hosted the first-ever town hall meeting between passenger rail supporters and railroad executives on Saturday, March 6, in Chicago. More than 250 people from 28 states attended.

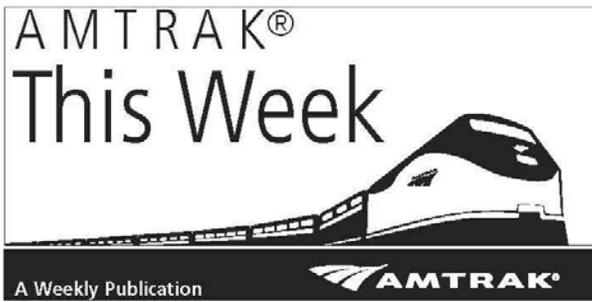
Co-hosted and moderated by Trains Magazine, the all-day event included question and answer sessions and centered on three topics: Amtrak's strategy to replace and increase the size of its equipment fleet, initiatives to improve long-distance trains and the company's policy on personal photography and videography in stations, trains and other Amtrak property.

Boardman initiated the creation of the event citing the importance of engaging stakeholders. "It is important for Amtrak senior management to hear directly from people who care deeply about improving and growing passenger rail in this country," he said. "Listening to their opinions and viewpoints with open ears and respect is crucial because their support matters in determining how passenger rail moves forward."

At the town hall meeting, Amtrak announced the creation of a new program inviting train watchers to be on the lookout for suspicious activities, trespassers and other safety and security threats when they are taking photographs or traveling. Amtrak Police Chief John O'Connor announced the program, explaining its fit with the company's existing "See Something, Say Something" campaign. BNSF Railway has instituted a similar effort, which has been well-received.

In addition to the meeting, attendees were given the opportunity to tour rehabilitated equipment that is being returned to service with funding from the American Recovery and Reinvestment Act, including a newly rebuilt P-40 Genesis locomotive, two Superliner sleeping cars and a Superliner dining car. Employees who performed the work at the Beech Grove Maintenance Facility were on hand to explain the process.

"Trains was honored to play a part in this unique event," said Trains Magazine Editor Jim Wrinn. "For a major corporation to provide that much of its senior management to listen to its customers and take feedback from them is amazing. We hope to do this again."



New Study Outlines Kansas Service Options

Amtrak and the Kansas Department of Transportation unveiled last week a new study analyzing four alternatives for state-sponsored passenger rail service between Kansas City, Oklahoma City and Fort Worth. Commissioned by the Kansas DOT, the study was prepared by Amtrak with input from BNSF Railway to identify options to restore service to various cities in Kansas and Oklahoma that lost Amtrak service during federally mandated cuts in 1979.

“Growth is a vital part of our corporate strategy and building new service on state-supported corridors is one of the best ways for us to achieve that,” said Mike Franke, assistant vice president, Policy and Development.

Estimated start-up costs of each option range from \$156 million to \$479 million and would require between \$3.2 million and \$8 million in annual operating support. Projected ridership of the four options fall between 65,900 and 174,000 annually. The study does not include cost estimates for renovating or building stations or platforms. The full report can be found on the Kansas DOT Web site at www.ksdot.org.

“This is just the first of many steps that must take place before service can actually start,” added Franke. “The real work begins now as decisions must be made and funding must be secured by Kansas and the other states involved.”

Departments Show Flexibility, Team Work to Seize Opportunity

System Operations and Revenue Management have teamed with the Central Division to capitalize on increased demand in the Midwest for spring break travel, which peaks in mid-March.

“There are a lot of colleges and universities throughout the region and many students need to get home to the Chicago area or they’re catching a flight to their spring break destination,” explained Mike Frazier, acting senior director, System Operations. “Our job is to recognize opportunities like this and adjust our plans accordingly.”

System Operations re-allocated equipment to extend train consists and increase capacity from Chicago to St. Louis, Carbondale and Quincy, Ill., Detroit and Port Huron, Mich.

According to Denise Johnson, director, Revenue and Capacity Management, spring break ridership has been much heavier this year, especially to Quincy and Carbondale. Travel is highest on Fridays and Sundays as students leave or return to campus.

While ticket revenue information will not be available until early April, the increases are expected to be significant. “We’re seeing a high percentage of tickets purchased at our highest fare levels. Combined with the increased ridership, that’s a great thing,” said Johnson.

Operations Update: On Monday through Friday of each week from March 15 through April 2, southbound *Saluki* Train 391 will depart Chicago 25 minutes earlier and depart all remaining stations on the route 30 minutes earlier due to track work being performed by Canadian National Railway.

Operations: Anna Szczepanska has been selected as the Operations department’s senior executive assistant and will report directly to Chief Operating Officer William Crosbie. Previously, Szczepanska was executive assistant to the Mid-Atlantic Division general superintendent.

Marketing and Product Development: A new employee-only National Train Day Web site is now available at www.TrainDay411.com. Sign-up online to volunteer at an event on May 8, enter to win employee prize packages and find all the latest news and information.

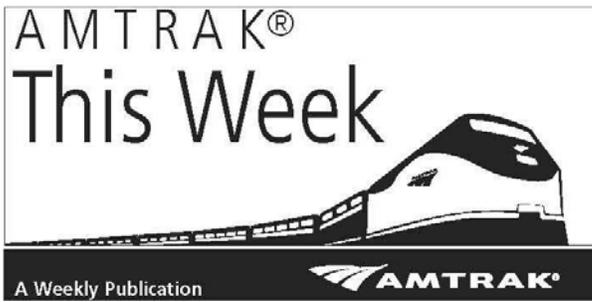
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The new capital program to replace up to 2,000 light fixtures with energy-efficient bulbs in nine Mechanical facilities and station platforms at Chicago Union Station is expected to cut energy use by how many kilowatt hours?

- a.) 2 million b.) 6 million c.) 7 million

Congratulations to last week’s winner, Assistant Inspector General Nick Pinto, who correctly answered that Amtrak reduced its CO₂ output by 40 tons in FY ’09 by printing two-sided documents.



New Study Outlines Kansas Service Options

Amtrak and the Kansas Department of Transportation unveiled last week a new study analyzing four alternatives for state-sponsored passenger rail service between Kansas City, Oklahoma City and Fort Worth. The study was prepared by Amtrak with input from BNSF Railway to identify options to restore service to various cities in Kansas and Oklahoma that lost Amtrak service during federally-mandated cuts in 1979.

“Growth is a vital part of our corporate strategy and building new service in state-supported corridors is one of the best ways for us to grow,” said Stephen Gardner, vice president, Policy and Development. “More and more states are recognizing passenger rail’s value in terms of mobility, safety, economic development and environmental impact.”

Estimated start-up costs of each option range from \$156 million to \$479 million and would require between \$3.2 million and \$8 million in annual operating support. Projected ridership of the four options fall between 65,900 and 174,000 annually. The study does not include cost estimates for renovating or building stations or platforms. The full report can be found on the Kansas DOT Web site at www.ksdot.org.

“This is just the first of many steps that must take place before service can actually start,” added Gardner. “The real work begins now as decisions must be made and funding must be secured by Kansas and the other states involved.”

Departments Show Flexibility, Team Work to Seize Opportunity

System Operations and Revenue Management have teamed with the Central Division to capitalize on increased demand in the Midwest for Spring Break travel, which peaks in mid-March.

“There are a lot of colleges and universities throughout the region and many students need to get home to the Chicago area or they’re catching a flight to their Spring Break destination,” explained Mike Frazier, acting senior director, System Operations. “Our job is to recognize opportunities like this and adjust our plans accordingly.”

System Operations re-allocated equipment to extend train consists and increase capacity from Chicago to St. Louis, Carbondale and Quincy, Ill., Detroit and Port Huron, Mich.

According to Denise Johnson, director, Revenue and Capacity Management, Spring Break ridership has been much heavier this year, especially to Quincy and Carbondale. Travel is highest on Fridays and Sundays as students leave or return to campus.

While ticket revenue information will not be available until early April, the increases are expected to be significant. “We’re seeing a high percentage of tickets purchased at our highest fare levels. Combined with the increased ridership, that’s a great thing,” said Johnson.

Operations Update: On Monday through Friday of each week from March 15 through April 2, southbound *Saluki* Train 391 will depart Chicago 25 minutes earlier and depart all remaining stations on the route 30 minutes earlier due to track work being performed by Canadian National Railway.

Operations: Anna Szczepanska has been selected as the Operations department’s senior executive assistant and will report directly to Chief Operating Officer William Crosbie. Previously, Szczepanska was executive assistant to the Mid-Atlantic Division general superintendent.

Marketing and Product Development:

A new employee-only National Train Day Web site is now available at www.TrainDay411.com. Sign-up online to volunteer at an event on May 8, enter to win employee prize packages and find all the latest news info.

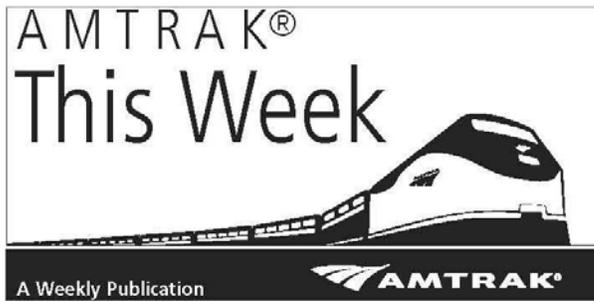
This Week’s “Green” I.Q. Question

In advance of the 40th anniversary of Earth Day in April, employees are invited to test their Amtrak “green” I.Q. Employees should submit their answer via e-mail to ecom@amtrak.com with “Green I.Q.” in the subject line by noon Friday. A winner will be chosen at random and featured in the April issue of *Amtrak Ink*. This week’s question is:

The new capital program to replace up to 2,000 light fixtures with energy-efficient bulbs in nine Mechanical facilities and station platforms at Chicago Union Station is expected to cut energy use by how many kilowatt hours?

a.) 2 million b.) 6 million c.) 7 million

Congratulations to last week’s winner, NAME, who correctly answered that Amtrak reduced its CO2 output by 40 tons in FY ’09 by printing two-sided documents.



Safe-2-Safer Rollout Continues With Collaboration Between Labor Leaders and Senior Management

The implementation of Safe-2-Safer has reached another milestone, as Amtrak executives and General Chairmen from nearly every employee union agreed recently on a Memorandum of Understanding that outlines how the committees responsible for the peer-to-peer safety observation process — a major component of the program — will be implemented.

“The group worked together to create the process for nominating and selecting Steering Committee members and facilitators. We can now begin building these teams for Mechanical and Transportation departments in the Mid-Atlantic, APD and the backshops. We appreciate the support and willingness to collaborate from the union General Chairmen,” said Vice President of Transportation Richard Phelps, the executive sponsor of Safe-2-Safer.

The approximately 25 Steering Committees systemwide will be made up of union members in good standing that are selected by their respective union leadership. The committees’ role will be to implement the Behavioral Accident Prevention Process® (BAPP), which involves peer-to-peer observations and identifying safe behaviors that prevent the most common injuries. The data from the observations will then be used to teach employees how to reduce their personal risk and identify other barriers to safety that need to be addressed, such as fixing tripping hazards or replacing defective tools.

“The peer-to-peer observations for BAPP are anonymous, voluntarily and will never be done by managers or result in any discipline,” said Phelps. “Our motto for BAPP is ‘No Name, No Blame, No Sneek-Up.’”

Additionally, the General Chairmen and Amtrak’s executive team finalized the selection process and pay rate for each committee’s Safe-2-Safer facilitator, who will manage the day-to-day Steering Committee activities. These positions will also be filled by union members, and job announcements will be posted beginning this week at <http://jobs.amtrak.com>.

The group of executives and labor leaders will continue to meet periodically to provide Safe-2-Safer progress updates and address any issues that arise.

The Safe-2-Safer rollout process is underway in the Mid-Atlantic, Northeast and Southern regions as well as backshops and Reservation Call Centers, with managers and supervisors beginning leadership training and coaching. Corporate office locations and the Central, Southwest and Pacific regions will soon follow.

“Safety is everyone’s responsibility, but managers must be accountable and must lead their teams to create a safer environment. A big part of Safe-2-Safer is teaching our managers and supervisors how to do that in a way that is non-confrontational and doesn’t include finger pointing,” said Phelps.

Government Affairs: President and CEO Joe Boardman will testify regarding Amtrak’s FY ’11 grant request before the House Appropriations Subcommittee on Transportation, Housing and Urban Development, and Related Agencies on March 23. The testimony will be posted on the intranet under “News” → “Legislative.”

Marketing and Product Development: As part of the “ALL SPRING – ALL ROUTES – ALL KINDS OF POINTS” promotion, Amtrak Guest Rewards members will earn double points on qualifying travel now through May 7, and triple points for qualifying travel from May 8-29, for every one-way trip on every route.

This Week’s “Green” I.Q. Question

In advance of the 40th anniversary of Earth Day in April, employees are invited to test their Amtrak “green” I.Q. Employees should submit their answer via e-mail to ecom@amtrak.com with “Green I.Q.” in the subject line by noon Friday. A winner will be chosen at random and featured in the April issue of *Amtrak Ink*. This week’s question is:

How many gallons of used oil did Amtrak recycle in FY 2009?

a.) 70,000 b.) 94,000 c.) 137,000 d.) 215,000

Congratulations to last week’s winner, Teresa Cohen, secretary, Beech Grove, who correctly answered that Amtrak’s program to install energy-efficient light bulbs in nine Mechanical facilities and platforms at Chicago Union Station will cut energy use by 7 million kilowatt hours.



**Taye Diggs Signs On as
National Train Day Spokesperson**

Actor and avid train fan Taye Diggs, star of *Private Practice*, will join Amtrak to kick-off the third annual National Train Day.

“Riding the train was my first real exposure to serious travel and the magical notions attached to train travel will stay with me forever,” said Diggs. “My wife [Broadway Actress Idina Menzel] and I have lived all of our adult lives in New York City so we have come to know riding the train as a relaxing and convenient travel option.”

Diggs will start the festivities with a ceremony at New York’s Penn Station on Friday, May 7, where he will flip the switch that launches an edible three-dimensional “trainscape” made of cake and moving model trains. The display will be inspired by this year’s new National Train Day artwork and will include a model train installation by Bachmann Trains, a leading model train company.

Afterward, Diggs will board Amtrak and travel to Washington, D.C. to host the celebration at Washington Union Station and enjoy the festivities with other train fans on May 8.

Joining Amtrak to celebrate the importance of trains, the SUBWAY® restaurant chain is the premier sponsor of the third annual National Train Day. For more information, employees should visit www.TrainDay411.com.

**New National Train Day
Employee Trivia Contest Now Open**

A new employee trivia contest is now open at www.TrainDay411.com, an exclusive site for Amtrak employees to find news about National Train Day and register to volunteer at one of the four major events in Los Angeles, Chicago, Philadelphia or Washington, D.C. The new contest will be open until April 8. The winner of each contest will receive a National Train Day prize package.

Congratulations to John Deissler, B&B mechanic, New York, who won the previous trivia contest by correctly identifying the four cities hosting major National Train Day events: Chicago, Los Angeles, Philadelphia and Washington, D.C.

Information Technology: Only one week remains for employees who access the Amtrak network using Citrix or the VPN to obtain a new authentication “token” to log in. After April 5, a token will be required for remote network access. Employees should contact Amtrak Information Security at infosec@amtrak.com to be assigned a token. User instructions will be provided at that time.

Employee Information Management: Managers and delegates who have received invitations to enroll in instructor-led training on the Employee Information Portal (EIP) upgrades launching in May are reminded to RSVP by April 9. Computer-based training on the new Employee Self Service features will be available to all employees in the coming weeks.

“Green” I.Q. Contest Winner

Congratulations to the winner of the final Green I.Q. trivia question last week, Clint Foster, engineer, Sacramento, who correctly answered that Amtrak recycled 215,000 gallons of used oil last year.



Communities Nationwide to Celebrate National Train Day this Saturday

Don't miss out on the third annual National Train Day, which will be celebrated at approximately 170 events in 44 states, including Hawaii and Alaska this Saturday, May 8. Employees are encouraged to bring family and friends to a nearby event to celebrate the rich history of the American railroad and learn about the important role trains have in the nation's future.

"National Train Day is bigger and better this year thanks to hard work from our colleagues and increased participation from our host railroads as well as our state, local and commuter partners," said Emmett Fremaux, vice president, Marketing and Product Development. "We work closely with these organizations every day and we all have a common interest in promoting rail transportation."

New for National Train Day this year is the addition of a premier sponsor. Subway® will help Amtrak reach a wider audience to promote the events. Subway will also provide complimentary meals to volunteers at the events in Chicago, Los Angeles, Philadelphia and Washington, D.C.

As of press time, 347 employees have volunteered to help manage the four major market events. Dozens more have taken the initiative to create an event at their local station or have worked with the local chamber of commerce or visitor's bureau.

On Friday, May 7, Taye Diggs of the TV series *Private Practice* will unveil a trainscape at New York Penn Station made of cake and other edible treats that includes a model railroad installed by Bachmann Trains. He will then travel to Washington on May 8 to kick off the festivities before performances by Rocknoceros and the Ballou High School Marching Band.

In Philadelphia, a special exhibit will be on display called "Baseball Junction: The History of Baseball and the American Railroad," while Chicago attendees can take part in "The Blues Journey and Connection to the Railroad." The Los Angeles event will feature a special "Railroad Braceros" exhibit detailing the role thousands of Mexicans played in developing U.S. railroads as part of a special work program during World War II.

The four major events will all feature expanded train displays with rail cars and locomotives from the past, present and future. The AmtraKids Depot will offer fun and entertainment for younger rail fans and other displays will focus on the green benefits of rail travel, as well as the industry's contribution to economic development.

For a complete list of National Train Day events and information, visit www.TrainDay411.com and click "Build the Buzz."

PSSA: The nomination period for the 2010 President's Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under "Employees" → "Awards and Achievements."

National Train Day: A new employee trivia contest is open at www.TrainDay411.com now through May 6. Congratulations to the latest winner, Tim Carroll, ticket agent, Raleigh, N.C.

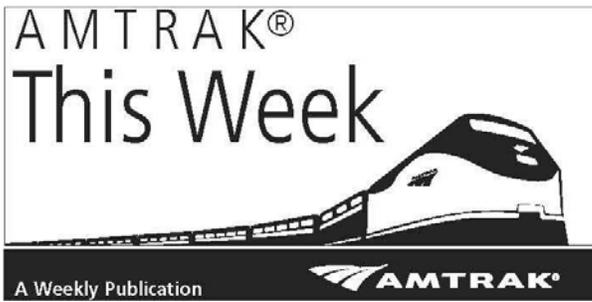
Government Affairs: Assistant Vice President, Policy and Development, Drew Galloway appeared at a field hearing in Miami on May 3 before the House Transportation and Infrastructure Subcommittee on Railroads, Pipelines and Hazardous Materials. The hearing focused on intermodal/high-speed rail connections. His testimony can be viewed on the intranet under "News" → "Legislative."

Human Resources: From May 1 to May 19, non-agreement employees who submit a leave request through the Employee Self Service (ESS) system will *not* receive any e-mail notifications or confirmations related to their request. Employees must monitor their request status by logging in to ESS or by following-up with their supervisor directly.

Amtrak Looks at Possible Florida Service Expansion

On May 1, Amtrak officials including Chairman Tom Carper, hosted a special inspection trip along the Florida East Coast Railway (FEC) to review the feasibility of passenger rail service on the 351-mile route between Miami and Jacksonville. Included on the trip were several local officials, community leaders and rail supporters interested in restoring service along the route.

The Florida DOT has partnered with FEC owner Rail America and local governments and planning councils to apply for stimulus funding to support the initiative. The FEC has not had regular passenger service since 1968.



Communities Nationwide to Celebrate National Train Day this Saturday

Amtrak is gearing up for the third annual National Train Day on May 8, which will be celebrated at approximately 170 events in 44 states, including Hawaii and Alaska. The events, which are being hosted in partnership with strategic partners and local community organizations, will celebrate the rich history of railroads and educate attendees on why trains are an important part of the nation's future.

“As a whole, National Train Day is bigger and better this year thanks to hard work from our colleagues and increased participation from our host railroads as well as our state, local and commuter partners,” said Emmett Fremaux, vice president, Marketing and Product Development. “We work closely with these organizations every day and we all have a common interest in promoting rail transportation.”

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Employees are encouraged to attend an event with friends and family. The four major events will all feature expanded train displays with rail cars and locomotives from the past, present and future. The AmtraKids Depot will offer fun and entertainment for younger rail fans and other displays will focus on the green benefits of rail travel, as well as the industry's impact on economic development.

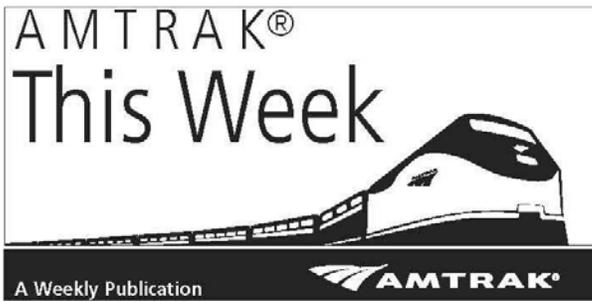
“We all have a vested interest in communicating the value of trains to Americans in order to ensure a healthy future for our company and our industry,” said Fremaux. “National Train Day is designed to do just that and I hope you'll be a part of it this weekend.”

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**Labor-Management Collaboration
Brings New Jobs to Amtrak**

Amtrak is currently in the process of hiring more than 50 new employees at the Contact Centers in Riverside, Calif., and Philadelphia to support assumption of the customer support work for Amtrak Guest Rewards (AGR), the company’s loyalty marketing program. Training for new agents will begin next month and training for the agents who will work the AGR desk is scheduled for early September.

Currently, call center support for AGR members is outsourced as part of a vendor agreement. But with the contract up for renewal earlier this year, Amtrak worked closely with the Transportation Communication International Union (TCU) to bring the work in-house, effective Oct. 1.

“This outcome is a direct result of a collaborative effort by the leadership of TCU, which represents our Contact Center agents, our Labor Relations department, the Amtrak Guest Rewards team, and the Contact Center team,” said Mark Rose, senior director, Reservation Sales.

**Employees Make Third National Train Day
A Winning Effort**

Employees played a prominent role in the third annual National Train Day, which was celebrated on May 8 with events in four major markets and approximately 180 smaller communities in nearly every state, including Alaska and Hawaii.

“On behalf of the executive committee and our department, I want to thank each and every employee who contributed to making this year’s National Train Day the biggest and best yet,” said Emmett Fremaux, vice president, Marketing and Product Development.

At the four events in Chicago, Los Angeles, Philadelphia and Washington, D.C., roughly 400 employee volunteers answered questions from attendees, assisted in merchandise sales, helped exhibitors and guided people through equipment displays. Dozens of other employees worked with their local chambers of commerce and visitor’s bureaus to create events in their community.

What Did You Think?

On Friday April 30, Amtrak hosted dozens of Employee Appreciation Day events across the country to help employees become safer, greener and healthier in their professional and personal lives.

Tell us what you thought so we can make it better next year by completing an anonymous, five-minute online survey at www.surveymonkey.com/s/EAD2010.

Operations Update: The Spring-Summer 2010 System Timetable takes effect today.

Marketing and Product Development: Beginning May 15, Amtrak will no longer accept debit cards that require a PIN. Amtrak will still continue to accept debit cards that contain an American Express, Discover, MasterCard or Visa credit card logo. Enhancements to Amtrak’s payment systems may allow for reintroduction of debit cards in the future.

PSSA: The nomination period for the 2010 President’s Service and Safety Awards is now open and will run through May 14. Nomination forms are available on the intranet under “Employees”→ “Awards and Achievements.”

National Train Day: Congratulations to the last two TrainDay411.com trivia contest winners, Carmen Calderon, mechanical clerk, Los Angeles and Mario Edwards, Amtrak Police, Chicago. Thanks to everyone who participated.

Operations: A Health and Safety Fair will be held for Operations employees in Odenton, Md., on May 12 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

**Important Info Regarding New
Employee Information Portal**

The new Employee Information Portal will launch on May 19 and become accessible to all employees from home.

Starting May 19, managers will use new electronic forms in place of current Forms 2000 and 2002. To prepare for this change, please do not initiate new Forms 2000 or 2002 after 5 p.m. on Friday, May 14. Forms currently in progress will be accepted by Human Resources. If there is an urgent need between May 14 and May 19, please contact Human Resources for assistance.

Another new feature is the eRecruiting system, which will replace Team Rewards, ending the employee referral program. As a result, all referral points must be used before May 19. Any unused points will be forfeited.



Three New Employee Resources Launch This Week

Beginning May 19, three important new resources will be available to all Amtrak employees, allowing for greater access to company information, easier updates to their personal information and streamlined Human Resources support. These interconnected tools are part of the company's initiative to become "healthier" by strengthening its position as an employer of choice.

Operations: A Health and Safety Fair will be held for employees in Operating departments at the Adams Maintenance Facility in North Brunswick, N.J., on May 19 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

Marketing and Product Development: Checked baggage service is now available to *Cardinal* passengers at many stations along the route. The new service is a result of close collaboration between the Product Development and Transportation departments.

Benefits: The Amtrak 401(k) Retirement Savings Plan will offer new lower-cost investment options beginning May 19, allowing participants to save more money for retirement. Current investments in Fidelity Freedom Funds will automatically be transferred to the corresponding Fidelity Freedom K Fund, which has the same investment strategy but lower management fees. Call 877-477-AMTK (2685) with questions.

Amtrak Police: Congratulations to Officer Richard Beynon of Harrisonburg, Pa., who received the Amtrak Police Department's 2009 Officer of the Year award at a luncheon in Washington, D.C., on May 13 as part of National Police Week.

Information Technology: A series of online courses is available through the end of May for eTrax users explaining changes to navigating the applications, creating travel authorizations and expense reports and reconciling P-Cards. Information is on the intranet under "How We Work" → "eTrax."

For the first time, every employee will be able to sign in through Amtrak.com to access the company intranet, which houses news, policies and other company information. Once on the intranet, employees can access the enhanced Employee Information Portal to view or update their personal information, apply for jobs and enroll in training courses. Managers will be able to access new HR forms, manage their staff's training and perform recruiting functions in the portal.

To sign on from a home Internet connection, go to Amtrak.com and click "Inside Amtrak" at the bottom of the page. Then click the "Employees" link. Employees who already access the Amtrak network using Citrix or the Virtual Private Network will continue to use their existing login ID and password. Employees who are signing on for the first time should have received instructions containing their initial login ID and password with their May 14 pay stub. These instructions are also being mailed to employees' homes this week.

Once signed on, a link on the intranet home page will connect employees to the Employee Information Portal. For optimal performance, please use Internet Explorer Version 7.0 and disable any pop-up blockers. For assistance logging in, call the Amtrak Help Desk at 800-772-4357.

The Employee Service Center will also open on May 19 to provide comprehensive support for all Human Resources-related inquiries and transactions. The Employee Service Center will be open from 8 a.m. to 8 p.m. Eastern time, Monday through Friday. Call 888-MY-HR-ESC (888-694-7372) or email HRESC@amtrak.com.

With the opening of the Employee Service Center, many forms have been modified or replaced. Forms 2000 and 2002 have been discontinued as of last Friday and employees with urgent needs prior to May 19 should contact their HR representative. Beginning May 19, managers and delegates will be able to access the new HR forms on the portal and intranet.

The portal's new eRecruiting feature will replace Team Rewards and close the employee referral program. As a result, all referral points must be used before May 19. Any unused points will be forfeited.

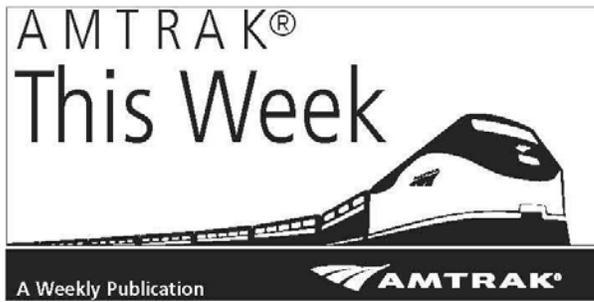
PSSA Nomination Period Extended

The deadline to submit nominations for the President's Service and Safety Awards has been extended from May 14 to June 1.

Nomination forms can be found on the intranet under "Employees" → "Awards and Achievements."

What Do You Think?

Help make next year's Employee Appreciation Day even better by completing an anonymous, five-minute online survey at www.surveymonkey.com/s/EAD2010.



Region Partnership Group Unveils NEC Master Plan

Amtrak and 12 states released the Northeast Corridor Infrastructure Master Plan on May 20, after three years of collaboration and research. The group aims for the plan to be the foundational document for a multi-state planning effort to improve the region's transportation network by further defining the role of intercity and high-speed passenger rail. Amtrak and the states have formally asked the Federal Railroad Administration to lead the planning effort.

The NEC Master Plan can be found on Amtrak.com under "Inside Amtrak" → "Reports and Documents."

Operations Update: Beginning May 24, through early August, select *Northeast Regional* and *Acela Express* trains will operate according to a later schedule to accommodate track work near Baltimore.

Operations: A Health and Safety Fair will be held for employees in operating departments at the Wilmington (Del.) Maintenance Facility on May 19 from 9 a.m. to 2 p.m. Barbecue lunch will be provided.

Transportation: All trains will sound their horns at noon local time on Memorial Day, May 31, in honor of the men and women who have lost their lives in service to the United States. A System General Road Foreman Notice will be issued this week to provide direction to locomotive engineers.

PSSA: The deadline to submit nominations for the President's Service and Safety Awards has been extended from May 14 to June 1. Nomination forms can be found on the intranet under "Employees" → "Awards and Achievements."

Security Reminder: Protecting the financial information of Amtrak, customers and employees is critical. Employees are reminded to always minimize exposure of credit card account numbers to anyone who does not need to see them, avoid writing them down if at all possible, and destroy any record of an account number as soon as it is no longer necessary for the job.

New Employee Resources Up and Running

Employees now have greater access to company information and their personal records thanks to new technology resources that launched last week that allow them to log in to the company intranet and Employee Information Portal through Amtrak.com. The new Employee Service Center also opened last week to provide a one-stop shop for all Human Resources needs.

"We have already seen a high usage rate from employees across the country," said Chief Information Officer Ed Trainor. "We've been working hard to iron out a few things based on employee feedback and I hope everyone will see how valuable these tools are."

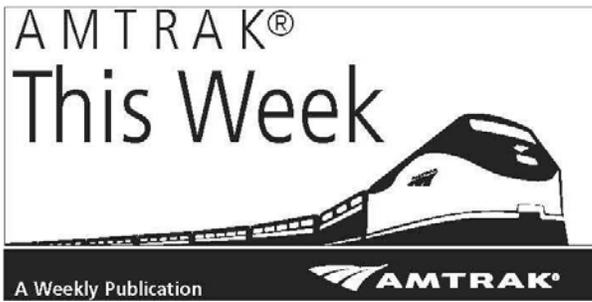
Any employee who had access to the Amtrak network prior to May 19 should use their already-assigned Amtrak login ID and their password. Employees who have never had access to the intranet before, should follow the instructions provided on the login page, which can be found at Amtrak.com → "Inside Amtrak" → "Employees."

Some users may have experienced intermittent technical problems when logging in or trying to access the corporate forms library in the Employee Information Portal last week. Those issues have been corrected. Additionally, system access for some ticket agents who share generic login passwords is delayed while Information Technology is developing unique passwords to secure their personal information. Those agents will be notified of their new secure login credentials by IT.

The new careers section of the portal and the Amtrak job board are still being transitioned to the new system, which is expected to be complete by Friday, May 28. Employees who had applied for a posted job using the old system will not need to re-apply because their application is being transferred automatically to the new system.

The Employee Service Center is open weekdays from 8 a.m. to 8 p.m. Eastern time, to provide comprehensive support for all Human Resources-related inquiries and transactions. Call 888-MY-HR-ESC (888-694-7372) or email HRESC@amtrak.com.

For assistance with technical intranet or Employee Information Portal login issues, see the help links on the login page or call the Amtrak Help Desk at 800-772-4357.



Safe-2-Safer Rollout Continues Thanks to Collaboration Between Labor Leaders and Senior Management

The implementation of Safe-2-Safer has reached another milestone, as Amtrak executives and General Chairmen from nearly every employee union agreed on a Memorandum of Understanding that outlines how the committees responsible for the peer-to-peer safety observation process — a major component of the program — will be implemented.

“The group worked together to create the process for nominating and selecting Steering Committee members and facilitators, and that can now begin for Mechanical and Transportation departments in the Mid-Atlantic, APD and Mechanical backshops,” said Richard Phelps, executive sponsor of Safe-2-Safer.

Steering Committee members will be union members in good standing that are selected by their respective union leadership. The committees’ role will be to implement the Behavioral Accident Prevention Process® (BAPP), which begins by identifying safe behaviors that prevent the most common injuries. That data will then be used to teach employees how to reduce their personal risk and identify other barriers to safety that need to be addressed, such as fixing tripping hazards or replacing defective tools.

Additionally, the General Chairmen and Amtrak executive team finalized the selection process and pay rate for each committee’s Safe-2-Safer facilitator, who will manage the day-to-day rollout process on behalf of the Steering Committee. These positions will also be filled by union members, and job announcements will be posted beginning this week at <http://jobs.amtrak.com>.

“We appreciate the support and willingness to collaborate from the general chairmen,” said Phelps. “This program is all about working together at every station and facility to keep each other safe. It’s great that the teamwork is originating at the highest levels.”

The group will continue to meet periodically to provide Safe-2-Safer progress updates and address any issues that arise.

The rollout process is underway in the Mid-Atlantic, Northeast and Southern regions as well as Mechanical backshops and Reservation Call Centers. Corporate office locations and the Central, Southwest and Pacific regions will soon follow. Managers and supervisors have already begun training sessions to learn more effective management techniques and better ways to provide feedback to employees.

“Safety is everyone’s responsibility, but managers must be accountable and must lead their teams to create a safer environment. A big part of Safe-2-Safer is teaching our managers and supervisors how to do that in a way that is non-confrontational and doesn’t include finger pointing,” said Phelps.



**STATE OF AMERICA'S PASSENGER RAILROAD
Amtrak President and CEO Joseph Boardman**

**Transportation Research Forum
Washington, D.C.
January 12, 2010**

Written remarks as prepared.

Thank you for inviting me to be here with you at the Transportation Research Forum.

The day before Thanksgiving in 2008 I became Amtrak's CEO. In the past 14 months I have learned that there are so many others out there interested in making news about Amtrak, that the only news delivered by a CEO seems to be related to his or her resignation.

I say that partly in jest. No, this is not a resignation speech — I plan on being Amtrak's CEO for a long time.

But my point is that someone, somewhere already knows — or thinks they know — everything there is to know about what is happening at Amtrak or should be happening at Amtrak and they write about it somewhere: a newsletter; a blog; a widely dispersed e-mail; or even a trade journal.

Why is that?

I would like to offer three reasons:

- The name "Amtrak" is a blend of the words "America" and "Track." On May 1, 1971 Amtrak became America's Railroad, and it still is. At Amtrak's inception, rumors were already being spread that it was created to fail and to eliminate passenger rail in this country. Disquieted by the rumors, those who believed in America's Railroad kept very close track of the railroad, making sure that any news would be known right away. They existed then, and they exist today.
- Because of the way Amtrak was created, we must collaborate with lots of people before we can make important decisions, and in some cases even not-so-important decisions. About 70 percent of the train-miles traveled by Amtrak trains are on tracks owned by freight and commuter railroads. Changes require discussion, whether it's with the host railroads, communities we serve, elected officials, or rail consumer organizations. In addition, we have 14 unions and two councils that represent our workforce and naturally they stay very engaged in changes that might be considered.

- As a government-supported business, Amtrak must be transparent in what it does and what its strategy is. We provide testimony to Senate and House Committees, are evaluated by an Amtrak IG, USDOT IG, the GAO and a private financial audit every year.

I raise this because there has been so much uncertainty in Amtrak's history that the people who care about passenger rail – and some who don't — appear to be conditioned to look for or make news about Amtrak.

So my message is: Stop living in the past 39 years of worry that passenger rail is going away. The truth is that we're in the midst of a transformational chapter for Amtrak and passenger rail in America. We're taking action this year, and look forward to next year — Amtrak's 40th — to shed that worry once and for all.

Here's why:

Congress has given America's Railroad a strong long-term mission and the White House has presented a vision for passenger rail in America. That support yields funding to make enduring capital investments, including substantial funds from the American Recovery and Reinvestment Act.

There is also tremendous support for new and expanded passenger rail at the state level.

Accordingly, Amtrak is pursuing a growth-oriented mission — we've moved beyond mere survival.

All of us (both inside and outside Amtrak), must reform our thinking and our approach to key issues. We must renew and rebuild our infrastructure and fleet of equipment, be innovative, and pursue opportunities and decisions that make good business sense.

I am proud to inform you that over the past year Amtrak is doing all of that — and more. Amtrak **IS** changing and rising to meet the challenge.

And I can say without hesitation that **THE STATE OF AMERICA'S PASSENGER RAILROAD IS STRONG AND WE ARE OPTIMISTIC.**

Amtrak enters 2010 with enthusiasm and purpose.

RIDERSHIP

We just closed the books on the best first quarter ever for ridership in Amtrak history. We carried nearly 7.2 million passengers in the first quarter — breaking the previous record set in FY 08, which was our best year ever.

In fact, Amtrak is experiencing a long-term trend of rising ridership, from 21.6 million in FY 2002 to 27.2 million in FY 2009, with an all-time record of 28.7 million in FY 2008.

Since FY 2004 through the most current numbers available in third quarter of FY 2009, Amtrak's share of the rail / air market has been on the rise in many locations.

On the Northeast Corridor, the Amtrak share of the rail / air market between New York and Washington increased from 50 percent to 61 percent. During the same period, for the New York-Boston market, the Amtrak share rose from 39 percent to 50 percent. Similarly, our share of the Chicago-St Louis market was 10 percent and increased to 16 percent. During the same period, for the Los Angeles-San Diego market, Amtrak's share went from 73 percent to 97 percent.

AMTRAK GOALS

We are setting aggressive goals to maximize our new opportunities. To make certain Amtrak has a clear set of goals and priorities — and that they support those of Congress and the White House — last October we issued new Strategic Guidance and a detailed Five-Year Financial plan.

Combined, the two documents create a new vision for Amtrak — the first new vision statement for the railroad since 2005.

That vision is built on six fundamental goals to be safer, greener, healthier and to improve financial performance and customer service, and to meet national needs.

SAFER

Amtrak has a good safety record and we intend to be the safest railroad in the world for our passengers, our 19,800 employees and the communities in which we operate.

But we aim to further improve safety and security by making risk-reduction a top priority. This approach to safety complements, and does not replace, traditional rules-based compliance programs.

To that end, we are moving forward with two risk-reduction initiatives.

Underway now is Safe-2-Safer, an approach to safety and security that aims to reduce injuries by promoting a more collaborative environment in which employees at all levels work together to change at-risk behaviors to safe behaviors.

Working with our labor unions, we are helping supervisors become better leaders, and establishing teams of managers and front-line employees to identify ways to make our tracks, shops, stations and trains become even safer and more secure places.

By mid-2010, we intend to begin a Federal Railroad Administration-sponsored program called Close Call Reporting. It allows close-call events that did not result in an accident or injury — but could have — to be anonymously reported by employees so that safety improvements can be made as appropriate.

I realize this change in approach to safety will take time to take hold. Successfully changing habits and mindsets that have been in place for so long will take time, but I am convinced it will produce positive results.

Remember — the challenge is to reform our thinking and our approach to key issues.

In addition, Amtrak is committed to an aggressive schedule to install Positive Train Control (PTC) technology. We have PTC on some, but not all, of our tracks now on the Northeast Corridor and in Michigan.

By our self-imposed deadline of the end of 2012 — three years **BEFORE** a Congressional deadline for the rail industry — we will have installed PTC on the remaining 308 route miles along the Amtrak-owned or maintained Northeast Corridor and on the last 50 route miles of our line in Michigan where the technology is not currently available.

On the security front, Amtrak has in place a range of robust behind-the-scenes and front-line security measures to help safeguard our passengers and employees.

We will continue to expand our K-9 explosive detection teams, harden more stations and continue to extend the reach of our security activities by strengthening cooperative inter-agency operations with local, state, federal and international law enforcement and counterterrorism partners.

Our partnerships include representation on the FBI's Joint Terrorism Task Forces and conducting more than 130 joint VIPR security operations at 38 different stations with the Transportation Security Agency last year.

In addition, we now have 45 qualified K-9 explosive detection teams — nearly triple the number of just a few years ago. They are among the most sophisticated in the country and can detect various explosive substances, including the type used in the Christmas Day airline terrorist plot.

For 2010, passengers will see a more interactive police and security presence with greater emphasis on random and unpredictable patrol deployment, screenings and other activities in stations and on trains.

GREENER

In 2009, through our membership with the Climate Registry and Climate Counts, we joined efforts to voluntarily and publicly report our greenhouse gas emissions and undergo an independent assessment of our programs to reduce our carbon footprint.

Amtrak is a founding member of the Chicago Climate Exchange, and will meet or exceed our commitment to reduce greenhouse gas emissions (CO₂) from diesel fuel by 6 percent by the end 2010.

In addition, Amtrak is taking action to conserve energy, water and other resources at buildings and other facilities.

HEALTHIER

The health of a company relates to its vital signs. We are making enduring investments to better the reliability of our infrastructure and fleet and our ability to grow business with new and existing partners.

During 2009, Amtrak conducted a comprehensive examination of its locomotive and passenger railcar needs. Our fleet plan, with an identified funding mechanism, will be announced in February as part of our annual legislative and grant request to Congress.

It will include the purchase of several hundred single-level and bi-level long-distance passenger railcars and more than a hundred locomotives. This major equipment purchase will replace and expand the fleet and support American rail manufacturing industries, creating jobs in the United States.

Separately, but related, Amtrak expects to make contract awards this spring for 130 single-level long-distance cars and 20 electric locomotives.

How we pay for these plans could involve a range of options.

In fact, Congress is currently considering additional capital funding for Amtrak as part of Stimulus 2, as they call it. The House bill includes \$800 million for rehabilitation and acquisition of new equipment. We will need to see what the Senate version offers, but we see the House bill as a positive statement of support.

Amtrak is making good use of the \$1.3 billion we received from the Obama administration's American Recovery and Reinvestment Act. Of the \$1.3 billion, Amtrak has awarded \$596.5 million in contracts for 113 projects.

With those funds, we will also be rehabilitating and restoring damaged or stored equipment including 60 Amfleet, one Viewliner and 20 Superliner cars, and 15 P-40 diesel-electric locomotives.

For those who question whether the stimulus funds have created jobs, I can tell you that so far we have created over 600 Amtrak jobs and another 200 in vendor organizations with which we have contracted as a result of ARRA-funded projects.

Beyond ARRA, we will spend \$442 million for our annual capital program for several other major projects to repair and replace tracks, bridges and other key infrastructure.

Being a healthier Amtrak helps position itself as THE provider and partner of choice for commuter, intercity passenger rail and high-speed rail service.

We currently have partnerships with 15 states accounting for nearly 50 percent of our average weekday departures and we plan to foster more. Over the next five years, Amtrak is seeking to establish at least eight service expansions as part of existing state partnerships and form at least two new state partnerships.

Last year, we added our 15th partnership when we entered into a contract with Virginia to provide new *Northeast Regional* service between Lynchburg and Washington, D.C. We expect to add another frequency between Richmond and Washington, D.C. this summer.

Also starting in 2010, is an additional *Piedmont* frequency between Raleigh and Charlotte in partnership with North Carolina.

On the commuter front, Amtrak is currently working out final details to provide Train and Engine crews to operate all seven lines of the Los Angeles-based Metrolink commuter rail service starting this summer.

A healthier Amtrak also means we are dedicating significant resources to modernize and replace outdated IT systems and business processes critical to the delivery of service such as for internal business processes and for reservation and ticketing.

IMPROVED FINANCIAL PERFORMANCE

It is those kinds of investments that support an efficient business. Amtrak is America's passenger railroad. As government-supported business, we are fully aware of the responsibilities that come with taxpayer support.

For the current budget year, we received federal operating support of \$563 million, and it is our duty to invest and spend that appropriation, along with the federal stimulus funds, in an efficient and smart manner.

In fact, for FY 2010, we will fund 81 percent of our operating costs from all revenue sources, excluding federal and state funds. And, in FY 2009, Amtrak had a farebox recovery rate of 71 percent — among the highest among all passenger railroads, including commuters and transit, in the U.S.

Amtrak completed a year-end financial audit containing no material weaknesses — the first time that has happened since 2004.

CUSTOMER SERVICE

Amtrak offers riders an experience that is convenient, competitive, and pleasant.

Overall Customer Satisfaction Index scores have been steadily rising from 78 percent in FY 2007 to 82 percent in FY 2009.

On-time performance is one of the major drivers of customer satisfaction. In FY 2009 systemwide OTP was 80 percent, a 9 point increase over the prior year and Acela Express operated on time 87 percent of the time.

In March, we intend to make WiFi available initially free of charge to every passenger on Acela and by November we will finish upgrading the interiors.

We remain focused on our Route Performance Improvement process to identify ways to enhance service on specific routes. One of the most recent results of that effort is restoring sleeper cars and dining cars to the *Lake Shore Limited*.

In 2010, Amtrak will also undertake an in-depth evaluation of the poorest performing long-distance routes to identify and implement changes where possible to improve key measures such as customer service, ridership, and financial performance. The five routes being analyzed are the *Sunset Limited*, *Cardinal*, *Texas Eagle*, *Capitol Limited*, and *California Zephyr*.

Three months ago, we launched our newest generation of Amtrak.com, which among other things makes booking tickets easier.

We also partnered with Google Transit to include Amtrak routes as part of its trip-planning tool that provides travelers with public transportation connections.

MEETING NATIONAL NEEDS

Amtrak was created to provide an essential national service and must support the government in moments of national need. As Amtrak grows, so does its capacity to meet those needs, such as contributing to national emergency response, congestion mitigation, emissions reduction, and reduction in the demand for foreign oil.

We also have a five-year contract with FEMA to use Amtrak trains and crews to help evacuate New Orleans during Hurricane season and we will continue to review other potential opportunities to assist when natural disasters occur.

INTERCITY AND HIGH-SPEED RAIL

Finally, as many of you are aware, the big news expected in the coming days or weeks will be the U.S. DOT and FRA's announcement about which states and what projects will get a piece of the \$8 billion in grants available for intercity and high-speed rail development and expansion.

Leveraging our experience as the nation's intercity passenger rail service provider and its only operator of high-speed trains, we partnered with 25 states to support more than 100 projects as part of the first round of grants.

It seems likely that a significant number of the grant awards will involve improvements to routes over which Amtrak operates. That is obviously good for Amtrak, but it is also good for America, our passengers, the communities we serve, and our state partners.

CLOSING

Our future together is not without challenges — the state of the national economy and condition of state budgets are a few factors that could hamper our growth. In addition, the opportunities that are being made available to us thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others, both domestic and foreign-owned to enter the market.

The investments we're making and the steps we're taking to improve are designed to secure our leadership position in the industry and to stand out from the competition.

As I told you when I began this speech, Amtrak **IS** changing and rising to meet the challenge, and I look forward to the next couple very exciting years at Amtrak.

The days of wondering if Amtrak is going to survive another year and uncertainty are behind us. This year and the years ahead are, and will be, focused on growth.

They will be years of strong and optimistic leadership, filled with achievements that will demonstrate a safer, greener, healthier, improved financial and customer focused railroad that lives up to its role in meeting America's national passenger rail needs.

Thank you.

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State of the Railroad
Engineering, Marketing (G Raed), Mech

- Amtrak is in a state of modernization, renewal and growth. We enter 2010 with optimism, enthusiasm and purpose.
- We're in the midst of a transformational chapter for Amtrak and passenger rail, and ours is a growth-oriented mission to maximize unprecedented federal and state support for more passenger rail service.
- As high-speed and conventional rail service expands, Amtrak is working with states to lead the way in creating and preserving American jobs needed to develop, build, maintain, and operate the system.
- Our goals are all aimed at better positioning Amtrak to be the provider of choice. We are making— and will continue to make — significant and enduring investments to better position ourselves not simply as a provider, but as the provider of choice.
- Amtrak's responsibilities and opportunities increased significantly last year due to two laws passed by Congress — the Passenger Rail Investment and Improvement Act (PRIIA) and the American Recovery and Reinvestment Act (ARRA).
- PRIIA gives states more control over the development and expansion of passenger rail and sets objectives for Amtrak to serve as the nation's intercity passenger rail provider.
- PRIIA assigns many roles to Amtrak including being the operator of the national intercity passenger rail network, operator and steward of the Northeast Corridor, operator of high-speed rail, and partner of choice for intercity passenger rail development.
- ARRA provides Amtrak economic stimulus funds with which to make and advance significant and enduring investments, while providing states funds to expand service and develop high-speed passenger rail corridors.
- Amtrak has meet all PRIIA deadlines for things such as route studies, financial reporting, and assisting states with applications for intercity and high-speed rail grant funding.
- The investments we're making and the steps we're taking to improve are designed to secure our leadership position in the industry and to stand out from the competition. We know that the opportunities that are being made available thanks to stimulus funds and unprecedented support for passenger rail are also opportunities for others to enter new markets. Amtrak is America's railroad, the

nation's intercity passenger rail service provider and its only high-speed rail operator. During FY 2009, Amtrak carried 27.2 million passengers—the second highest total in company history.

- While ridership in FY 2009 was down from the all-time record of 28.7 million in FY 2008, it was up 5 percent over FY 2007—continuing a long-term trend of rising ridership since FY 2002 when 21.6 million passengers rode Amtrak.
- During the 2009 Thanksgiving Holiday, Amtrak carried nearly 686,000 passengers setting a record high for ridership for the holiday travel week.
- Amtrak has been experiencing record and growing ridership, increasing service, and aggressively moving forward to capture the coming high-speed rail market.
- **Need to confirm on 1/8 or 1/11:** We just closed the books on the best quarter we've ever had in ridership. Q 1 is up 1 percent over both FY 09 and FY 08, our best year on record.

Safer

Recognizing the value of every employee, and understanding that each employee makes his or her own contribution to the company's well-being and success, Amtrak is striving to foster a working environment that calls for safety and integrity, and encourages qualities such as teamwork, innovation and customer focus.

- Amtrak initiated an aggressive new risk-reduction safety program to complement traditional rules-based compliance programs. While Amtrak's safety record is good, Safe-2-Safer strengthens the emphasis on safety within the corporate culture by promoting a more collaborative working environment for the more than 19,000 employees and ensures a higher reliability of safe behaviors at all levels of the railroad. We aim to make risk-reduction our priority and create metrics that measure how well we change at-risk behaviors into safe ones rather than simply counting how many injuries we have.
- Amtrak entered into discussions to participate in an FRA-sponsored risk-reduction safety program called Close Call Reporting. It allows close-call events that did not result in an accident or injury to be reported without fear of disciplinary action so that safety improvement can be made as appropriate.
- Amtrak will continue to rollout and implement the Safe-2-Safer risk-reduction program across the nation and looks to begin the Close Call Reporting program by mid-year.

Comment [MS1]: Accurate number? Waiting for info from MDuncan

- Amtrak committed to an aggressive schedule to install Positive Train Control technology to control train movements and prevent collisions on all Amtrak-owned tracks by the end of 2012—three years before a Congressional deadline.
- This year, Amtrak will continue with design, procurement and installation of Positive Train Control on Amtrak-owned or maintained track along the NEC and on the Michigan Line, in the sections of track where that technology is currently not available. By our self-imposed deadline of December 2012, we will have completed the remaining 308 route miles along the Amtrak-owned or maintained Northeast Corridor and last 50 route miles in Michigan.
- Amtrak reorganized and consolidated its Security activities in the new Amtrak Police and Security Department. The move will enhance both security and regular policing activities under one command.
- Amtrak participated with the Department of Homeland Security Transportation Security Administration on numerous Visual Intermodal Prevention and Response Team (VIPR) operations at Amtrak served stations and expanded its baggage screening program and K-9 explosives detection teams.
- Amtrak participated in Operation ALERTS, a security and counterterrorism exercise involving over 100 federal, state and local law enforcement agencies covering approximately 150 rail stations along the NEC from VT to VA.
- The recent attempt at terrorism aboard Northwest Airlines need not remind us of our the fact that there are individuals out there testing security vulnerabilities.
- Like most rail systems worldwide, Amtrak shares facilities with commuter rail operations and city transit systems handling millions of daily passengers at hundreds of stations. It is an open system with connectivity and a free flow of large numbers of people between modes.
- Given this environment, Amtrak's Police and Security has in place a range of behind-the-scenes and front-line security measures aimed at improving passenger rail security, many of which are conducted on an unpredictable or random basis. Passengers will see a more interactive police and security presence with greater emphasis on random and unpredictable patrols, baggage screenings and other activities in stations and on trains.
- Amtrak's is a collaborative security strategy. Amtrak extends the reach of its police, security and counterterrorism activities and intelligence through its network of partnerships with federal, state and local law enforcement and counterterrorism entities across the country and around the globe.
- As examples, Amtrak is represented on the Federal Bureau of Investigation's Joint Terrorism Task Force, and Northeast Corridor Coalition -- a consortium of

Comment [MS2]: How many VIPR exercises took place last year, expanding this year by a certain percentage?

Comment [MS3]: Is this still accurate

police and transit agencies. Amtrak also works closely with the TSA and its Visible Intermodal Prevention and Response Program (VIPR) teams.

- Our 45 qualified K-9 explosive detection teams have the capability of detecting explosive and substances, including the type that was used in the Christmas Day terrorist attempt aboard NW Airlines. Our teams are among the best in the country in terms of their sophistication and won top honors at the National Railroad Canine Competition held in Texas several months ago.
- Amtrak will continue to expand its K-9 explosive detection teams, harden more stations and strengthen cooperative inter-agency operations with local, state, and federal law enforcement and counterterrorism partners.

Greener

Over the course of the last decade, economic and social trends have led to an increase in the demand for passenger rail. Airport and highway congestion is growing and worsening, fuel prices are volatile, urban centers are expanding and concerns about environmental sustainability are affecting city planning and have Americans looking for transportation alternatives. Passenger rail has a smaller carbon footprint than its competitors and Amtrak is proving that it can draw riders from both air and auto in places like the Northeast Corridor, the Midwest and California. The New York-DC share in FY 04 was 50 percent, it was 61 percent in FY 09 (through 3rd quarter). NY-Boston was 39 percent in FY 04 and 50 percent in FY 09 through Q3. Chicago –St Louis was 10 percent in FY 04 and 16 percent in FY 09 Q3. LA-San Diego was 73 percent in FY 04 and was 97 percent on FY 09 Q3.

- Amtrak joined The Climate Registry a non-profit organization that sets consistent and transparent standards for businesses and governments to calculate, verify, and publicly report greenhouse gas emissions.
- Amtrak joined Climate Counts, a non-profit organization that provides an independent and verifiable assessment of a company's carbon footprint and its commitment to reduce its impact on the environment.
- As a member of the Chicago Climate Exchange, Amtrak is on track to meet its commitment to reduce greenhouse gas emissions (CO2) from diesel fuel by 6 percent by the end 2010. In fact, because of its energy conversation efforts, we expect to exceed that commitment by the end of this year.
- Amtrak will take action to conserve **energy** at buildings and other facilities and reduce diesel locomotive fuel consumption and reduce greenhouse gas emissions by diesel locomotive operations.

Comment [MS4]: Do we have energy conversation numbers (utilities?)? checking on this via email

- Expand recycling program at facilities, stations and aboard trains and incorporate alternative energy sources such as solar cells and wind turbines where it makes sense to do so.
- Amtrak will continue to explore and support the extension of electrification to additional routes to utilize low-emission energy generation sources.

Comment [MS5]: Can we say from Maine to Miami, or talk about WAS to Richmond?

Healthier

During 2009, Amtrak undertook a comprehensive examination of its locomotive and passenger railcar needs for replacement and expansion of its equipment fleet. The fleet plan will be announced in February 2010 as part of our annual legislative and grant request to Congress. Amtrak issued Requests for Proposals to replace 130 single-level Viewliner cars, 20 single-level cab cars, and 20 electric locomotives.

We will be increasing the fleet size (see below)

Car type	Replacement	New addition to fleet
Diners (25)	20	5
Sleepers (25)	0	25
Baggage (55) Crew baggage (25)	68*	12*

* we are replacing 68 existing baggage cars and are adding crew space on the 25 crew baggage cars which will free-up revenue space on existing sleeper cars.

The above should read: "Amtrak has issued Requests for Proposals for 130 single level long distance cars and 20 electric locomotives. These cars will serve to replace our Heritage diners and baggage cars, while 25 of these cars will be used to supplement our existing Viewliner fleet. The electric locomotives will replace the existing AEM7 DC locomotive fleet."

Per Mechanical – there’s no money in GCAP for this, so this must be part of the fleet plan and the loan, but we still need confirmation from DJ or other person and info on the fleet plan.

- Amtrak will issue a comprehensive fleet plan to replace and expand our aging locomotive and passenger railcar equipment to meet current and future needs as part of our annual legislative and grant request to Congress in February 2010.
- Amtrak began construction on numerous major projects being funded, in all or in part, by ARRA funds including:

- Wilmington, Del., station renovation;
- rehabilitation and restoration of damaged/stored 60 Amfleets, 1 Viewliner, 20 Superliners, and 15 P-40 diesel-electric locomotives;
- replacement or repair of NEC bridges in New York and Connecticut; and

Many other ARRA-funded projects were advanced in planning, design, and procurement and will be under construction during 2010. At this point, we've created over 500 Amtrak jobs and another 300 jobs for the with which vendors we're working.

Comment [MS6]: Up-to-date numbers?

- Amtrak is modernizing many of our internal polices, procedures and tools to improve planning, safety, and financial accountability—and external efforts to improve customer satisfaction, partner relationships and strengthen our competitive edge.
- Amtrak is renewing our tracks, bridges, and other infrastructure as well as our locomotive and passenger railcar equipment —
- Amtrak is dedicated to maintaining Amtrak-owned tracks, infrastructure and equipment in a state of good repair to minimize malfunctions and associated train delays and intends to replace equipment that has reached the end of its life span.

Getting reductions in mins of delay FY 09 vs FY 10 from G Genge

- Amtrak will continue construction on a number of major projects begun in 2009 and begin construction on a number of additional major projects in 2010, including:
 - \$100 million project to replace the 102-year old movable bridge over the Niantic River in East Lyme, Conn.; Replacement and repair to additional bridges in Connecticut;
 - Accessibility improvements at over 200 stations across the nation;
 - Track improvements along the NEC and in the Midwest;
- Amtrak will continue to modernize and replace outdated Information Technology systems and business processes critical to the delivery of service such as for internal business processes and for external reservation and ticketing.
- As part of Amtrak's \$442 million annual capital program, several major infrastructure projects will be undertaken including:
 - Replacing 27.9 miles of rail and 57 track switches and resurfacing 550 track miles;
 - Installing more than 112,000 concrete cross ties and nearly 50,000 wooden cross ties;

- Replace and/or repair bridges in Michigan, Maryland, New Jersey, and New York;
 - Make improvements to electric traction systems as such 50 miles of catenary hardware and 22 substations; and
 - Completion of the multi-year Hell Gate catenary improvement project.
- Approximately 47 percent of average weekday departures are state-supported.
 - Amtrak entered into a state partnership with the commonwealth of Virginia –the 15th state partnership overall—with new *Northeast Regional* service between Lynchburg and Washington, D.C. that began in October 2009 and an additional frequency between Richmond and Washington, D.C. beginning in 2010.
 - During 2010, Amtrak intends to begin a new *Northeast Regional* frequency from Richmond to Washington, D.C. in partnership with Virginia and a new *Piedmont* frequency between Raleigh and Charlotte in partnership with North Carolina.
 - Amtrak will begin operating all seven lines of the Los Angeles based Metrolink commuter rail service on July 1, 2010. Amtrak intends to renew existing commuter contracts and seek new commuter business as appropriate.
 - Amtrak also seeks to establish eight service expansions (frequency increases and/or route extensions) as part of existing state partnerships, form at least two new state partnerships and increase ridership on state corridors and state financial support as required by federal law.
 - A second Amtrak *Cascades* train from Seattle to Vancouver, B.C. began as part of a partnership with the state of Washington that will operate through the Winter Olympics and Paralympics being held in Vancouver, B.C. through the end of March. We are hopeful that the expanded service will continue beyond March.
 - Working with state partners, Amtrak began serving new stations including: *Empire Builder* in Leavenworth, Wash.; Amtrak *Cascades* in Stanwood, Wash.; and *Blue Water* and *Wolverine* in New Buffalo, Mich.
 - Amtrak is hiring a new generation of employees.

Comment [MS7]: Do we have a number for retirement-eligible employees in FY 2010?

Improved Financial Performance

Amtrak is a government-supported business, and it must not lose sight of the responsibilities that come with taxpayer support. FY 2010 appropriation was \$1.5 billion. The company has a positive responsibility to ensure that federal and state money is spent in an economical and efficient manner that provides the nation with effective intercity

passenger service and protects the investment the nation has made in its railroad. Amtrak must ensure that capital money is invested in those projects that return value and that sustain our infrastructure and that operating funds be spent efficiently and return the maximum obtainable benefit for the lowest cost consistent with the need to attract customers and develop new business.

- Amtrak produced a Five Year Financial Plan that for the first time provides substantially detailed projections for revenue, operating costs, capital programs, and debt service obligations.
- Amtrak developed and is implementing a number of monthly Key Performance Indicators to track progress. Include ridership and CSI as KPIs.
- Amtrak is completing a year-end financial audit containing no material weaknesses—the first time that has happened since 2004.
- During the FY 2010-2014 period, Amtrak will fund 80 percent of its operating need from revenues, a share that will increase as costs shift onto state partners in compliance with federal law. The company will, however, continue to require federal funding for both operating and capital costs.
- Amtrak aims to increase ridership to 31.4 million passengers by FY 2014, representing a 15 percent jump from 27.2 million in FY 2009. In addition, the railroad expects ticket revenue to grow 20 percent by the end of FY 2014, exceeding \$2 billion annually.
- The ridership goal for FY 2010 27.5 million, and the ticket revenue goal (unadjusted before the food and revenue transfer) is \$1.653 billion. **Per G Raed we need to check with finance about how they want us to report that number)**

Comment [SK8]: RSAM, CASM, CRR for FY 10? How do they compare with FY 09?

Comment [SK9]: What is the number for just FY2010? What is the farebox recovery stats we can use? How do they compare with FY 09?

Comment [MS10]: Is this correct?

Customer Service

Amtrak must offer riders an experience that is convenient, competitive, and pleasant. Convenience and competitiveness are products of trip time and reliability, but customer experience is a product of a range of factors such as accessibility, food service, comfort, and service delivery.

- A new and improved Amtrak.com Web site was launched with a number of new features to make it easier for customers to book tickets online and provides enhanced content and functionality.

- Amtrak continued with its Route Performance Improvement process to identify ways to enhance service on specific long-distance routes. It will serve as the foundation for PRIIA required long-distance Performance Improvement Plans.
- Amtrak restored sleeper cars and diner cars to *Lake Shore Limited* service.

Amtrak initiated a program to upgrade the interior of *Acela Express* trainsets to increase passenger comfort and amenities. The Acela interior upgrade program began in August, 2008 and will be completed by November, 2010. The total cost is budgeted at \$34M.

- Amtrak partnered with Google Transit to initially include five Amtrak routes as part of its service to provide travelers with public transportation connections when planning a trip.

Comment [SK11]: How many more routes will be added in FY2010?

Amtrak developed and is implementing a number of monthly Key Performance Indicators to track progress.

Overall Customer Satisfaction Index scores have been rising steadily:

FY07 78%

FY08 80%

FY09 82%

FY10 target 84%

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- Amtrak will continue our “Mobility First” accessibility program to create barrier-free pathways from streets/parking areas to platforms and trains.
- Amtrak will be offering WiFi Internet access first on *Acela Express* trains in March, as well as major stations on the Northeast Corridor, and subsequently to other services.
- Continue our Route Performance Improvement program which determines best opportunities for improvement on targeted routes.
- Amtrak will hold the first-ever Town Hall meeting where Amtrak fans will be able to directly discuss key issues with the Chairman of the Board and the CEO and President of the railroad.

Comment [SK12]: How many stations are involved in how many states?

Meeting National Needs

Amtrak was created to provide an essential national service and must support the government in moments of national need. As Amtrak grows, so does its capacity to meet national needs, such as contributing to national emergency response, congestion mitigation, emissions reduction, and reduction in the demand for foreign oil.

Amtrak has a five year contract with FEMA to evacuate New Orleans during Hurricane season. In addition, Amtrak has established a solid working relationship with FEMA and we will continue to review other potential opportunities to assist when natural disasters occur.

The segment regarding a contract with DOD to transport troops should not be added at this time as there is no contract currently in place and only preliminary discussions have taken place.

- Several new members are expected to be appointed, confirmed, and begin serving on the Amtrak board of directors.
- Amtrak will begin working to implement the Congressional mandate to allow firearms in checked baggage including the evaluation of security needs, the development of appropriate policies and procedures, and making physical improvements to baggage cars and stations as needed.

High-Speed Rail

- Under PRIIA, Amtrak’s role in state partnerships is that of planner, service provider and expert adviser. With Amtrak’s help, the states will strategically plan rail service and the federal government will integrate state plans into a national plan and administer the capital grant program. Amtrak will bring knowledge, expertise, and capacity to these partnerships.
- Every day, nearly half of all 300+ trains operated daily by Amtrak operate at speeds of 100 mph or more for some part of their trip route. Amtrak knows how to do high-speed rail.
- Leveraging our experience as the nation’s only operator of high-speed trains, Amtrak assisted and partnered with numerous states as they developed and submitted applications for a piece of the \$8 billion available in federal funding for intercity and high-speed rail projects.
- For Track 1 (Intercity Passenger Rail) and Track 3 (Planning) project applications submitted by states for federal funding, Amtrak entered into 16 Agreements in Principle and 8 Agreements in Principle with Amtrak as Host, plus provided an additional 29 Letters of Support.
- For Track 2 (Intercity/HSR development) project applications submitted by states for federal funding, Amtrak entered into more than 30 Agreements in Principle.

Comment [SK13]: What number do we use?

Comment [SK14]: Are these numbers accurate?

Comment [SK15]: Is this number accurate?

2011

JM 9/1 approved by Bob Costello; TK approval from Lew Wood, Terry S. (other?)

Bear and Wilmington, Del., Mechanical Employees Prepare to Overhaul *Acela Express* Trainsets

About 50 employees from the Bear and Wilmington Mechanical shops are currently undergoing training to prepare for a major overhaul of the 20 *Acela Express* trainsets, which were first put into service in Dec. 2000.

The work is scheduled to begin in late October and run through the next three years. Bear will handle work on the coach cars, while Wilmington will overhaul the electric locomotives or power cars.

The team of employees involved in the project includes about 36 who will be dedicated to the effort full-time and another 15 or so who will fill in as part of a rotating pool.

In addition to overhauling the air brakes, central and auxiliary blocks, blower motors, mechanical doors, air-conditioning and other systems, employees will fix any broken parts or make other repairs as needed based on problems identified through inspections just prior to the work.

The *Acela* trainsets have undergone prior overhauls, although trainsets 2 and 4 have gone through less extensive updates as part of an “age exploration” study to see how the air-brake equipment performs over time. All of the trainsets will go through an extensive overhaul in this round.

Employees are currently participating in a 12-week training course, two weeks of which are with the High-Speed Rail maintenance teams at Ivy City, in Washington, D.C., and Sunnyside Yard, in New York.

“This major overhaul — done in close collaboration with the unions — provides an excellent opportunity for this talented team of employees to learn and apply new skills, while enabling the company to keep the work in-house,” says Terry Schindler, deputy chief mechanical officer who oversees both the Bear and Wilmington facilities.

special employee advisory

April 4, 2011 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

I spent part of last week in Nashville Tenn., where our Safe-2-Safer contractor was holding a conference with a broad cross-section of their clients and others interested in best practices for improving safety culture and reducing accidents and injuries. In addition to our own S-2-S coordinators, I met many Amtrak senior and mid-level managers, as well as participants from other companies like Disney, Arch Coal and BNSF among others. Amtrak was also represented by our APD personnel — including some of our K-9 units. In addition, there was very strong union leadership support demonstrated by the significant number of local and general chairmen in attendance. It was a very well-attended event — nearly 3,000 participants — and I was impressed by the energy and interest I witnessed across the board.

Amtrak participated in the Safety Showcase, where each company told their safety story, and talked about the cultural changes that they were engaged in to make safety a way of life in their industry. All of you can be proud of our people, their enthusiasm and their message. They represented us all very well, and I believe that Amtrak is becoming the national leader in safety cultural changes in our industry.

It felt good to be there and to support our employees, as they move us toward a better place with safety.

Safety is, and always will be, our number one goal, but Amtrak is improving in so many ways toward a new vision for itself. I see a much greater focus on our customers — both our passengers and our state and commuter customers — the measure of

that effort is in part our growing ridership.

The Safer, Greener and Healthier Amtrak is appearing and it's shaping our future in a positive way. We are demonstrating leadership on the Northeast Corridor with a vision for faster trains, along with improvements for our critical infrastructure. We are looking for ways to do more recycling, save more fuel, pay down our debts, improve our organizational structure, and reduce our subsidies by raising our revenue and being smarter about costs.

Amtrak is becoming stronger because we are focused on the right things and its noticeable for those who take the time to look. I recently stopped in to a NARP meeting and said something like this: "Isn't it great that we have a fleet plan that can be criticized. After all, it isn't so long ago (before Feb. of 2010) that we did not have a fleet plan to criticize." Not only have we just updated the fleet plan we issued last year, but we've taken action on our plan by purchasing new equipment, with 130 long-distance single-level cars and 70 electric locomotives on order.

I see many successes by the men and women of Amtrak since I came here in late November of 2008, and I am thankful for them. But there is something we all must keep in mind as we work to complete things. I once read someplace that "life was an unfinishedness," which I took to mean that we should not get discouraged by it, but just keep doing what needs to be done. Amtrak is like that. There will always be things that need to be done, or redone or changed; it will be "unfinished" but each day it is better, and will continue to be for the future. The thing to remember about working toward a vision is that it's bigger than us and what we do day-in and day-out. It's about planning and



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April 3, 2011 • Page 2 of 2

setting the stage for the future for
subsequent generations of the Amtrak
family and for our nation.

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Sincerely,

Joe Boardman
President and CEO

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special employee advisory

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special employee advisory

April 6, 2011 • Page 1 of 1

Amtrak to Continue Operations in the Event of a Government Shutdown

The current Continuing Resolution (CR, a temporary funding mechanism until a permanent budget for the fiscal year is approved by Congress) under which Amtrak is operating is slated to end at midnight on Friday, April 8. If the President and Congress are unable to reach an agreement on a budget for the current fiscal year, a government shutdown will occur.

In the event of a government shutdown, Amtrak will continue operations as normal. While the company relies on the government for some funding, Amtrak also uses revenue from ticket sales and other sources to fund operations. If a short-term government shutdown occurs, Amtrak has the resources available to continue service.

If a government shutdown occurs, we do not expect that it will last very long. Please be assured that we will provide regular updates to you about this issue via Special Employee Advisories and/or Amtrak This Week.



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April 6, 2011 • Page 1 of 1

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April 13, 2011 • Page 1 of 1

Reservation and Ticketing Outage Planned for Sunday, April 17

This Sunday morning, Amtrak's core reservation systems (Railres/STARS, Internet Booking, Content Management System (CMS), Quik-Trak, Arrow and Aries) will be out of service while they are being moved from the legacy Data Center in Manassas, Va., to a new Data Center in Southbury, Conn.

This relocation represents a significant coordination of activities and is expected to take approximately seven hours to complete. Specifically, from 3:00 a.m. through 10:00 a.m. (EDT), Amtrak reservation and ticketing systems will not be available. Consequently, Amtrak will have very limited ability to issue tickets, provide train status information and create or modify reservations. Amtrak will not be able to accept credit card payments via the Internet, by telephone, or travel agency outlets, and will have only limited ability at station ticket counters. In addition, Quik-Trak kiosks will be unavailable.

To minimize the impact on travelers, Amtrak is asking passengers to purchase and/or pick up tickets before Sunday, April 17. Passengers are being notified of this outage via Amtrak's Automated Customer Notification System, a website message on Amtrak.com, an update on Amtrak's Facebook page, station notices, and a message that passengers will hear when calling 1-800-USA-RAIL.

Ticket agents, conductors, call center agents and other employees have been provided procedures to follow in

preparation for and during this outage. These instructions include information on powering down computers, printing manifests, charging fares, ticketing, applying penalties and fees, and operation of Quik-Trak kiosks. Complete details on employee procedures are available in the Daily Advisory section of the Amtrak intranet, under "Library."

Additionally, a conference line will be available for from 6:00 a.m. through noon on Sunday to provide contact center and station employees assistance and updates on the outage. The conference number is 866-209-1307, access code 9846358.

Once the move is complete, the new modern data center will provide a higher level of availability and reliability than the Manassas facilities have provided.



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April 14, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Congress has approved a federal budget for the current fiscal year, including \$1.484 billion funding for Amtrak. Amtrak's federal support for this year provides \$562 million for operating, \$277 million for debt service, and \$645 million for capital.

This has been a long and difficult process. I am encouraged that we fared better than the House of Representatives proposal (that would have cut \$152 million from last year's funding level of \$1.565 billion), and while we still fall \$81 million short of last year's amount, it could have been much more painful.

So what does the \$81 million funding reduction mean for us? We are currently benefiting from strong ticket revenue growth and more careful spending decisions made in the first half of the year. We can absorb the reduction if we continue to generate strong revenue and to make prudent decisions about expenses. We must scrutinize all spending items, to include travel and other discretionary costs. Additionally, any requests to hire for non-safety-essential positions — both agreement-covered and management — that are vacated through attrition will be carefully evaluated. We will also be closely monitoring the activities, progress, and benefits of all projects and adjust our contracting needs accordingly.

We are living in a tough budget climate, and I am thankful for the support we have earned with friends — new and old — on Capitol Hill.

But it's not just thanks to the work some of us do by educating members of Congress about why Amtrak is a critical element of our nation's transportation infrastructure. It also has a lot to do with the work you do, interacting with the public and behind the scenes, that helps build that support. Keep that in mind, because we're already talking about next year's budget, and I have a feeling it's going to be even more challenging.

Thank you for all you do.

Sincerely,



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April 27 2011 • Page 1 of 1

National Prescription Drug Take-Back Day Saturday, April 30

Amtrak encourages employees to support the Drug Enforcement Administration's second National Prescription Drug Take-Back Day on Saturday, April 30.

On this day, government, community, public health and law enforcement partners will work together to collect expired, unused and unwanted prescription drugs. To locate local community prescription drug collection sites, visit www.GetSmartAboutDrugs.com and click the "Got Drugs?" icon, or call 1-800-882-9539. The service is free and anonymous.

As a reminder, employees taking prescription medications that have the potential to interfere with the safe performance of their job duties must complete form NRPC 3133 "Authorization to Work with Medications," and submit it to Health Services Medical.

For more information, call 215-349-2389 between 8:00 a.m. and 6:00 p.m. (ET) or leave a message on Health Services Drug and Alcohol Program's confidential Employee Hotline at 202-906-2255. Information can also be found on the intranet under "Employees" → "Human Resources - Health Services" → "Over-The-Counter and Prescription Drugs."

This Special Advisory was issued because information on the Prescription Drug Take-Back Day was inadvertently omitted from Monday's edition of Amtrak This Week.



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April 27, 2011 • Page 1 of 1

Appointments Made to Realign Strategic Functions in Transportation Department

Operating department veterans Robin McDonough and Lois Cuning have been selected for two senior-level Transportation department appointments that are designed to better support the company's strategic initiatives by aligning functions, streamlining operations and strengthening relationships with partners and stakeholders. Both functions became effective April 15, and report directly to Vice President of Transportation Richard Phelps.

Robin McDonough has been selected to manage all major business improvements, technology enhancements and strategic planning and analysis. As chief, Business Operations and Technology, she will also oversee special train/private car moves and fuel management. She will put increased attention on planning and analysis, including the centralized review of all service changes and requests for new positions. She will also oversee crew management and train scheduling upon the retirement of Chief, System Operations Jon Tainow in June.

As chief Business Management and Customer Service, Lois Cuning will direct the development and implementation of strategic customer service initiatives and the implementation of initiatives, such as EIM and SAM. Lois will also advance the company's goal of improved connectivity and mobility by aligning the connecting services, like Thruway Bus service. Adding to her recent assumption of responsibility for customer service delivery, she will oversee the 24-hour customer service

desk at CNOC. Lois will continue to direct the financial and organizational management of the department. She will also be responsible for the revenue remittance function, joining together the on-board service, conductor and station audit functions.

Lois and Robin will work very closely together to gain efficiencies and implement strategies for the day-to-day and long-term operation of the department, including tending to the needs of strategic partners.

The appointments encompass two of a three-person management team at CNOC that will be in effect starting in June and reporting to the Vice President of Transportation.

Robin and Lois join Senior Director of System Operations Mike Frazier at CNOC, whose responsibilities center on train operations, service disruptions (and host railroad field coordination), space and equipment control, emergency preparedness and FEMA evacuation trains — making safety and customer service a focal point of all of those functions. Mike will begin reporting directly to Richard Phelps upon the retirement of Jon Tainow.



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August 11, 2011 • Page 1 of 1

Human Capital Management Chief Selected

President and CEO Joe Boardman announced today that Barry Melnkovic, a human resources professional with more than 25 years of experience, will join Amtrak as Chief Human Capital Officer on Aug. 15.

Mr. Melnkovic will be responsible for oversight of all human resources functions, diversity initiatives and labor relations. He will report directly to the President and CEO.

“Barry’s experience will advance and enrich an approach to HR that is more in line with our evolving culture,” said Boardman. “He is a leader who has a record of successfully implementing innovative human capital strategies.”

His areas of expertise include labor relations, operational strategic planning, recruitment, organizational development/training, leadership coaching, performance management and workforce development. He is also well-versed in Lean/Six Sigma process improvement methodology.

Mr. Melnkovic was most recently vice president of Talent Management and Business Development at Alistar Consulting, Inc., a global executive search and consulting company. Prior to that, he served as vice president in Human Resources at Owens Corning, Holland America Line, Motor Coach Industries and Lilly Industries.

The change in title and nomenclature from human resources to human capital management represents a change in the scope of responsibilities. Human capital management puts more emphasis on a comprehensive approach to managing the workforce, recognizing its critical role in the development of an organization.



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August 12, 2011 • Page 1 of 1

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August 16, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I regret to inform you that another company has been chosen as the highest-ranked bidder to operate, and maintain track and equipment for, the Caltrain commuter rail service between San Jose and San Francisco.

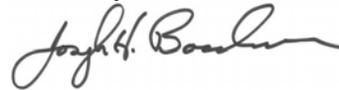
Amtrak has provided train crews, and Engineering and Mechanical employees for this service since 1992. Since then, our employees have contributed to major projects that have brought about transformational changes, including significantly expanding track and signal capacity, and service expansions. I thank all of the employees dedicated to Caltrain service for helping the Peninsula Corridor Joint Powers Board (JPB) achieve its goals and for serving the people of that region so well for so many years.

We will be preparing for the transition of the business to another company, which is projected to formally occur in early 2012. At this point, I don't have much more to share with you about the process, but we will learn more as we work out the details with the JPB. In the meantime, I know that our Caltrain-assigned employees will continue to provide the same professional, safe and reliable service they have for years.

We are naturally disappointed. We have enjoyed our relationship with the JPB and the many people in the area who rely on the service.

While there will be an opportunity for us to learn from this experience, we did put forward a strong proposal and I appreciate all the hard work many people put into it.

Sincerely,



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President and Chief Executive Officer



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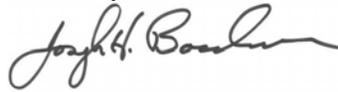
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We are naturally disappointed. We have enjoyed our relationship with the JPB and the many people in the area who rely on the service.

While there will be an opportunity for us to learn from this experience, we did put forward a strong proposal and I appreciate all the hard work many people put into it.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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August 18, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I regret to inform you that another company has been chosen as the highest-ranked bidder to operate, and maintain track and equipment for, the Caltrain commuter rail service between San Jose and San Francisco.

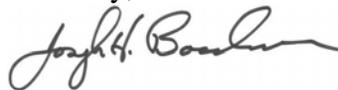
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While there will be an opportunity for us to learn from this experience, the Peninsula Corridor Rail Services proposal we put forward in conjunction with Bombardier was a strong one, and I appreciate all the hard work many people put into it.

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August 23, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As a result of the 5.9 earthquake that originated in Virginia this afternoon, we are in the process of inspecting our infrastructure, stations and facilities in the areas affected by the tremors. At this time, there are no injuries reported as a result of the earthquake.

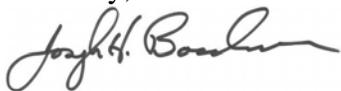
We are currently operating at reduced speeds between Washington and Baltimore and resuming normal speeds north of Baltimore. An operating plan — which will evolve as the situation unfolds — is in place.

The safety of our employees and passengers is of the utmost importance, and we are monitoring news reports for aftershocks.

Amtrak's Employee Assistance Program is available to employees who seek assistance in times of need. Employees on the East Coast can call (202) 906-3447 and (904) 891-9014 or (800) 327-6448 after business hours.

If you're in the area affected, please be mindful of aftershocks, and watch out for one another.

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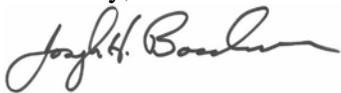
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August 25, 2011 • Page 1 of 1

Operating Plan for Hurricane Irene

Amtrak has implemented an operating plan in anticipation of Hurricane Irene's landfall along the East Coast.

At this point, many trains operating south of Washington, D.C., have been cancelled from Friday through Sunday, and more cancellations are possible. Employees from the operating departments are preparing for the hurricane — Mechanical is increasing its technical staff in strategic locations, including stations and other facilities and on trains to protect the fleet; Engineering is bolstering the infrastructure; and Transportation is managing manpower and protecting stations.

Employees in the areas bracing for the hurricane should visit www.ready.gov and www.fema.gov for preparedness tips. These tips include:

- Have a to-go bag ready that includes non-perishable food, water, a battery-powered radio, flashlights, etc.
- Know work and home evacuation plans.
- Be informed about the different hazards associated with a hurricane.

These sites are excellent resource to help people prepare and respond to emergency situations such as hurricanes and earthquakes.



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December 1, 2011 • Page 1 of 1

Contingency Plan in Place in Case of Work Stoppage on Freight Territory

An impasse in negotiations between 30 freight railroads and unions may result in either party seeking self-help — a lockout or a strike — starting 12:01 a.m. on Tuesday, Dec. 6 that would significantly affect Amtrak operations outside of the Northeast Corridor.

This dispute does not involve Amtrak; it is between the freight railroads and unions that represent their workforce.

Should a work stoppage occur starting at 12:01 a.m. on Dec. 6, it would disrupt all Amtrak operations, except the Northeast Corridor (Washington – Boston), the Keystone Corridor (New York – Harrisburg), the Springfield Line (New Haven – Springfield), *Downeaster* (Boston – Portland), *Vermont*, and Caltrain commuter service (San Francisco – San Jose only).

Accordingly, Amtrak's operating departments, in collaboration with other departments, has developed a contingency plan in the event of a work stoppage. Depending on the date and the route, there will be cancellations and trains terminated at major stations with no alternate transportation. The Contact Centers may begin callbacks to passengers traveling on trains that would be affected as soon as tomorrow.

As it stands now, if a strike or lockout occurs most Amtrak

agreement-covered employees should report for work as scheduled, except for many Transportation department employees outside of the Northeast Corridor. Decisions about work schedules will vary by location and as the situation unfolds; employees should check with crew management and/or their supervisor about reporting for work, starting Dec. 4. (?)

The safety and security of Amtrak employees and passengers comes first. Amtrak Police Department and other personnel will be on hand at locations where Amtrak shares facilities with freight railroads to ensure that employees can report to work safely.

This is a dynamic and rapidly changing set of circumstances. Amtrak will continue to closely monitor the situation and hopes that the parties will reach resolution before negatively affecting passenger service. More information will be provided as we learn more.



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December 1, 2011 • Page 1 of 1

Contingency Plan in Place in Case of Work Stoppage on Freight Territory

As many of you know, unresolved negotiations between freight railroads and unions may result in either party seeking self-help — a lockout or a strike — starting 12:01 a.m. on Tuesday, Dec. 6. If this occurs, it would significantly affect Amtrak operations outside of the Northeast Corridor.

Amtrak's operating departments, in collaboration with other departments, has developed a contingency plan in the event of a work stoppage.

Please keep in mind that this dispute does not involve Amtrak; it is between the freight railroads and unions that represent their workforce.

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December 6, 2011 • Page 1 of 4

Message From Joe Boardman

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As you know, our board of directors approved a Strategic Plan in October that sets a new course for our company. I recently asked you to read and become familiar with the Strategic Plan — I will ask you again to do so now — because it is in large part the basis upon which we are bringing change to Amtrak. As we follow it, our company will become stronger, more customer-focused, and more bottom-line business focused. Amtrak can no longer hunker down in survival mode, and we do not need to. We are a critical asset to this nation; we must serve our nation and our customers well.

Before I get into the changes that I'm seeking, I want you to know that there are no planned or expected service reductions anywhere. Similarly, there are no planned layoffs for agreement-covered employees, other than the normal seasonal adjustments that we go through each year. Nothing different there.

As you know, I am seeking to align how we do business with our Strategic Plan. As I've communicated before, this realignment of the organization will result in a reduction in the number of non-agreement employees across all departments. We are not going to reduce any management forces during the coming holidays, other than those who have elected and have been approved for the recent Voluntary Separation Incentive Plan. A little more than 150 non-agreement-covered people have chosen to leave the company via the VSIP, several of them from the senior ranks of management. On behalf of the company, I am grateful for the contributions that they have made through the years. Many of those among the group were close to making a retirement decision, and this program provided the incentive they needed to make a positive affirmation that it was time. I saw many struggle with that choice, as so many have done in the past when it was time to enter into retirement.

Also, remember that when we released the Strategic Plan, I told you it was developed with significant employee input and that it is a living document — it's not set in stone. A grand plan rolled out all at once does not allow for the creative ideas of those that are out there doing the work, or who have been asking questions for years and have nothing but frustrations left. So that's part of why we don't have all the answers that people are seeking yet.

So far, we have formally rolled out only one part of the Strategic Plan from a Business Line point of view — the Northeast Corridor Infrastructure and Investment Development Business Line managed by Stephen Gardner. Stephen Gardner and team he has assembled is hard at work to make our vision for very



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December 6, 2011 • Page 2 of 4

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As we look at Operations outside of the Northeast Corridor, we need to determine how we minimize costs that are not directly connected with the actual operation of safe, customer-focused and reliable service. Our operations outside of the NEC do not cover their basic operating costs, so the questions we need to ask are how can we do a better job to minimize costs, what can be done differently so that cost is lower without hurting the safety, customer service or reliability? Even more importantly, why are we still doing things in a way that does not take advantage of all the improvements available today? What should we stop doing?

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Northeast Corridor Operations is another one of the Business Lines in the Strategic Plan. It will operate differently than the off-corridor structure. The details on that will not come until after the off-corridor structure is set, although once that is known it will help define the boundaries of the Northeast Corridor. So this is an area that will need to wait a while for answers.

There will be one centrally managed Legislative, Government, Policy and Public Affairs function, with a field presence that will keep major contact with our state partners and determines what, if any, planning needs to be done for a customer or state partner. This function has been split up among too many departments, with a lack of focus and accountability. Some of that change has begun with the dissolution of the Policy and Development department. We expect 10 to 15 positions will be eliminated with that change.

In addition, there will be three planning organizations in the company, and they will be relatively small. Facility Planning, which will be within Real Estate under the Chief Financial Officer, will become much more active in proper planning for



special employee advisory

December 6, 2011 • Page 3 of 4

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The Marketing and Product Development department will be less marketing and more sales. Social media will grow along with the use of other more up-to-date methods of improving our service to our customer. Field functions will be part of operations, part of Legislative, Government, Policy and Public Affairs, or will be a targeted sales function with sales goals or will not exist. The distribution function of the commissary will go to Operations but the Menu Development will stay with Marketing. The Call Centers will stay with Marketing, and Marketing will pick up accountability for selling our management services to commuter operations, as well as evaluating and responding to the solicitations for commuter contracts.

There are other changes that will occur as we respond to the requirements of this new direction. It's often said that change is the only constant that we deal with. We see it in our families and we see it in the world around us.

Amtrak costs continue to climb with additional direct salaries and wages, and while some revenue from ridership is up, other revenue like federal operating assistance, is down and that is part of the reason we must make cuts and adjustments to improve our bottom line. But frankly, that is not the primary reason. We must operate a more competitive company and it must reflect the realities of the competitive environment today. We have global competitors coming into our backyard and convincing members of Congress, state and commuter officials and others that they can do a better job than Amtrak. We also are in competition for federal assistance across transportation modes — airlines through the Federal Aviation Administration; highways and the intercity buses through the Federal Highway Administration; transit, commuter rail and buses through the Federal Transit Administration. We also have to compete with the funding for U.S. DOT safety programs, which comes out of the same appropriation funding.

We are making these changes for a stronger future, and yet I know when it affects you directly that high-minded idea gets lost. That's the tougher part of leading change. I've tried to mitigate some of this with the VSIP, giving us some room and also allowing those who have other opportunities to pursue them without hurting the company or the people. That won't be enough, and the positions that have been vacated won't be filled immediately and others will not be filled at all. When you see them posted and you qualify for them please apply, if your record is good and your skills are the ones that are needed, you will stand in a good position to be competitive.



special employee advisory

December 6, 2011 • Page 4 of 4

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Sincerely,



Joe Boardman
President and CEO



special employee advisory

December 7, 2011 • Page 1 of 4

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special employee advisory

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special employee advisory

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special employee advisory

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We don't have all those answers, and as I said earlier, no one grand plan is going to give those answers to us. But I do have some answers. We cannot expect a reliable, on-time, customer-focused railroad to operate if there is not dedicated accountability for that. So we will establish a structure that includes a senior-level person who will be held accountable for both cost and revenue, while meeting the standards and the budgets that are set by the Chief Engineer, Chief Mechanical Officer and Chief Transportation Officer. Each of them will report to the VP of Operations. Accordingly, I have asked the VP of Operations to submit his plan for aligning under this structure in early February, and I expect to have given him enough input along the way that it will begin to be implemented by mid to late summer. I expect it to provide fewer levels of management from the top to the bottom, and that will cause an impact to the number of non-agreement-covered positions.

Northeast Corridor Operations is another one of the Business Lines in the Strategic Plan. It will operate differently than the off-corridor structure. The details on that will not come until after the off-corridor structure is set, although once that is known it will help define the boundaries of the Northeast Corridor. So this is an area that will need to wait a while for answers.

There will be one centrally managed Legislative, Government, Policy and Public Affairs function, with a field presence that will keep major contact with our state partners and determines what, if any, planning needs to be done for a customer or state partner. This function has been split up among too many departments, with a lack of focus and accountability. Some of that change has begun with the dissolution of the Policy and Development department. We expect 10 to 15 positions will be eliminated with that change.

In addition, there will be three planning organizations in the company, and they will be relatively small. Facility Planning, which will be within Real Estate under the Chief Financial Officer, will become much more active in proper planning for



special employee advisory

December 7, 2011 • Page 3 of 4

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The Marketing and Product Development department will be less marketing and more sales. Social media will grow along with the use of other more up-to-date methods of improving our service to our customer. Field functions will be part of operations, part of Legislative, Government, Policy and Public Affairs, or will be a targeted sales function with sales goals or will not exist. The distribution function of the commissary will go to Operations but the Menu Development will stay with Marketing. The Call Centers will stay with Marketing, and Marketing will pick up accountability for selling our management services to commuter operations, as well as evaluating and responding to the solicitations for commuter contracts.

There are other changes that will occur as we respond to the requirements of this new direction. It's often said that change is the only constant that we deal with. We see it in our families and we see it in the world around us.

Amtrak costs continue to climb with additional direct salaries and wages, and while some revenue from ridership is up, other revenue like federal operating assistance, is down and that is part of the reason we must make cuts and adjustments to improve our bottom line. But frankly, that is not the primary reason. We must operate a more competitive company and it must reflect the realities of the competitive environment today. We have global competitors coming into our backyard and convincing members of Congress, state and commuter officials and others that they can do a better job than Amtrak. We also are in competition for federal assistance across transportation modes — airlines through the Federal Aviation Administration; highways and the intercity buses through the Federal Highway Administration; transit, commuter rail and buses through the Federal Transit Administration. We also have to compete with the funding for U.S. DOT safety programs, which comes out of the same appropriation funding.

We are making these changes for a stronger future, and yet I know when it affects you directly that high-minded idea gets lost. That's the tougher part of leading change. I've tried to mitigate some of this with the VSIP, giving us some room and also allowing those who have other opportunities to pursue them without hurting the company or the people. That won't be enough, and the positions that have been vacated won't be filled immediately and others will not be filled at all. When you see them posted and you qualify for them please apply, if your record is good and your skills are the ones that are needed, you will stand in a good position to be competitive.



special employee advisory

December 7, 2011 • Page 4 of 4

Please be assured that the steps we are taking are designed to preserve and strengthen the important service we provide to our nation. I will keep you updated as we move forward, and thank you for taking the time to read this important message.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

December 7, 2011 • Page 1 of 4

Message From Joe Boardman

Dear Co-workers,

I know that there is a feeling of uncertainty in the air for some of you, and that many of you have questions. I don't have all the answers that many of you are seeking, but I want to tell you where the company is going — knowing what the plan is will at least help reduce some concerns that I have heard expressed.

As you know, our board of directors approved a Strategic Plan in October that sets a new course for our company. I recently asked you to read and become familiar with the Strategic Plan — I will ask you again to do so now — because it is in large part the basis upon which we are bringing change to Amtrak. As we follow it, our company will become stronger, more customer-focused, and more bottom-line business focused. Amtrak can no longer hunker down in survival mode, and we do not need to. We are a critical asset to this nation; we must serve our nation and our customers well.

Before I get into the changes that I'm seeking, I want you to know that there are no planned or expected service reductions anywhere. Similarly, there are no planned layoffs for agreement-covered employees, other than the normal seasonal adjustments that we go through each year. Nothing different there.

As you know, I am seeking to align how we do business with our Strategic Plan. As I've communicated before, this realignment of the organization will result in a reduction in the number of non-agreement employees across all departments. We are not going to reduce any management forces during the coming holidays, other than those who have elected and have been approved for the recent Voluntary Separation Incentive Plan. A little more than 150 non-agreement-covered people have chosen to leave the company via the VSIP, several of them from the senior ranks of management. On behalf of the company, I am grateful for the contributions that they have made through the years. Many of those among the group were close to making a retirement decision, and this program provided the incentive they needed to make a positive affirmation that it was time. I saw many struggle with that choice, as so many have done in the past when it was time to enter into retirement.

Also, remember that when we released the Strategic Plan, I told you it was developed with significant employee input and that it is a living document — it's not set in stone. A grand plan rolled out all at once does not allow for the creative ideas of those that are out there doing the work, or who have been asking questions for years and have nothing but frustrations left. So that's part of why we don't have all the answers that people are seeking yet.

So far, we have formally rolled out only one part of the Strategic Plan from a Business Line point of view — the Northeast Corridor Infrastructure and Investment Development Business Line managed by Stephen Gardner. Stephen Gardner and team he has assembled is hard at work to make our vision for very



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special employee advisory

December 6, 2011 • Page 2 of 4

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special employee advisory

December 6, 2011 • Page 3 of 4

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special employee advisory

December 6, 2011 • Page 4 of 4

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Sincerely,



Joe Boardman
President and CEO



special employee advisory

December 16, 2011 • Page 1 of 1

Operating Departments Management Changes

As some non-agreement-covered employees begin to leave the company as a result of taking advantage of the Voluntary Separation Incentive Plan (VSIP), Amtrak continues to align the organization with the Strategic Plan, and is taking steps to ensure continuity of operations.

Effective today, Chief Financial Officer DJ Stadler will take on the role of Acting Vice President of Operations, while Controller Gordon Hutchinson carries out the day-to-day Finance duties of the Chief Financial Officer.

In the near future, Amtrak will be actively recruiting to fill the roles of Chief Transportation Officer, General Manager - West, and Central Division General Superintendent. Following that effort, a Vice President of Operations will also be recruited, following today's departure of Jeff Geary.

Senior-level positions — those held by Vice President of Transportation Richard Phelps, General Manager - West Bill Duggan and General Superintendent Daryl Pesce — vacated as a result of the VSIP are not being immediately filled to enable a competitive job selection process.

“I thank Jeff for his hard work and wish him the best in his future endeavors. In the midst of this transition, I want to assure all Amtrak employees that we are being thoughtful and thorough about the changes we're making in the organization,” said President and CEO Joe Boardman. “We have very strong operating departments with talented railroaders. While a handful of specific positions may be temporarily vacant, I have full confidence that our employees will continue to lead and to help deliver

safe and reliable service. Change can be distracting, but I know that you will remain focused on delivering the safe and professional service you deliver every day.”

Employees who previously reported to these positions will report directly to DJ Stadler, as will the Chief Mechanical Officer and the Chief Engineer. In this role, DJ will also be working with managers to develop a structure that is aligned with the Strategic Plan. In the coming days and weeks, DJ will be communicating with employees in the operating departments to provide more information about his role.

Amtrak thanks all of the employees who are leaving the company for their contributions to the company. We wish them well as they start new chapters in their lives.



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December 16 , 2011 • Page 1 of 1

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December 27, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I want to clear up some confusion about overtime for agreement-covered employees, in light of a new legal requirement.

There's a rumor circulating that as a result of this new requirement, it's the end of overtime. It is not the end of overtime for agreement-covered employees. Overtime is still something that will be paid, given the nature of some of the work we do. The difference is that we now have restrictions when any one agreement employee goes over \$35,000 in overtime payments.

When our appropriation was approved by Congress this year, the legislation included a provision that required new procedures for how the company manages overtime payments to agreement employees, establishing a limit of \$35,000 per employee before special approval would be required.

The limit was put into the legislation after we were asked by Congress to submit a list of our highest-paid functions, many more of which are among agreement-covered ranks, rather than non-agreement employees. The list included 1,283 employees who exceeded \$35,000 in overtime.

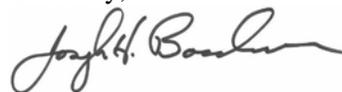
I know that it's often our most ambitious and productive employees that are the ones earning overtime. Those dedicated workers answer the call to come in to work or stay late. In some cases, overtime is necessary for us to make sure we get the job done without affecting service. It is unfortunate that the inadvertent consequence of this applies to some of our most hard-working employees trying to do the right thing.

On the other hand, Congress is telling Amtrak to fix situations in which overtime has been excessive. There are situations that on the surface seem out of control, but occur for a variety of reasons including provisions in labor agreements, regional manpower shortages and weather-related events. But we also need to do a better job of managing this part of the business, especially considering our current financial situation and our objective to put more emphasis on our bottom line.

We are currently working to understand exactly what we need to do to manage this requirement, including how we report it to Congress. When we know how we will manage the impact of this we will ensure that union leadership is fully advised and we will address it through your managers and carry it out in a way that it does not negatively impact service delivery.

Please know that I thank you for your work and your willingness to put more time in when business needs or the safety and welfare of the public we serve are at stake. We will get this done in a fair way.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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special employee advisory

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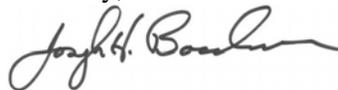
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February 9, 2011 • Page 1 of 2

Message from Joe Boardman

Dear RedBlock supporters,

The RedBlock dilemma is about confidentiality. It is not hard to understand that the name of someone marking off because they made a mistake should be kept in confidence. Everyone that I have talked to (Union, Management, Regulatory and Oversight Agency) understands that and supports the confidentiality that protects those who have made those occasional mistakes. We all live with both a greater sense of confidence in the safety element of the RedBlock program and the ability to maintain a compassionate program when a mistake is made. That compassion includes peer counselors that are available to help make sure a mistake does not become a habit.

A dilemma is a problem offering at least two solutions or possibilities, of which none are practically acceptable.

So what is the real problem?

It is the Code of Federal Regulations. Specifically its 49 C.F.R. Part 219, Subpart E, "Identification of Troubled Employees." And 49 C.F.R. 240.119(b), "a person who has an active substance abuse disorder may not be certified as a locomotive engineer."

And, it is the requirement that only a "substance abuse professional" (SAP) can make determinations about whether or not a troubled employee has an active substance abuse disorder — in the case of Amtrak that is the EAP program. RedBlock does not evaluate or diagnose an employee with a substance abuse disorder, and does not mandate that an employee obtain counseling or treatment. Instead, RedBlock relies on peers, or lay-volunteers, to intervene with employees and encourage them to

seek assistance. In fact, the lynchpin of the program, and what encourages employees to use the mark-off procedure, is that the process is confidential and does not have any "consequences."

So what is the truth about confidentiality?

When an Substance Abuse Professional, such as our EAP program (but includes any professional referral service) determines that we have a "Troubled Employee" with a substance abuse problem, that employee must follow a treatment program prescribed by an SAP. By law, this process is entirely confidential, unless and until the employee refuses to cooperate with the recommended course of counseling or treatment, at which point, confidentiality may be waived in accordance with applicable regulations. Engineers would not be allowed to perform safety-sensitive operations until they successfully complete the treatment recommendations. Everyone agrees with these requirements, including RedBlock.

Then why is there a problem?

Because those who have been in charge of administering the RedBlock program (Amtrak management employees) have been unable to provide the information that FRA has asked for, and the information that the Amtrak Office of Inspector General has asked for, that would document that RedBlock is following the requirements of the regulations.

That set of circumstances has led to both the FRA and IG questioning the "due diligence" of Amtrak's management in ensuring that the federal regulations on substance abuse in the workplace are being properly managed.



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special employee advisory

February 9, 2011 • Page 2 of 2

RedBlock is a union program. Management employees were being paid to operate that program. That put management at the center of the responsibility for the program, without control of the program. Both the FRA and the IG are holding Amtrak management accountable for the operation of the RedBlock program. The IG findings and recommendations are all couched in and start with “The President and CEO must...” — that’s me.

I agree that this is a union-run program. I made a proposal this past December to labor to support that — run it. Amtrak would support the program by paying for three coordinators. Amtrak would make sure that the company meets the requirement of due diligence to prevent drug and alcohol violations under the federal regulations by tasking EAP with oversight of the counseling functions, which it is uniquely qualified to do.

I’ve received several e-mails and some personal comments on the changes, many of them were part of a “grassroots campaign” that just spoke about the confidentiality issue, and the fear that causes among employees. I understand that fear, and I think it has been confused by a lack of understanding about what that means. I have tried to address that in this letter.

It’s time to set this program on the right path, at least the right path as our oversight agencies believe. Fighting the issue of confidentiality for the very few folks that have a substance abuse problem is not the right path. We need to ensure not only safety as our highest calling, but also the tough love it takes to confront any troubled employees that we might have.

Thank you for your service on the Executive Steering Committee, as RedBlock Captains or peer counselors. Help me bring this program to the right path.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February 11, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I spent all day yesterday on Capitol Hill educating members of Congress about the need for sufficient funding for Amtrak this fiscal year. We will continue to do so in an effort to support a constructive and informed debate.

There are reports about some of the numbers being discussed, but they are not final and **they're fluctuating**. For that reason, I don't want to get too caught up in the specific numbers we've heard because it's just not productive at this point.

We will have a better sense over the next couple of weeks. We're currently operating according to a Continuing Resolution that is slated to expire on March 4, and we expect the House and Senate to take action on our appropriation over the course of the next couple of weeks. During this time, we expect to see amendments offered in support of, and against, Amtrak funding.

We don't know how we will make out on the other side of this. It is disheartening to consider the very real prospects that we may experience budget cuts, especially at a time of record ridership and demand for more passenger and high-speed rail, much less the need for a national policy that sees rail as a solution to transportation congestion, economic recovery, infrastructure investments, global competition and reliance on foreign oil.

You may see a lot of news articles about us in the coming weeks, and they may not all be positive. I urge you not to be consumed by what's being said, but know that we are facing a tough battle.

Thank you for your support and for what you do every day.

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Feb. 11, 2011 • Page 1 of 1

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Dear Co-workers,

Effective Feb. 28, 2011, Vice President of Transportation Richard Phelps will relocate from Washington, D.C., to the Consolidated National Operations Center (CNO) in Wilmington, Del. This change moves the Transportation VP to a field location close to the overall day-to-day operation. It also highlights the importance of the employees at CNO and the vital role they play in providing safe and customer-focused service on a daily basis.

Also, Lois Cunning, senior director Operations Management, and Robin McDonough, deputy Program Management, who report to the vice president Transportation, will also relocate to CNO from Corporate Headquarters. Effective immediately, the Customer Service Delivery and Operations Support organization, formerly under Kevin Scott, who recently retired, will be under the direction of the Lois Cunning. Chris Jagodzinski, general manager East, will be moving to Philadelphia, Pa.

As always, thank you for your support as I align resources to meet the many demands upon Amtrak to deliver safe, reliable service to the traveling public.

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Jan. 5, 2011 • Page 1 of 1

Employees to See Increase in Pay Due to Tax Cut Starting This Week

Starting with the first paycheck of the year, all employees will see an increase in their pay for 2011 due to recently enacted tax cut legislation that affects Social Security tax rates.

The law reduces the Social Security tax from 6.2 percent to 4.2 percent for 2011 earnings subject to the tax (the first \$106,800 of earnings this year). Since Railroad Retirement Tier 1 taxes are based on Social Security, those taxes will be cut by the same amount. What this means is that employees will see a 2 percent increase in net take-home pay in each paycheck in 2011.

This may be a good time to consider putting that extra 2 percent in your Amtrak 401(k) Retirement Savings Plan. If you are interested in opening an account to save for your retirement, please visit www.MySavingsAtWork.com/amtrak.



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Jan. 5, 2011 • Page 1 of 1

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January 6, 2011 • Page 1 of 1

Paycheck Glitch Affects Some Agreement-Covered Employees' Deductions

The Jan. 6 paychecks of some agreement-covered employees erroneously do not include deductions for health care benefits or Flexible Spending Accounts. The mistake is the result of a technical glitch on the part of Amtrak's benefits administrator, and does not at all affect the health care coverage chosen by those employees.

This affects agreement-covered employees who participate in Amtrak's health care plan and did not make any changes to their benefits elections during the open enrollment period in November 2011 only.

Amtrak is working with the vendor to correct the error, and the deductions that did not appear in the Jan. 6 paycheck will be included in the Jan. xx paycheck.

We regret the inconvenience this may cause. Employees should rest assured that this error does not affect their medical, dental or vision plan coverage.

If you have questions about your benefits elections, please call (xxx) xxx-xxxx or visit www.xxxxx.com. If you have questions about your paycheck, please call (xxx) xxx-xxxx.



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Jan. 22, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

It is being reported in news accounts that a Republican study committee has released its vision for reducing government spending by \$100 billion dollars now, and \$2.5 trillion dollars over the next 10 years. I'm sure many of you are not surprised that Amtrak is listed for being eliminated.

I know that raises anxiety for many, if not all of you. I believe the first thing all of us have to understand is that this is born from the fear that pervades our nation on the heels of what has been tagged as the "Great Recession." There has been a major shift in the House of Representatives, and there is a sense on their part that they must do some big things in order to fulfill what they believe their mandate is. I believe that very little time was used in actual study by this committee, but rather, Amtrak and other programs such as National Public Radio are on the list simply because they have appeared on past lists.

So here is what I'm asking you to do. We are a very unique company, in the sense that we see our nation everyday from coast to coast and border to border. Many of us can see the reasons for the fear that may be in the hearts and heads of those within communities where we live. Help reduce those fears to the extent you are willing and able to do so. Being active in doing so will also help you control your own fears.

We will take action. First, we have already started to educate the new members of Congress — and existing members — on the issues and benefits that Amtrak brings to our nation. You have a Government Affairs staff working for you on the Hill that is

second to none in Washington, D.C. That office is filled with not only those who know how to present our message, but also with people that strongly believe in what we do. Further, your union leadership is already working to educate and inform new members of Congress and old friends of the importance of Amtrak to our nation.

While somewhat ironic, we will celebrate our 40th anniversary in May of this year. That further gives us an opportunity to tell our story, and it's a great story with great people who have supported this company and continue to do so. Join in the telling of our story, and join in the celebration all summer long. We will kick that celebration off on May 7 in conjunction with National Train Day. Become a part of the celebration of what we do. Amtrak will prevail and prosper to celebrate many more anniversaries, because we are critical to this nation.

I will communicate more as the boundaries of this issue are better known. There will be a tense spot in early March as Congress needs to act on a continuing resolution for funding the remainder of our fiscal year ending Sept. 30. Please don't be distracted from what we know we must deliver for our customers and for each other. I wish each of you peace and freedom from fear for yourselves and your families.

Sincerely,



Joe Boardman
President and CEO



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Jan. 22, 2011 • Page 1 of 1

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Joe Boardman
President and CEO



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Jan. 28, 2011 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

During his State of the Union address this week, President Obama made specific reference to the critical role high-speed rail has in our country's infrastructure and future.

Yesterday there was a congressional field hearing in New York City at Grand Central Station held by the new Chairman of the House Transportation and Infrastructure Committee, Rep. John Mica. The subject of the hearing was about building "real" or "true" high-speed rail.

Al Engel, our new vice president for High-Speed Rail, and I joined a roundtable discussion of the issues after the official part of the hearing ended — we were not invited to testify before the committee. The addition of a discussion format in connection to a committee hearing was new for me. I guess it was Chairman Mica's way of trying to get the members of the committee and others engaged in a discussion about high-speed rail.

While it's not my intent to represent Chairman Mica's position, his basic argument — as I understand it — comprises three parts: 1. While he appreciates the efforts that have been made to bring high-speed rail to the Northeast, those efforts do not measure up to a world-class standard based on what is available in Europe, Japan and China. 2. The assets of the Northeast Corridor should be privatized with perhaps multiple operators or franchised with the intent of introducing competition as the way to bring this level of service. 3. The distribution of federal high-speed rail funding is too widely dispersed and insufficient to accomplish the intended purpose of

successfully constructing a world-class system, and further the only region of the United States that has the density to support that success is the Northeast.

You may have seen some of the stories in the media about the hearing, and we'll be seeing more as the national debate about the future of passenger rail continues. I want to share with you our position.

In the context of these points of view — and I leave room for understanding them better as they develop — I believe: 1. Amtrak has proven to be a good steward of the Northeast Corridor since we were given that responsibility in 1976 for 363 miles of the 457 miles between Boston and Washington, D.C. Since 1976, we have electrified the entire route, we have nearly doubled the number of passenger trains per day, north-end speeds have gone up from a maximum of 90 mph to 150 mph, south-end speeds are up from 110 mph to 135 mph, travel time is down, ridership is up and continues to grow, Amtrak's air/rail market share is up and rising, and the number of grade crossings are down nearly 80 percent. Given our challenges, we have made significant strides given the federal investment levels over the years. It is my position that Amtrak should continue as the primary steward of Northeast Corridor assets, in collaboration with states and commuter railroads, and in a collegial way with the Federal Railroad Administration.

2. In listening to other points of view, I think the core of their debate about high-speed rail is ultimately about who owns the property and/or operates it — a public entity like Amtrak or private sector entity. I think that's at the heart of the debate. Its major focus is not "real high-speed rail," it's "real estate." Amtrak was created by Congress precisely because the privately owned



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special employee advisory

January 28, 2011 • Page 2 of 2

railroads could no longer sustain the vital public service of intercity passenger rail. No other company is prepared to take over the Northeast Corridor. No other entity is equipped to cover the long-term capital and operating costs of the NEC.

3. Places other than the Northeast need trip-time competitive rail service. The demand for it is so great that many states received funding for worthy investments to help meet their regional transportation needs. But more funding is needed to rebuild our passenger rail network, and to improve the ability for the freights to accommodate that growth. It is vitally important for passenger rail and high-speed rail systems to provide the connectivity that is needed to make passenger rail viable in the United States. It is not only about having rail as an option for millions of Americans, there are other reasons of national import — reducing our dependence on foreign oil, sound use of our energy and natural resources, economic recovery and stimulation, and congestion relief are among the others — for advancing passenger rail as a matter of strategic national priority. Putting Amtrak on a list for zero federal funding is both inconsistent with that need, and ill-advised in the face of the issues we face domestically and globally.

As I told you last week, we are working hard to educate new members of Congress about the importance of Amtrak to our nation, and to our nation's future. More and more of the public is demonstrating their knowledge of the importance of rail with our increasing ridership.

We always face uncertainty, and we will hear about cuts all around us; there are just some things we cannot control. But we can keep our faith that the right decisions will be made, and we can work hard for our customers.

Thank you for your support and for what you do every day.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

Jan. 28, 2011 • Page 1 of 2

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January 28, 2011 • Page 2 of 2

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Sincerely,



Joe Boardman
President and CEO



special employee advisory

July 20, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

As *Safe-2-Safer* is integrated into our safety culture, the safety and health of our employees remains a key goal. As we have previously communicated, it is important that all injuries be reported so that we have a more complete picture of where there are safety hazards and so that we can take appropriate actions to eliminate exposure to hazards.

An aspect of injury reporting that has received less attention is the need to report certain or suspected workplace injuries/illnesses promptly. Immediately reporting to your supervisor a certain or suspected injury or illness will result in a rapid response to secure the appropriate medical care. Reporting any injury/illness quickly also can reduce the severity of the injury and lead to a more rapid recovery. For these reasons, the immediate reporting of workplace injuries is mandated by Amtrak Policy 3.11.4, Amtrak's Standards of Excellence, and other policies.

Later today, department heads will be receiving a Safety Bulletin that they will be distributing to all of their managers and supervisors to reinforce this very important point.

In addition to assuring appropriate care, prompt reporting helps us to eliminate exposures to hazards. Our goal remains for Amtrak to have an injury/illness free workplace. *Safe-2-Safer* helps us to identify behaviors and risks which may lead to safety and hazards in the workplace. Your prompt reporting of job-related

injuries or illnesses is another component of our overall effort to quickly eliminate safety hazards from the work environment.

Thank you for working safely and supporting a safer work environment by promptly reporting workplace injuries and illnesses.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

July 20, 2011 • Page 1 of 1

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President and CEO



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June 13, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

Last week, the board of directors and I recognized the contributions of Chief Information Officer Ed Trainor, as we offered him our best wishes for his retirement that begins this Friday.

Ed has served Amtrak twice in his career, from 1976 to 1985, and then again when he returned in Dec. 2006. As CIO, Ed presided over a number of major initiatives in Information Technology, including significant investments in streamlining our systems with Strategic Asset Management and the establishment of group information officers to better meet the business requirements of the company. I thank Ed for his perseverance in achieving major technology advances and for his dedicated service over the years.

While we bid Ed farewell this week, we welcome someone many of you already know. Ron Sorozan, group information officer, Operations, Maintenance and Engineering, has been selected to take over as chief information officer. Reporting directly to me, Ron will start in his new role on Monday, June 20.

Since he joined Amtrak about a year ago, Ron has shown the caliber of leadership, skills and technical knowledge that the CIO function requires. Ron has 25 years of experience in IT, including CIO appointments at two companies, and in-depth knowledge of reservation systems. Ron's familiarity with Amtrak's operational and business needs, combined with the customer focus he has shown in his current position, will serve him well in his new function.

Please join me in thanking Ed for his service and welcoming Ron to his new role at Amtrak.

Sincerely,



Joe Boardman
President and CEO



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June 13, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

I am very pleased to announce that we've selected Jeff Geary, a seasoned railroad industry professional, to lead our operating departments. Effective June 20, Jeff will join Amtrak as the vice president of Operations, overseeing the Transportation, Engineering and Mechanical departments.

Jeff will report directly to me and will be based in Wilmington, Del. As I've said before and as evidenced by some of the changes I've made to date, the people running the day-to-day operation of the railroad should be based in the field, closer to the employees they supervise. The vice president of Operations function is squarely focused on operations — Jeff will not serve as my deputy or absorb other non-operating duties — and will have direct accountability for keeping the railroad running across the system and across Transportation, Engineering and Mechanical functions. This means that he'll be managing our operations in a more integrated way to stimulate better collaboration, communication and delivery of safe and reliable service for our passengers.

With 32 years in the freight railroad industry, Jeff is a railroad operations manager who has grown through the ranks and proven himself in managerial areas, such as budgeting, strategic planning and performance management. In addition to his managerial and operations expertise, he was selected for this position because he shares my passion in many key areas — safety; a more profitable and on-time operation; strong relationships with unions, states and other stakeholders; customer focus and a culture in which mentoring and coaching come naturally.

Jeff most recently served as vice president and chief operating officer of the Florida East Coast Railroad and Highway Trucking Services. Before that, he served in leadership positions at Rail America, Inc., and Rail Link (short lines with about 40 and 62 railroads, respectively). Prior to that, he worked for CSXT in Pittsburgh, where he made strides in improving operations utilizing Six Sigma principles. He began his career at CONRAIL, where he served for 21 years in positions such as trainmaster, terminal superintendent and director of Operations for one its largest divisions.

Jeff's appointment is the latest step in my aim to create a high-performing organization that is aligned to deliver excellent customer service. We will continue to evolve as we bring together people and a structure that put a premium on collaboration and service quality.

Please welcome Jeff aboard when he starts next Monday, and please give him your support. Thank you for the work you do every day.

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June 24, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

It is with extreme sorrow that I inform you that a semi tractor-trailer truck struck *California Zephyr* Train 5 today at about 11:20 a.m. PDT east of Reno, Nev., resulting in injuries and fatalities, including one of our own.

We are assisting the National Transportation Safety Board, who is leading the investigation into this incident.

Preliminary reports are that there have been fatalities to passengers, one crew member and the operator of the truck. There were a number of passengers and crew members transported to local hospitals for treatment of injuries. The rest of the passengers were transported to local schools and arrangements were made to accommodate them.

We will learn more as the situation evolves. There will be a lot of information that will need confirming, and the NTSB is in charge of the investigation.

I offer my deepest condolences and my prayers to the friends and families of those who perished. It is particularly difficult to lose a member of our own Amtrak family, and I hope that those of you who knew the crew member, and the employee's family, will find solace in one another.

Employee Assistance Program counselors are offering support and services to our employees, passengers and the families of those involved. The counselors will continue to be on hand in the difficult days and weeks ahead.

I know that there are many employees working hard in the aftermath of this tragedy, and I thank them for their resilience and commitment.

Please keep everyone touched by this tragedy in your thoughts and prayers.

Sincerely,



Joe Boardman
President and CEO



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June 24, 2011 • Page 1 of 1

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Sincerely,



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special employee advisory

June 27, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I write this on my way to Reno, Nev., to talk to employees, following the tragic event on Friday when a truck struck *California Zephyr* Train 5.

This incident resulted in multiple fatalities, including that of Conductor Laurette Lee. Laurette joined Amtrak in 1988, and was a member of the UTU. She came from a family of railroaders, including current and retired Amtrak employees. I didn't have the opportunity to meet Laurette, but I understand that she was considered a mother to many at Amtrak. She's been described as a respected no-nonsense professional, who was also extremely compassionate, taking employees under her wing, serving as a mentor and coach, and willing to share everything she knew with those less experienced. She worked hard, and had hopes and dreams — just like you and me. My thoughts are with her family, her nephew at Amtrak, and those of you who worked with her and called her friend — I know she will be sorely missed.

My deepest sympathies and prayers go out to the others who perished and their loved ones. My thoughts are also with those who are recovering from injuries and the trauma that this has caused them and their families.

The NTSB is leading the investigation. And as the days and weeks pass, we will also learn about the selfless and heroic acts of Amtrak personnel and others. I thank the members of the crew who helped our passengers and each other; particularly those who put our passengers before their own injuries. There were fellow employees on vacation aboard the train, including a conductor who had been trained by

Laurette, and I thank them for their actions.

I also very much appreciate what the members of the GO-team, EAP and others are doing to help in the aftermath of this incident.

As with other tragedies, with the passage of time most of you will return to the work at hand and your routines. But this will always remain with us. Whether you are close to this event or not, we are all touched by it because we are part of the same family, and today many of us are hurting. Thankfully, railroaders are very resilient and we hold each other up.

Please keep everyone touched by this terrible event in your thoughts and prayers.

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Dear Co-workers,

I write this on my way to Reno, Nev., to talk to employees, following the tragic event on Friday when a truck struck *California Zephyr* Train 5.

This incident resulted in multiple fatalities, including that of Conductor Laurette Lee. Laurette joined Amtrak in 1988, and was a member of the UTU. She came from a family of railroaders, including current and retired Amtrak employees. I didn't have the opportunity to meet Laurette, but I understand that she was considered a mother to many at Amtrak. She's been described as a respected no-nonsense professional, who was also extremely compassionate, taking employees under her wing, serving as a mentor and coach, and willing to share everything she knew with those less experienced. She worked hard, and had hopes and dreams — just like you and me. My thoughts are with her family, her nephew at Amtrak, and those of you who worked with her and called her friend — I know she will be sorely missed.

My deepest sympathies and prayers go out to the others who perished and their loved ones. My thoughts are also with those who are recovering from injuries and the trauma that this has caused them and their families.

The NTSB is leading the investigation. And as the days and weeks pass, we will also learn about the selfless and heroic acts of Amtrak personnel and others. I thank the members of the crew who helped our passengers and each other; particularly those who put our passengers before their own injuries. There were fellow employees on vacation aboard the train, including a conductor who had been trained by

Laurette, and I thank them for their actions.

I also very much appreciate what the members of the GO-team, EAP and others are doing to help in the aftermath of this incident.

As with other tragedies, with the passage of time most of you will return to the work at hand and your routines. But this will always remain with us. Whether you are close to this event or not, we are all touched by it because we are part of the same family, and today many of us are hurting. Thankfully, railroaders are very resilient and we hold each other up.

Please keep everyone touched by this terrible event in your thoughts and prayers.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 28, 2011 • Page 1 of 1

Employee Assistance Program

The Employee Assistance Program is available to all employees and their families for support in difficult times. EAP counselors are very familiar with the unique challenges employees may face on the railroad, and conversations with the counselors are strictly confidential.

If you, a family member or fellow employee might benefit from consulting with EAP, please call the relevant number below. More information on EAP can be found on the Amtrak intranet, under “Employees” → “Employee Assistance Program.”

Central Division (Chicago)
312-880-5254

Southwest/Pacific/Pacific Northwest Divisions (L.A.)
800-453-9557

Pacific Division (Oakland)
415-271-6488

Southern Division (Jacksonville)
904-766-5133

Northeast Division (NY and Boston)
212-630-7655

Mid-Atlantic Division (Washington)
202-906-3447



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June 28, 2011 • Page 1 of 1

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June 29, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I just want to share with you a few thoughts following my visit to Reno, Nev., after a truck struck the *California Zephyr* last Friday.

In Reno, I talked with employees involved in the incident and its aftermath. It's obviously been a difficult time for many of us. It reinforced for me that we work with exceptional people, and that we live in a country where strangers come to the aid of strangers.

The crew and others took action, putting our passengers first and their own needs second. I offer my deepest gratitude to all of those individuals. Their quick thinking, courage and regard for others is stirring, to say the least. I am grateful to the EAP, GO-team members and other employees who helped provide comfort and support.

I also thank the passengers who may have helped their fellow travelers. I thank the Union Pacific Railroad and its personnel who came to our aid. I also want to express my gratitude to the city of Fallon and its residents, a community that opened its arms to us and our passengers and offered everything it could to assist, without hesitation.

I know that there are stories being shared about specific acts of heroism. There are many, told and untold. There will be a time for us to honor those efforts more widely, but at this point I want to be respectful of those in mourning and recovering, and the ongoing NTSB investigation.

I appreciate what you do every day for Amtrak. Please be safe and look out for one another.

Sincerely,



Joe Boardman
President and CEO



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June 30, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I just want to share with you a few thoughts following my visit to Reno, Nev., after a truck struck the *California Zephyr* last Friday.

In Reno, I talked with employees involved in the incident and its aftermath. It's obviously been a difficult time for many of us. It reinforced for me that we work with exceptional people, and that we live in a country where strangers come to the aid of strangers.

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I know that there are stories being shared about specific acts of heroism and selflessness. There are many, told and untold. There will be a time for us to honor those efforts more widely, but at this point I want to be respectful of those in mourning and recovering, and the ongoing NTSB investigation.

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Sincerely,



Joe Boardman
President and CEO



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March 2, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

I just want to give you a brief update on the status of our funding for this year. Congress has just passed a two-week Continuing Resolution, essentially a temporary spending bill, to continue funding Amtrak (and many federal agencies and other entities) at last year's funding levels through March 18. Amtrak had been operating under a CR that would have expired on Friday, March 4.

There has been a lot of talk about a government shutdown, and I've been asked by employees what that means for us. While extending the CR another two weeks gives Congress more time to debate our country's fiscal priorities, talk of shutdown could resume later.

Let me be very clear — in the event of a government shutdown, Amtrak keeps operating. We have a duty to provide service, and we will remain true to that responsibility to the best of our capabilities. While we rely on the government for some of our funding, we also use revenue from ticket sales and other sources to fund operations, so even if the government had a short-term shutdown, we should still have resources to continue service.

I don't know how the debate over Amtrak funding for this year will end. We are working hard to educate members of Congress, and a recent House amendment to cut our funding by about \$450 million was defeated by more votes than we'd expected — so there is recognition of the important role Amtrak plays. But let me and those

whose jobs it is to focus on this battle keep working on this, while you focus on your job and how to deliver the best service you can.

Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



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March 2, 2011 • Page 1 of 1

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President and CEO



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March 4, 2011 • Page 1 of 1

Green to Leave Amtrak

Vice President of Human Resources, Labor Administration and Diversity Initiatives Lorraine Green has announced that she will be leaving Amtrak on April 1, 2011.

Green joined Amtrak in 1997 and has presided over a number of Human Resources initiatives, most recently adding oversight of labor relations and diversity to her responsibilities.

“Lorraine has served Amtrak with dedication and passion, and I will miss having her here to turn to for advice,” said President and CEO Joe Boardman. “She has made enduring contributions to Amtrak for which we thank her, and she will be truly missed as she begins a new chapter in her life.”



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March 18, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

Ensuring that we have a good team in place to maintain the continuity and focus we need to reach our goals is critically important, so I want to update you on some senior management functions.

As some of you may already know, we will be hiring a vice president of Operations, and the job has been posted on Amtrak.com and our intranet. Based in Wilmington, this position will be squarely focused on Operations, and the heads of the Transportation, Mechanical and Engineering departments will report to this person. While the function will report directly to me, this job should not be confused with the formerly abolished chief operating officer function, which served a different role in the company and included a number of other responsibilities outside of Operations. As I've said before, it's important that the folks who operate the railroad day-in and day-out are in the field, so that they are closer to the operation.

I also want to let you know that Chief Information Officer Ed Trainor has announced that he will be retiring after the initial launch of the Strategic Asset Management project in June of this year. To ensure that we have ample overlap and a smooth transition, we will also be looking for CIO candidates in about two weeks.

In addition, Michael Duncan has been selected to manage the Human Resources functions with the April 1 retirement of the current department head, Lorraine Green. Michael is overlapping with Lorraine to ensure continuity in the department, and is acting on an interim basis until a permanent selection is made.

For those of you who work with him or his department, Vice President of Policy and Development Stephen Gardner will be out on paternal leave beginning in the next week or two. Vice President of Marketing and Product Management Emmett Fremaux and Vice President of Government Affairs and Corporate Communications Joe McHugh have both agreed to step in for him while he is on leave.

We have a strong senior management team in place, and we will continue to evolve as we bring together people who put a premium on collaboration and service quality.

Thank you for your support and for the work you do every day.

Sincerely,



Joe Boardman
President and CEO



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Sincerely,



Joe Boardman
President and CEO



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May 18, 2011 • Page 1 of 2

Employee Information Portal Unavailable May 25 Through Mid-June

Beginning at the end of the day on May 25 and continuing through mid-June, the Employee Information Portal (EIP) will be unavailable in preparation for the first release of the Strategic Asset Management (SAM) Program.

SAM is a company-wide initiative designed to modernize business systems and processes, and enable Amtrak to more effectively share information across departments and locations. During the “blackout period,” data will be converted and a new system will be connected to existing Amtrak systems.

Below is important information on how the EIP blackout will affect you, the Human Resources Employee Service Center (HRESC) and Human Resources transaction processing.

Managers should discuss this information with employees at briefings and post copies for employees without email access.

1. When will the EIP blackout period for the Employee Information Portal start?

The blackout period will start at the end of the day on **May 25** and will extend through mid-June. During this time, the Employee Information Portal will not be available.

2. How will the blackout affect me?

During the EIP blackout, the portal will not be available for you to initiate actions or view personal data. For instance, you will not be able to

submit leave requests, manage your addresses or emergency contacts or view payroll check statements.

3. Will agreement-covered employees' pay be affected?

Hourly agreement-covered employees' pay on June 10 will be affected by the launch of the first phase of the Strategic Asset Management System (SAM). **Is this the pay for June 10, or the pay in the June 10 paycheck?**

Please rest assured that provisions have been made to minimize any payroll impact that would affect you. Information is being mailed this week to all hourly agreement covered employees' homes that explains how your pay will be affected and what you should expect. To obtain a copy of the letter, [click here](#). The letter is also available on the Intranet at **(location TBD)**. For questions, please call 1-866-247-2975. **(this is Verizon conf line – what should it be?)**

4. What other functions will be unavailable?

After May 25, and throughout the blackout period, both the E-Recruiting and E-Learning systems will be unavailable since they are accessed through the portal. Therefore, employees will not be able to apply for a job or enroll in training using the portal.

Since employees will not be able to apply for jobs through the portal, the length of time a job is posted internally will be extended to account for the blackout period.



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May 18, 2011 • Page 2 of 2

5. How will I know the portal is not available?

When you access the Employee Information Portal from the Amtrak Intranet home page, a page will be displayed informing you that the portal is not available.

6. How will the blackout affect the HR Employee Service Center?

The deadline for managers to submit HR personnel actions for processing prior to the blackout period is May 25. The HR Employee Service Center will process all transactions that are fully approved and received in good order by May 25. Processing will resume when the system is made available again, in mid-June.

7. What about the HR forms available to employees on the intranet in the corporate forms library?

Employees will be able to submit these forms to the HR Employee Service center via the HRESC@amtrak.com mailbox. However, after May 25, the HRESC cannot process these requests until the system becomes available. Any forms received during the blackout period will be held until the system is back up.

8. Will the HRESC be able to take calls during the blackout?

Yes, the HRESC will be taking calls during the blackout and you can continue to reach them at 1-888-694-7372. However, while the HR system is unavailable, the Employee Service Center may need to postpone researching your question until system access is restored.

9. I have an SAP User ID and am able to log in to SAP and view some data. Will I be able to do this during the blackout?

There will be no access to SAP, even for viewing purposes during the blackout.



special employee advisory

May 27, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

For nearly 150 years, our nation has observed Memorial Day by honoring the men and women who have died in the service of our great country. As America's Railroadsm, we, too, will commemorate Memorial Day this year.

At 3 p.m. local time on Monday, we encourage all Amtrak employees to participate in the National Moment of Remembrance by taking a moment to observe, in your own way, the Americans who have died while defending our nation. This year, as in previous years, all of the engines on the system will sound their horns at 3 p.m. local time as a salute to those who died for our country.

Memorial Day is also a day to remember the men and women who are on active duty. Over the years, many Amtrak employees have served our nation to protect our freedoms and our way of life. I hope you will take a moment to think about the Amtrak employees who are on active duty with the Reserve or the National Guard and are deployed away from their families and friends.

For those uniformed crew members who will be working on Memorial Day, we want to remind you that Amtrak authorizes the wearing of appropriate lapel pins or badges that commemorate your military service. We encourage displaying service crests, unit badges and ribbon pins. Wearing of American flag pins or yellow ribbons is also appropriate.

Memorial Day often marks the start of the summer vacation season for most individuals and families and is greeted with celebration. I hope those of you

who are able to take the holiday enjoy your time off.

To those who are serving or have served, I share a special message: We are proud to support our veterans. I am proud of all of you and grateful for your service to our country.



Joe Boardman
President and CEO



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November 1, 2011 • Page 1 of 1

NEC Business Line Implemented Under Strategic Plan

The first realignment of functions under the recently released FY 2011 - 2015 Strategic Plan is the formal integration of ongoing Northeast Corridor planning and development work with Amtrak's efforts to develop a proposed 220 mph next-generation high-speed rail system within a new Northeast Corridor Infrastructure and Investment Development business line.

Stephen Gardner has been selected as the vice president of NEC Infrastructure and Investment Development, and will be transitioning from his current position as vice president of Policy and Development.

This integrated business line will bring together all Amtrak funding, policy and planning decisions regarding NEC improvements to maximize the financial performance of the business line, and to support the current and future operations on the Corridor, including commuter and freight railroad service.

A critical element of the business line is to ensure the ongoing development of 220 mph high-speed rail, including developing financial and business plans, and communicating the high-speed rail vision for the NEC with Amtrak's stakeholders.

“Stephen has extensive experience and understanding of the NEC and

the needs of its customers, and is keenly aware that improving the NEC for all users and building a 220 mph system will require both public investment and private finance,” said President and CEO Joe Boardman.

Concurrent with the implementation of the Strategic Plan and this integrated NEC development structure, Al Engel, vice president of High-Speed Rail, has advised the company he is leaving Amtrak in December to pursue other opportunities. As part of Amtrak's succession planning practices, Al will assist in the transition.

“Al has performed tremendous work to develop, advance and bring national and international recognition and credibility to the Amtrak high-speed rail program,” said Boardman. “As a direct result of Al's leadership, Amtrak is well-positioned and has developed a strong path forward to realizing world-class high-speed rail on the Northeast Corridor.”



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November xx, 2011 • Page 1 of 1

Contingency Plan in Place in Case of

An impasse in negotiations between 30 freight railroads and three unions may result in either party seeking self-help — a lockout or a strike — starting 12:01 a.m. on Tuesday, Dec. 6 that would significantly affect Amtrak operations outside of the Northeast Corridor.

This dispute does not involve Amtrak, it is between the freight railroads and the unions that represent their workforce.

Should a work stoppage occur starting at 12:01 a.m. on Dec. 6, it would shut down all Amtrak operations, except for the Amtrak-controlled Northeast Corridor between New York and Boston, the Downeaster and Caltrain service between xxx and xxx.

Amtrak's operations departments, in conjunction with other departments, has developed a contingency plan in the event of a work stoppage.

Accordingly, all agreement-covered employees are expected to report for work as scheduled, unless otherwise told by xxxx. If there's any question about reporting for work/or Employees should call this number before reporting for work, employees may call xxx xxx -xxxx (whose line is this)

Will orderly shut down

No train will depart from initial terminal after xxx point.

Trains arriving at tie-down locations where mechanical employees will be available to service trains ... for timely resumption of service.

Any trains that would normally be en route at 12:01 a.m. on Dec. 6 will not operate on Dec. 5 to avoid inconveniencing or stranding (not this word) passengers. No alternate transportation will be provided (?). Passengers affected by the work stoppage will be refunded (waiving any penalties?).

Central clearinghouse for information on operations will be CNOC.

The safety and security of our employees and passengers comes first. Amtrak Police Department personnel will be on hand at locations where we share facilities with freight railroads

Passengers will be entitled to

Outside of a settlement on the part of the two entities before Dec. 6, congress would have to enact legislation to intervene...

Start up is based on many factors including track and C&S inspections, serviced equipment T&E crews, among others.



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November 10, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

On the eleventh hour of the eleventh day of the eleventh month in 1918, an armistice put a stop to the fighting in World War I. That day became known as Armistice Day and was originally made a holiday to show appreciation for the veterans of that war.

It has since become Veteran's Day, a national holiday to remember and honor American veterans of all wars. It's a day to honor veterans, alive and dead, for their patriotism. Whether you're working or off for the holiday, remember that others have made — and are making — sacrifices to serve in times of war in the name of the liberty we enjoy as Americans.

It's likely that you work alongside a veteran, given the longstanding rapport between the railroad and the armed services. While the objectives for the military and passenger rail are certainly much different, it's not surprising that we are a second home to many with prior military service. We share that sense of community, mission and reliance on one another that binds us. Leveraging those commonalities, we benefit from the recruiting partnerships we have with some of the armed services.

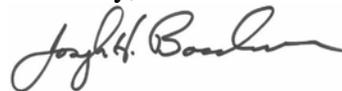
Many of our employees have served in the armed forces, some

having seen battle. And still others put their Amtrak careers on hold while they serve in current conflicts around the globe. I thank these employees for their selfless service and am proud to call them members of the Amtrak family.

As a Vietnam War veteran myself, my brothers and sisters in arms and I know the toll that can befall the most ardent of patriots. I carry gratitude in my heart every day for the service of those who traded their lives for their love of country, and I am humbled by them.

I hope you'll join me in showing my appreciation for those who serve our country, including our own employees.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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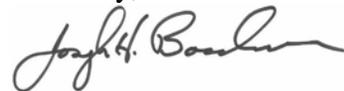
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November 10, 2011 • Page 1 of 1

Further Alignment Augments Government Affairs and Corporate Communications Functions

Following the alignment of functions under the Northeast Corridor Infrastructure and Investment Development business line announced last week, the Policy and Development department is being dissolved, and in large part integrated with the Government Affairs and Corporate Communications department led by Vice President Joe McHugh.

Effective today, some of the former members of the Policy and Development team linked to Northeast Corridor advancement join Stephen Gardner, vice president of NEC Infrastructure and Investment Development; while the majority of the group now reports to Joe McHugh. There will be a period of transition and further adjustments as McHugh defines roles and functions, and Amtrak continues to stand up the remaining business lines.

This is the next step in the continuing process of realignment to support the objectives and business lines in Amtrak's FY 2011 - 2015 Strategic Plan. The Strategic Plan organizes goals and strategic efforts to help strengthen Amtrak's bottom line. Because the realignment will result in a reduction in the number of non-agreement-covered employees across all departments, the company is offering non-agreement employees a Voluntary Separation Incentive Plan.



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A Message from Joe Boardman

Dear Co-workers,

On the eleventh hour of the eleventh day of the eleventh month in 1918, an armistice put a stop to the fighting in World War I. That day became known as Armistice Day and was originally made a holiday to show appreciation for the veterans of that war.

It has since become Veteran's Day, a national holiday to remember and honor American veterans of all wars. It's a day to honor veterans, alive and dead, for their patriotism. Whether you're working or off for the holiday tomorrow, remember that others have made — and are making — sacrifices to serve in times of war in the name of the liberty we enjoy as Americans.

It's likely that you work alongside a veteran, given the longstanding rapport between the railroad and the armed services. While the objectives for the military and passenger rail are certainly much different, it's not surprising that we are a second home to many with prior military service. We share that sense of community, mission and reliance on one another that binds us. Leveraging those commonalities, we benefit from the recruiting partnerships we have with some of the armed services.

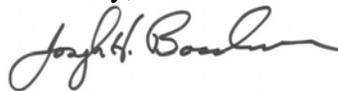
Many of our employees have served in the armed forces, some

having seen battle. And still others put their Amtrak careers on hold while they serve in current conflicts around the globe. I thank these employees for their selfless service and am proud to call them members of the Amtrak family.

As a Vietnam War veteran myself, my brothers and sisters in arms and I know the toll that can befall the most ardent of patriots. I carry gratitude in my heart every day for the service of those who traded their lives for their love of country, and I am humbled by them.

I hope you'll join me in showing my appreciation for those who serve our country, including our own employees.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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November 18, 2011 • Page 1 of 1

Voluntary Separation Incentive Plan Offer Ends Next Friday

The Voluntary Separation Incentive Plan (VSIP) offer for non-agreement-covered employees will no longer be available after next Friday.

Non-agreement employees with at least one year of service may elect to participate in the VSIP, which expires at the end of the day on Nov. 25.

Because the organizational realignments taking place now and through 2012 will result in a reduction in the number of non-agreement employees across all departments, a Reduction in Force is expected to begin in January 2012. The severance packages offered as part of any future involuntary Reduction in Force will not be as generous as those being offered in the VSIP.

Employees who qualify for the VSIP should review all of the information that has been sent to them so that they may carefully weigh their options.

Organizational changes are taking place to better allocate resources given the financial realities that Amtrak faces and to more closely align the structure of the company in accordance with the Strategic Plan.

More information about the VSIP is available on the Amtrak intranet under “Employees”→ “Human Resources,” then click on the “Voluntary Separation Incentive Plan” link, or employees may call the Human Resources Employee Service Center at (888) 694-7372.



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Contingency Plan in Place in Case of Work Stoppage on Freight Territory

An impasse in negotiations between 30 freight railroads and three unions may result in either party seeking self-help — a lockout or a strike — starting 12:01 a.m. on Tuesday, Dec. 6 that would significantly affect Amtrak operations outside of the Northeast Corridor.

This dispute does not involve Amtrak; it is between the freight railroads and the unions that represent their workforce.

Should a work stoppage occur starting at 12:01 a.m. on Dec. 6, it would disrupt all Amtrak operations, except the Northeast Corridor (Washington – Boston), the Keystone Corridor (New York – Harrisburg), the Springfield Line (New Haven – Springfield), *Downeaster* (Boston – Portland), and Caltrain service (San Francisco – San Jose only).

Accordingly, Amtrak's operating departments, in collaboration with other departments, has developed a contingency plan in the event of a work stoppage. Depending on the date and the route, there will be cancellations and trains terminated at major stations with no alternate transportation. The Contact Centers may begin callbacks to passengers traveling on trains that would be affected as soon as tomorrow.

If a strike or lockout occurs, most Amtrak agreement-covered employees should report for work as

scheduled, except for many Transportation department employees outside of the Northeast Corridor. Decisions about work schedules will vary by location and as the situation unfolds; employees should check with crew management and/or their supervisor about reporting for work, starting Dec. 4. (?)

The safety and security of Amtrak employees and passengers comes first. Amtrak Police Department and other personnel will be on hand at locations where Amtrak shares facilities with freight railroads to ensure that employees can report to work safely.

Amtrak will continue to closely monitor the situation and hopes that the parties will reach resolution before negatively affecting passenger service. More information will be provided as we learn more.



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Oct. 13, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

The final numbers are in, and I'm very pleased to announce that we broke ridership and ticket revenue records in FY '11, the fiscal year that just ended on Sept. 30. With 30.2 million passengers and ticket revenue of \$1.9 billion, we reached all-time-highs on both counts, and continued a trend of rising ridership and ticket revenue growth.

First, I want to thank every one of you who played a role in helping us achieve these records. Whether you're interacting with our customers or supporting the delivery of safe and reliable service in other ways, I want you to know that your efforts made a difference. I want to thank you for putting in the long days and overcoming challenges while putting our customers first. I also want to thank you for the times you've aspired for something better, like taking initiative to do something more efficiently, helping a co-worker work more safely or taking action that contributed to Amtrak's bottom line.

We also want to thank our passengers for their business and our state partners for their support of passenger rail. Today, we will mark exceeding 30 million passengers with a special event in St. Louis featuring an Amtrak Guest Regards member and frequent *Lincoln Service* and *Texas Eagle* rider who represents our 30-millionth passenger. The event will be attended by local employees, Vice President of Marketing and Product Development Emmett Fremaux, Amtrak Chairman Tom Carper, St. Louis Mayor Slay, and representatives of the congressional delegation and Illinois and Missouri state departments of transportation. We've also generated

some enthusiasm around this milestone with our friends on Facebook and Twitter, who can enter to win a 30-millionth passenger sweepstakes.

One of the goals in the Strategic Plan we recently released is to advance customer focus by responding to the needs, wants and expectations of our customers to improve their experience and maximize passenger and partner satisfaction. When we provide safe and reliable service that puts passengers first, they come back. When we implemented AmtrakConnect Wi-Fi on *Acela Express*, people responded favorably. And we expect similar response when we expand the number of trains that will have Wi-Fi soon.

While the improvements we make to the service mean a lot, so do things that don't cost us money. We are facing tough budget times, but tightening our collective belts should never get in the way of treating people with courtesy, making sure you do a thorough job no matter what your role and collaborating more with one another to maximize resources.

We broke records in spite of a weak economy and the disruptions to service due to major weather events over the course of the year, and that speaks very highly of the dedication of our workforce. Thank you for the work you do — please keep it up!

Sincerely,



Joe Boardman
President and CEO



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Joe Boardman
President and CEO



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Oct. 19, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today is a memorable day for the employees who are being honored at the annual President's Service and Safety Award event in Washington, D.C. In the company of friends, family and co-workers, we celebrate their accomplishments and drive to go beyond what's expected of them.

This year's 217 award winners include 208 employees from 10 departments, two state partners, one external Champion of the Rails and six contractors — a cross-section of talent, skills and commitment to quality passenger rail that deserves recognition. We celebrate the work of individuals and groups, understanding that what we do necessitates teamwork and collaboration, and that we rely on collective ownership to succeed.

While the award winners represent a fraction of our workforce, they exhibit the characteristics, initiative and dedication that can be found within the entire workforce. There are winners in the making and those who operate below the radar that innovate, produce and inspire every day, and I want to thank them for that.

I strongly believe in the importance of recognition — it's a key element of our values. As we pay tribute to this year's winners, remember that the spirit of recognition doesn't end with the conclusion of today's PSSA program. We must all remain

mindful of the motivational power of acknowledgment, no matter how big or small, on any given day.

Congratulations to this year's President's Service and Safety winners, and thank you for your contributions to Amtrak!

Sincerely,



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October 27, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Next week, the Senate is expected to resume debate on appropriations bills, including funding for Amtrak for this fiscal year. The latest best estimate from the Senate is about \$1.48 billion for Amtrak, which would translate to a decrease in operating funding from last year, and would be significantly less than the \$2.2 billion we'd requested for this fiscal year.

Once the Senate approves the appropriations bill, it will go to the House for debate. While we don't know what the outcome will be, we do know that a House subcommittee had previously recommended a much lower number. We will need to make our capital program a priority for the future success of Amtrak. It should be clear to all of us that for now uncertain economic conditions will not allow Congress to be our sole funding solution.

Using the Strategic Plan we released earlier this month as our roadmap, we must shift our focus to strengthening the bottom line. The plan — which everyone should read — aligns organizational efforts, prioritizes resource allocation, and measures performance against goals and strategies to put us in a stronger financial and strategic position.

The truth of our finances will require difficult decisions in the weeks and months ahead. You'll be hearing more about what this means next week, so please keep an eye out for more information. Our focus must be on the safety and service that our passengers and state partners expect.

Uncertainty about federal funding support and budget cuts are not new to Amtrak, and over the past 40 years we've learned to live with that kind of ambiguity. In the past, we've often halted or put off capital investments when federal funding fell

short, which put us two steps back and left us in a perpetual state of mere survival.

But we have a great future and we cannot abandon our investments or our plans. We don't have that luxury, and our customers expect us to get better while some of our detractors expect us to fold our tent. We will not do that. We need to create an organization and a culture that can manage the ambiguity that comes from the annually changing government support. We will not lose sight of the Amtrak our customers need us to be. We will continue to make the investments that will yield a more efficient and reliable Amtrak.

We will allocate our resources to continue long-lacking capital investments that have become critical for us in serving our customers, such as the next-generation reservation system and eTicketing; fulfilling our mandatory requirements for stations under the Americans with Disabilities Act; and proceeding with the acquisition of new equipment for our aging fleet.

I know that there have been rumors about our budget, and that can be distracting. But I ask you to stay focused on our customers. At a time of record ridership, delivering safe, reliable and customer-friendly service is the best antidote to the Amtrak funding debate.

Thank you for your support.

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President and CEO



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October 31, 2011 • Page 1 of 1

Amtrak Offers Non-Agreement-Covered Employees Voluntary Separation Incentive Plan

Starting next week, Amtrak will be offering non-agreement-covered employees a Voluntary Separation Incentive Payment in order to better allocate its resources and align the structure of the company in accordance with its Strategic Plan and within the financial realities it faces.

Non-agreement employees with at least one year of service may elect to participate in the VSIP, starting Nov. 7 through Nov. 25. A letter will be emailed and mailed to the homes of all non-agreement employees today, outlining the specifics of the VSIP and associated benefits.

Because the realignment will result in a reduction in the number of non-agreement employees across all departments, the VSIP is being offered as a way to lessen the impact of future involuntary separations. The realignment is expected to occur throughout FY 2012. If the cost-reduction and organizational expectations are not achieved, a Reduction in Force will take place in January 2012. The severance packages offered as part of any future involuntary Reduction in Force will not be as generous as those being offered in the VSIP.

Please note that employees who elect to participate in the VSIP and possess agreement seniority in a craft may be eligible to return to the craft, in accordance with the

applicable collective bargaining agreement.

Amtrak retains the right to disallow participation of an eligible non-agreement employee to ensure that the business is not adversely affected.

Posted on the Amtrak intranet home page under “Employee Info,” the Strategic Plan aligns organizational efforts, prioritizes resource allocation, and measures performance against goals and strategies to better financially and strategically position the company.

More information about the VSIP is available on the Amtrak intranet under “Employees” → “Human Resources,” then click on the “Voluntary Separation Incentive Payment” link.



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September 6, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Since the official launch of Safe-2-Safer in August 2009, we've made some strides in creating a more collaborative environment in which employees are enabled to change at-risk behaviors to safe behaviors.

We have 28 steering committees and more than 500 trained volunteer observers in place across the system. In addition, more than 2,500 supervisors have participated in workshops to help make them more effective leaders.

Most of you were here when we invited all employees to participate in a voluntary survey in 2009. Those results did several things: They provided us with a current snapshot of how employees viewed Amtrak safety, security and leadership culture; provided a baseline from which we could measure improvement in employees' perceptions; and helped shape Safe-2-Safer to address the issues voiced by employees who completed the survey.

Now that we've put Safe-2-Safer in motion, we need your feedback about how it's going. Everyone's participation is needed and valued, as we will use the responses to determine how to modify Safe-2-Safer to better ensure that it's helping create a safer workplace. Starting on Oct. 3, we will be asking you to take a voluntary survey, which will take approximately 45 minutes to complete. You will have

the opportunity to complete the survey in a number of ways, depending on your location, craft and position. Safe-2-Safer facilitators and steering committees will be disseminating the paper copies at your job location, while employees who have Amtrak email can take the same survey online via a secure external link hosted by a third party (a link will also be posted on the Amtrak intranet).

Please remember that the surveys are anonymous, and no answers can be traced back to any individual. Only BST representatives (Behavioral Science Technology, who is helping us implement Safe-2-Safer) will see the individual surveys. As we did with the survey taken in 2009, we will be sharing the results once they're available.

We have seen a lot of support for Safe-2-Safer throughout the company, and we have seen the signs that point to progress. I cannot overstate how important it is for us to hear from you about this — we need your participation to measure how far we've come and how far we have yet to go.

Thank you for your support, and look for more information about the survey as we get closer to Oct. 3.

Sincerely,



Joe Boardman
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September 8, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

The House Transportation Housing and Urban Development Appropriations Subcommittee has released a proposal for FY '12 that would significantly reduce Amtrak's federal funding, specifically the operating support.

The proposal also prohibits the use of federal operating funds provided to Amtrak to be used for state-supported trains. If enacted by the full Congress, it would effectively eliminate nearly 150 weekday state-supported Amtrak trains and negatively impact the more than nine million passengers who ride those trains each year, and the communities they live in.

While I am intent on doing our very best to continue to carry out our mission of providing national service, the cuts in funding would mean job losses for Amtrak.

The House proposal is shortsighted and steers our national transportation policy down the wrong road. It will force states that have made decades of investment in passenger rail, and have made rail an important part of their future transportation plans, to eliminate service.

Under PRIIA, which was passed by Congress in 2008, we are already working cooperatively with our state partners to shift more of the costs of state-supported trains directly to the states.

Amtrak is part of the solution, not the problem. We're on the verge of setting new ridership and ticket revenue records. We serve as a local and regional economic engine for communities across the country, we help relieve congestion and we help reduce our nation's dependence on foreign oil. And we provide 15 states — nearly half of our departures — the service they want to meet their transportation needs.

We will continue to meet with members of Congress to make our case and explain the repercussions of this budget proposal. This is the start of the legislative process for FY '12, but don't expect this to be like other years in recent history. We are living in a very tough political and economic climate, and it's going to be a challenge.

Sincerely,



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September 14, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

I am writing to let you know that as of Sept. 13, Ron Sorozan is no longer with Amtrak.

Effective immediately, Dee Waddell has assumed the role of acting chief information officer as the company begins its search for a permanent replacement.

Please join me in giving Dee our full support as he serves in this acting capacity.

Sincerely,



Joe Boardman
President and CEO



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September 27, 2011 • Page 1 of 3

2011 PSSA Recipients Announced

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Martha Moreland

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Environmental Achievement

Dan M. Valley

Project Excellence

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September 27, 2011 • Page 3 of 3

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Message from Joe Boardman

Dear Co-workers,

Today marks the end of Fiscal Year 2011, and another year of record ridership and ticket revenue. We've reached these milestones eight out of the last nine years, thanks in large part to your hard work.

We're starting FY '12 with a five-year strategic plan that is a truly comprehensive roadmap for evolving into a company that is more focused on the bottom line, and whose employees' roles and efforts are in sync with common goals.

This is unlike any of Amtrak's previous plans, for a number of reasons. Put simply, it shifts our focus to strengthening the bottom line. The plan aligns corporate goals, performance targets and strategic efforts so that we know what our specific goals are, what to do to achieve them and how to measure what we've got to do to get there. At the same time, it also aligns organizational efforts, prioritizes resource allocation, and measures performance against goals and strategies. That means creating an efficient organization that is empowered to carry out the goals, and that makes project funding decisions based on how well they meet the goals and the performance targets.

This plan is centered on accountability for performance, and calls for a sense of discipline and direction that enables us to leave behind the state of survival that

hampers our strategic growth. It puts us in a much better position to be an active participant in today's competitive industry and business world.

This plan is also unique in that it was developed with input from employees at every level and representing every department — their fingerprints helped mold it.

I know what you may be thinking as you read this — we've set goals and made plans before, and for various reasons, they were sidelined. We know that there are factors out of our control that influence our success, and we've recognized many of them in this plan. We're not blind to that reality, instead we understand that we must implement risk-management strategies to help minimize how those factors affect our ability to reach our goals. The future is a blend of continuity and change, the key is to know how to manage — expected and unexpected — change.

As we move forward with this plan, you will see more detailed descriptions of the tactics we'll employ in the annual Budget and Business plan and the Five Year Financial Plan.

It isn't a plan that sits on a shelf and becomes irrelevant, and it's definitely not perfect or set in stone. It's a living document that will need revising as we evolve. I strongly urge you to download a copy of this plan and take the time to read it. I've also attached a summary that will help give you an overview, but for



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specifics you'll need to read the full plan. (The plan is available on the home page of the intranet, in the "Employee Info" box.)

Thank you for your commitment. I hope you'll agree that this plan is a guiding light for Amtrak and recognize that you have a role in making it happen.

Sincerely,



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Joe Boardman
President and CEO



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September 14, 2011 • Page 1 of 1

Acting Chief Information Officer Named

As of Sept. 13, Ron Sorozan is no longer with Amtrak.

Effective immediately, Dee Waddell has assumed the role of acting chief information officer as the company begins its search for a permanent replacement.

Please join President and CEO Joe Boardman in giving Dee your full support as he serves in this acting capacity.



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As a valued partner, we strive to keep you informed about Fidelity resources in your area. Diane Bolden will be available on the following dates for one on one consultations.

<u>Date</u>	<u>Time</u>	<u>Location</u>
Tuesday February 15	10:00 A.M. to 4:00 P.M.	Washington, DC Ivy City 1 st Floor Conference Room
Wednesday February 16	9:00 A.M. to 3:00 P.M.	Washington, DC Union Station Starlight Room - Gate D
Thursday February 17	8:30 A.M. to 3:00 P.M.	Washington, DC Union Station Conference Room C 3 rd Floor - East

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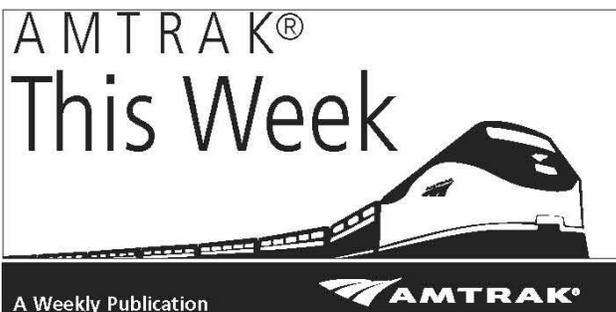
Date	Time	Location
Monday, June 27	8:30 AM to 3:30 PM	Washington, DC Union Station Starlight Room Gate D
Tuesday, June 28	8:30 AM to 3:00 PM	Washington, DC Ivy City Employee Lunchroom

To schedule an appointment for help with enrolling, increasing your contribution, or making investment changes, call **1-800-642-7131**, Monday through Friday, from 8:00 A.M. to midnight Eastern time or visit www.fidelity.com/atwork/reservations.

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April 11, 2011

Preparations for 40th Anniversary, Employee Appreciation Day and National Train Day in Full Swing

Next month will be a busy one as the company kicks off its 40th anniversary, honors its employees' contributions, and celebrates National Train Day.

Funding Update: Congress has passed legislation to continue funding federal agencies, Amtrak and others that rely on federal support this fiscal year. Final details of the FY '11 budget, including how it would impact Amtrak, are being ironed out this week.

Ridership Update: March marked 17 consecutive months of year-over-year ridership growth and the nest March on record. Halfway through the fiscal year, it appears that the company remains on track to set another annual ridership record.

PSSA: The President's Service and Safety Awards (PSSA) Committee is currently accepting nominations for the 2011 President's Service and Safety Awards. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms." The nomination period ends **Friday, May 13.**

National Train Day Contest Winner

Congratulations to the first winner of this year's National Train Day trivia contest, Elizabeth Thornton, Customer Support Representative, Philadelphia!

A new question for the National Train Day employee trivia contest is posted on www.TrainDay411.com through April 18. Employees can enter the contest for the opportunity to win prizes and to be included in the May issue of *Amtrak Ink*. The contest launched on March 21, and a new question will be posted every two weeks leading up to May 7.

Employees are also encouraged to volunteer at a National Train Day event by signing up online.

Special employee events will be held at more than 50 locations across the country on May 2 to celebrate Amtrak's third annual Employee Appreciation Day. Events will vary depending on the location, but most will include food, access to local vendors offering employee discounts on products and services, on-site human resource partners such as Fidelity and Aetna, and a number of other resources employees can use to become safer, greener and healthier.

In addition, as Amtrak kicks off its 40th Anniversary celebration, a special exhibit train will be unveiled to employees and the media in Washington, D.C. on Employee Appreciation Day. The exhibit train, which is comprised of restored equipment and customized display cars, will embark on a year-long, cross-country journey after its debut in Washington. Created by and for employees, the train is an opportunity to showcase Amtrak's history to employees and the communities it serves. Employees located in Washington, D.C., or traveling to the District the week of May 2 may view the exhibit train throughout the week.

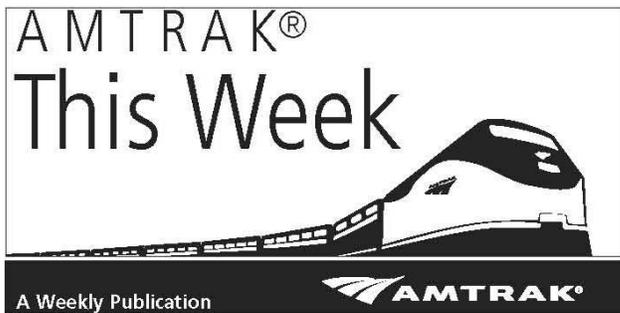
The exhibit train will make its official debut for the general public at the National Train Day event in Washington, D.C. More information about the train's schedule, including viewing hours the week of May 2, will be posted on www.amtrak40th.com.

On May 7, the Fourth Annual National Train Day will take place at stations in Washington, D.C., Philadelphia, Chicago, and Los Angeles. These Amtrak-led events — and hundreds more held at other locations across the country — are designed to bring employees, passengers, and railroad enthusiasts together to celebrate the history and tradition of railroads in America.

This year, Amtrak invited GRAMMY® winner, Gladys Knight, to serve as spokesperson for National Train Day 2011 and co-host a special concert to benefit the Boys & Girls Clubs of America on Thursday, May 5 at 8 p.m. at the Beacon Theatre in New York City.

Employees can purchase tickets to the concert before they become available to the general public starting tomorrow, April 12 at 9 a.m. Eastern. To purchase tickets, visit www.ticketmaster.com/event/1D00467FD8565751 or call 866-858-0008. When purchasing tickets employees must use the special password TRAIN6.

For more information about all of the National Train Day celebrations, visit www.TrainDay411.com.



Kirk Selected Southern Division General Superintendent

Tom Kirk, who has been managing the Southern Division on an interim basis since November, has been selected to serve as the general superintendent of the division.

“The broad range of experience Tom brings to this position makes him best suited for the job,” said General Manager Chris Jagodzinski. “He understands how to motivate people and recognizes what good customer service is.”

Since joining Amtrak in 1983 as a ticket clerk at the Syracuse Station, Kirk has held a number of positions of increasing responsibility, including *Acela Express* product line manager, crew base manager and most recently assistant superintendent of passenger services. Kirk is based in the division headquarters in Miami.

High-Speed Rail Grant for Gateway Project

Amtrak is applying for \$1.3 billion in federal funding to move forward with a series of infrastructure improvements to bring next-generation high-speed rail to the Northeast Corridor (NEC).

A recent decision by the Department of Transportation to name the NEC a federally designated high-speed rail corridor allows Amtrak to apply for the funding.

Amtrak is requesting funding for three major Gateway projects, including \$720 million to replace the more than 100-year-old movable Portal Bridge over the Hackensack River in New Jersey with a new, high-level fixed bridge. Amtrak’s request is for \$570 million, with a contribution from the State of New Jersey of up to \$150 million.

Updates Made to Fleet Strategy Plan

Amtrak recently issued an updated fleet strategy plan. The plan, which analyzes the company’s need to replace its existing fleet and manage capacity to meet the forecasted growth in ridership, was updated to reflect the current state of the fleet, programs that are underway, and changes in the larger business environment.

It includes updated information about two new equipment acquisitions that were begun last year: one for 130 single-level cars to replace the oldest cars in the fleet and provide increased capacity for long-distance trains, and the other for 70 electric locomotives to replace those in use on the Northeast Corridor and Keystone Corridor.

Also new to the plan is discussion about work underway to support more frequent *Acela* service with the acquisition of a new fleet of high-speed trainsets to expand the premium service. There is also an extensive update on the work of the Next Generation Equipment Committee — a partnership between Amtrak, states, the Federal Railroad Administration and industry participants.

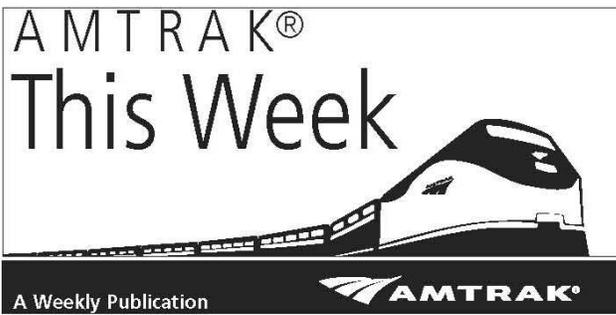
Operations Update: Construction is underway on the next phase of a four-year high-speed rail project being performed by Union Pacific Railroad between Chicago and St. Louis affecting the *Lincoln Service* and *Texas Eagle*. The 2011 work schedule, which includes the installation of 250,000 concrete ties, will conclude in late July.

Government Affairs: On April 7, President and CEO Joe Boardman will testify before the House Appropriations Subcommittee on Transportation, Housing and Urban Development and Related Agencies about Amtrak’s FY ’12 budget.

Environmental Update: The Medical and Environmental Health and Safety department continues to monitor the releases from the damaged Japanese nuclear plant. The reports indicate there is no health risk to the United States though measurements have found very low levels of radiation. Additional information can be found at www.epa.gov/radiation/ or www.epa.gov/radiation/.

Participate in the National Train Day Contest

The National Train Day employee trivia contest is now open at www.TrainDay411.com. Employees can enter the contest for the opportunity to win prizes and to be included in the May issue of *Amtrak Ink*. The trivia contest launched on March 21st and a new question will be posted every two weeks. Employees are also encouraged to volunteer at a National Train Day event by signing up online.



April 18, 2011

Message From Joe Boardman

Dear Co-workers,

This Friday marks Earth Day, a day that was originally set aside more than 40 years ago to cultivate awareness about the condition of our environment and lead to action for ecological improvements.

While the establishment of Earth Day (April 1970) and Amtrak's birthday (May 1971) happen to fall about a year apart, the relationship between Amtrak and environmental stewardship is no coincidence. As one of the more environmentally friendly modes of transportation, Amtrak is 20 percent more fuel efficient than the airlines and 30 percent more efficient than automobiles on a passenger-mile basis.

Being good stewards is a responsibility we take seriously. To that end, environmental and energy efforts are now one of our five overarching goals for 2011. To accomplish this particular goal, we have set specific, company-wide targets to: reduce total diesel consumption per seat-mile by 1 percent, cut total electricity consumption on trains per seat-mile by 0.25 percent and reduce total electricity used at facilities and stations by 1 percent. (You can find all of the goals posted on the Amtrak intranet).

We've also implemented a number of other environmental management programs and practices to move the company toward a more sustainable system. Whether it's using automatic/start stop devices to reduce the amount of idling time on diesel locomotives, employing bio-lubricants in hydraulic systems, or installing more energy-efficient lighting in shops and offices, we're taking steps to be greener.

Part of the responsibility of leadership is to ensure that we meet our mission while also maintaining a high level of environmental integrity. Environmentally sound practices and tactics are an essential part of meeting our nation's transportation needs, but also to creating a safer, greener and healthier Amtrak for employees.

As we approach our 40-year anniversary, think about the role you can play to make important and lasting energy and environmental changes that will help shape the future of transportation in America. Thank you for all your hard work.

Sincerely,

Joe Boardman
President and CEO

Telework Policy: A new telework policy for non-agreement covered employees is now in effect. The policy allows for work to be performed at an alternate worksite on a permanent (not temporary) basis, instead of the employee's assigned work location. More information on the policy is available on the intranet under Library → Policies → APIs → Human Resources → 7.41.0 Telework.

National Train Day: Employees can now purchase tickets to the Amtrak Presents Gladys Knight National Train Day 2011 concert. Call 866-858-0008 or visit: www.ticketmaster.com/event/1D00467FD8565751. Make sure to use special password TRAIN6.

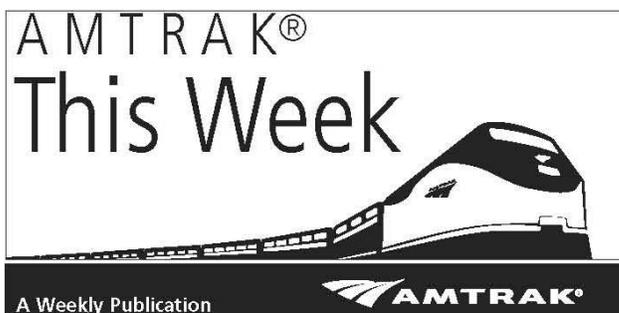
40th Anniversary Website: Amtrak's 40th anniversary website has launched! The site — www.Amtrak40th.com — will track the anniversary exhibit train on its cross-country tour and serve as the company's first historic archive, full of photographs, documents, advertisements and more.

Labor Relations: Employees represented by the Sheet Metal Workers International Association have overwhelmingly ratified their new five-year contract. The wage increases are patterned after agreements already reached. The majority of unions have reached new deals; the remaining unions with which Labor Relations is meeting have been presented with comprehensive proposals.

Earth Day Activities

In honor of Earth Day and Employee Appreciation Day, an Environmental Raffle will open to all employees this week for an opportunity to win one of eight kitchen composting kits or one of eight smart power strips. Visit the intranet from April 18 to May 5 to learn more about Amtrak Environmental Programs and to enter the raffle: Amtrak Intranet home page → How We Work → Environmental.

Amtrak and the Student Conservation Association (SCA) are hosting a number of volunteer cleanup and conversation efforts this month throughout the country. Contact Darlene Abubakar at ATS 777-4165 or abubakd@amtrak.com for more information on how to get involved.



Amtrak Celebrates 40 Years of Service Next Week

As most employees probably know by now, Amtrak will celebrate 40 years of service as America's RailroadSM this Sunday, May 1. Kicking off the year-long anniversary celebration, President and CEO Joe Boardman is scheduled to appear on the C-SPAN show "Washington Journal," which airs live at 8:30 a.m. on May 2. Following that, a special media event at Washington Union Station will include four employees who began their careers at Amtrak 40 years ago.

PASS: The Amtrak Police Department recently launched Partners for Amtrak Safety and Security (PASS), which is designed to encourage employees, passengers, rail enthusiasts and others to play an active role in reporting suspicious activities throughout the system. More than 1,100 people have already signed up for the program. Visit the PASS website at pass.Amtrak.com for safety tips and more.

Health & Wellness Update: The second round of the *Stay on Track...Keep Walking* program is now scheduled to begin on May 8. Over 1,000 employees have already registered. Those who did not participate in the first competition should receive a pedometer within the next seven days. The first information session about the competition will be held tomorrow, April 26, at 9:00 a.m. Dial 866-209-1307, access code: 2866559# to listen in.

Opt-Out/Opt-In: You can now receive *Amtrak Ink*, *Amtrak This Week* and *Special Employee Advisories* at your personal email rather than receiving paper copies by hand or mail. Sign up on the News & Info section of the Intranet.

PSSA: The President's Service and Safety Awards (PSSA) Committee is accepting nominations for the 2011 awards. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms." The nomination period ends **Friday, May 13**.

National Train Day Contest Winner

Congratulations to the second winner of this year's National Train Day trivia contest: **Mario Lezama**, journeyman electrician, Miami Mechanical Yard! Visit www.TrainDay411.com for the opportunity to test your train trivia knowledge and win. The newest trivia question is now posted online until May 2. A final question will be posted from May 2 through May 7. Employees who enter have the opportunity to win prizes and be included in the May issue of *Amtrak Ink*.

In addition, approximately 50 Amtrak locations will be marking the anniversary and its employees' contributions as part of Employee Appreciation Day on and around May 2. Employee Appreciation Day events will vary by location, but most will include food, access to local vendors offering discounts on products and services, on-site human resource partners such as Fidelity and Aetna, and a number of other resources. Contact Carolyn Stagger at staggerc@amtrak.com for more information about events in your area.

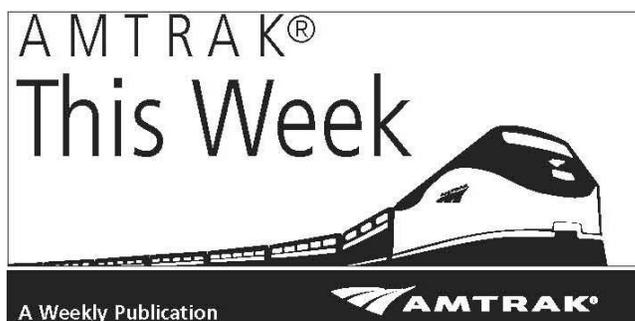
The 40th anniversary volunteer core team had hoped to have the exhibit train ready for employees to tour on Employee Appreciation Day, but finishing touches are still ongoing. However, the train is scheduled to be available for employees to visit on Friday, May 6, at Washington Union Station. The train will make its first *public* debut at National Train Day in Washington, D.C., on May 7. More than 30,000 people are expected to participate in National Train Day events across the country, including the four major Amtrak-led events in Washington, Philadelphia, Chicago and Los Angeles. Visit www.TrainDay411.com for more information about the events.

The exhibit train will then embark on a year-long anniversary tour (starting in the Northeast) and anniversary events will take place at each stop on the tour. The train's schedule and more information about the tour are posted on www.amtrak40th.com.

Want to Get Involved? We Need Volunteers!

Volunteers are needed for the National Train Day events in Chicago, Los Angeles, Philadelphia, Washington, D.C., and other areas around the country. Visit www.TrainDay411.com to volunteer or to host a National Train Day event in your area. All Amtrak employees and contractors are eligible to volunteer.

Volunteers are also needed to support Amtrak's 40th anniversary exhibit train tour at each location where the train is scheduled to stop. You can view the first three months of the train's tour schedule at www.amtrak40th.com. If you would like to be a part of these special events, you can volunteer by emailing your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the location where you want to volunteer, and your contact information (email and phone number) to greatamericanstations@amtrak.com. Please write the words Volunteer and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Baltimore, Md.



Operations: Beginning Aug. 3, and continuing for approximately nine months, the Battle Creek station will undergo renovations, and all station operations will relocate to a nearby temporary facility.

Special Exhibit Returns to Philadelphia's 30th Street Station

A National Train Day exhibit portraying the migration of African Americans in the U.S. has returned to Philadelphia's 30th Street Station, in response to requests from employees there.

The display was a major attraction at the station during National Train Day, and many employees not able to view the exhibit due to work schedules requested its return.

The exhibit chronicles the Great Migration of African Americans from the rural south to the industrial Northeast, Midwest and West via passenger (and sometimes freight) trains. The migration, which took place primarily during 1910-1930, was a major step in the full nationalization of the African-American population.

The exhibit recognizes and honors the important role that the railroad played in the Great Migration. It will remain on display at the station until Aug. 19, 2011.

Amtrak.com Experiences Robust Growth *Ranked No. 1 in Travel Industry Growth in the Month of July, According to Report*

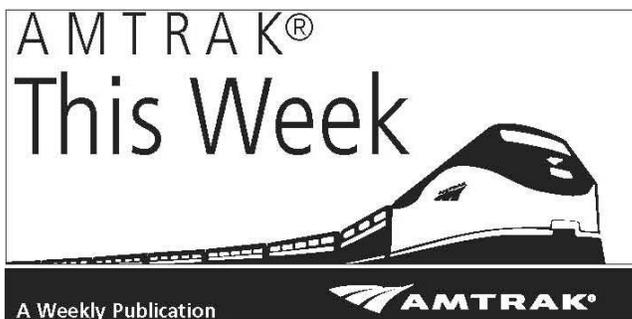
A strong June and July has contributed to a 15 percent increase fiscal-year-to-date in ticket revenue on Amtrak.com. The growth the site is experiencing will lead to its strongest year on record, and it's projected to reach a milestone by generating \$1 billion in online bookings (within a fiscal year) later this month.

According to comScore Media Metrix data, travel websites saw record activity in June. Amtrak.com topped the list of travel sector sites with the highest growth in the month of June, increasing 14 percent over the previous month.

"We're on track for exceeding 30 million passengers this fiscal year, and approximately 56 percent of them are booking through Amtrak.com," said Roger Seitzinger, senior director, e-Commerce. "For many of our customers, Amtrak.com is the first step in the Amtrak journey, so we're extremely focused on making it easy to use, accessible and very customer service oriented."

Amtrak's eCommerce group leads innovations that have helped the site come first in other areas. Five years ago, Amtrak was a pioneer in the travel industry when it launched the first site specifically designed for mobile phones that allows full purchasing capability. The site, which can be accessed by going to Amtrak.com on a mobile phone, offers customers the ability to book tickets and conduct other transactions on their mobile phone.

Smartphone sales are predicted to triple to 491.9 million units by 2012 from 139.3 million in 2008, according to Gartner research firm. Business travelers are credited for being among the early adopters of smartphones, so it's no wonder that the travel industry sees this as a valuable sales channel. The employees behind Amtrak.com continue to explore the possibilities — keep an eye out for more news on this front soon.



New Employee Resource Supports Better Communication Between Employees

A newly formed Employee Relations group — a function within the Human Resources department — serves as a resource to employees seeking guidance on how to better handle difficult situations with co-workers or managers. Through guidance, coaching and facilitated discussions, Employee Relations will work closely with employees and managers to help them solve work-related problems, improve communication and foster a more positive work environment.

“Employees can call the ethics hotline and, when appropriate, we’ll help develop an action plan,” says Dawn Marcelle, director, Employee Relations. She noted that the new office does not replace the collective-bargaining grievance process followed by agreement-covered employees.

In addition to assisting with workplace disagreements and conflicts, Employee Relations will assist managers and supervisors in their role as people managers by providing workshops and resource tools on various topics such as, managing conflict, mastering difficult conversations, and providing performance feedback. Employees who need assistance managing these types of issues may contact the **Ethics & Compliance Hotline at (866) 908-7231.**

This new service is part of a realignment of duties carried out by Human Resources and the Law department. As part of this shift, most employee discrimination and harassment complaints formerly directed to the Dispute Resolution Office (DRO), have been assigned to the Equal Employment Opportunity (EEO) Compliance Unit within the Law department. This group will also continue to handle complaints filed with federal and local agencies.

Employees who wish to report an incident of discrimination, harassment or bias, should also call Amtrak’s Ethics and Compliance Hotline. Complaints of discrimination and harassment received through the Hotline will be immediately forwarded to the EEO Compliance Unit. EEO Compliance professionals are ready to assist employees in investigating and resolving a complaint or routing it to the department best able to assist them.

Station Update: Today the Michigan Department of Transportation held a grand opening ceremony for the new Pontiac Transportation Center which will serve both passenger rail and intercity bus passengers. The \$1.4 million dollar project broke ground in June 2010 and was funded entirely with State of Michigan Comprehensive Transportation funds. The new station will act as a mass transit hub including the six daily Amtrak *Wolverine Service* trains and intercity bus passenger service provided by Greyhound.

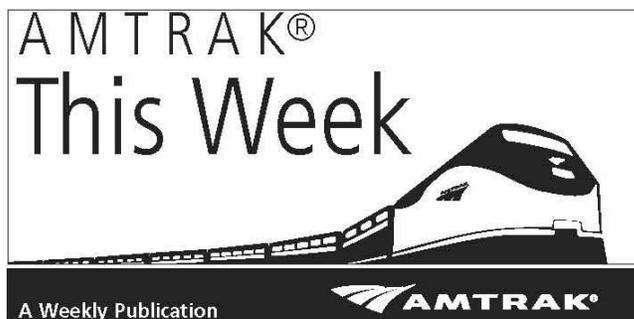
Marketing: This week Amtrak is launching an iPhone application that allows customers to make and change reservations, check train status, get schedules and find station information. The application is available free through iTunes. More information is available at www.amtrak.com/mobile.

Philadelphia 30th Station Hosts Special Event This Sunday

Employees in the Philadelphia area and their families are invited to attend a special National Spirit of '45 Day event in observance of the end of World War II — Aug. 14, 1945 — on Sunday at 30th Street Station.

The event is one of hundreds of Spirit of '45 Day public events being held across the country. The event will be held at the station, in front of the Pennsylvania Railroad World War II Memorial at 10 a.m.

The program will include a description of the impact of WWII on Pennsylvania and the city of Philadelphia, a tribute to surviving members of the Greatest Generation and will conclude with a wreath laying ceremony led by local youth with a performance of “Taps.” For more information visit spiritof45.org.



Operations: Amtrak's Joseph R. Biden Jr. Wilmington Delaware Station and the Superliner Coach Overhaul Program have been recognized for design excellence in the 2011 Edition of the prestigious Brunel Awards International Railway Design Competition. Over 150 entries were submitted for consideration from railway and government organizations throughout the world, and only 19 were awarded the prestigious Brunel Award. The Brunel Award recognizes the best in railway architecture, engineering, landscape and environmental design, product design, locomotive and car design, graphic arts, and corporate branding amongst the world's railways.

Employee Recognition Policy Established

A Recognition Policy has recently been established to emphasize Amtrak's commitment to honoring the dedication of its workforce. To roll out this policy, recognition committees are being formed within each department and tasked with implementing recognition strategies for their department. This policy does not replace other recognition efforts currently in place, but serves as a guide to more consistently recognize employees for their accomplishments.

Policy guidelines can be found on the intranet under "Employees" → "Policies" → "Human Resources Policies." The official policy is posted on the intranet at "Employees" → "Policies" → "Amtrak Policy and Instructions Manual" (APIM) → "Human Resources."

New LA Maintenance Facility Features Improvements to Increase Efficiency and Safety

On Thursday Aug. 18, Amtrak will host a ribbon cutting ceremony to officially celebrate the opening of the Los Angeles maintenance facility. The facility will provide an upgraded, more efficient and environmentally friendly location for mechanical employees to perform safety inspections and other maintenance work. The facility will service and maintain passenger equipment used on long-distance routes including the *Coast Starlight*, *Southwest Chief*, *Sunset Limited* and on California-supported corridor services.

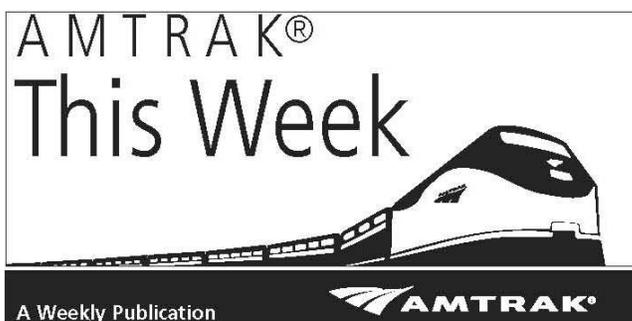
The building incorporates many features from the Leadership in Energy and Environmental Design (LEED) standards for environmentally sustainable construction, including redevelopment of an existing site, high bay florescent lighting with photocell sensors, large ceiling fans, sky lights and point-of-use instant hot water in lieu of water heaters. The new building also covers work that was previously performed outdoors. The covered facility will allow for the addition of a second shift at night, increasing the output and decreasing the out-of service time for equipment.

Considerable planning went into the layout of the building. The new facility is designed using a "progressive spot" approach, which allows cars to move through a standard production line maximizing efficiency. The facility features 35-ton traversing jacks stored within the shop floor, making it safer and more efficient to remove and replace the trucks or running gears of passenger cars.

The new LA facility was a \$24.5 million project that was funded through the American Recovery and Reinvestment Act economic stimulus program. Kemp Brothers began construction on February 22, 2010.

Security Training Reminder

Front-line employees are urged to provide input for the development of 2012 Block Training by filing out a short survey. The 12-question survey is accessible via the Amtrak Employee Resource site, <http://customerservice.amtrak.com> through Aug. 31. You can also access the site from the Amtrak intranet home page under "Employees" or under "Library" → "Service Standards."



Operations: Amtrak Cascades Trains 513 and 516 will continue to serve Vancouver, B.C., following discussions between the state of Washington and Canadian government officials. The service's second roundtrip to Vancouver was originally launched in conjunction with the 2010 Winter Olympics, and it has since exceeded ridership expectations.

Flood Relief: Employees who wish to contribute to the ongoing flood relief efforts in North Dakota can do so by donating to organizations like the Salvation Army <https://secure20.salvationarmy.org/?projectId=US-C-NOR-NDFlood>. Amtrak serves seven cities in North Dakota, of which the hardest hit was Minot.

Marketing: Amtrak is providing transportation for 10 students from the Coretta Scott King Young Women's Leadership Academy in Atlanta to travel to Washington, D.C., for the Dr. Martin Luther King, Jr., National Memorial Dedication held on Sunday, Aug. 28. The students will ride aboard the *Crescent* and will be greeted at Amtrak's Union Station by Rep. Lewis and Dr. Bernice A. King.

US DOT Announces Obligation of \$450 Million for High-Speed Rail Project

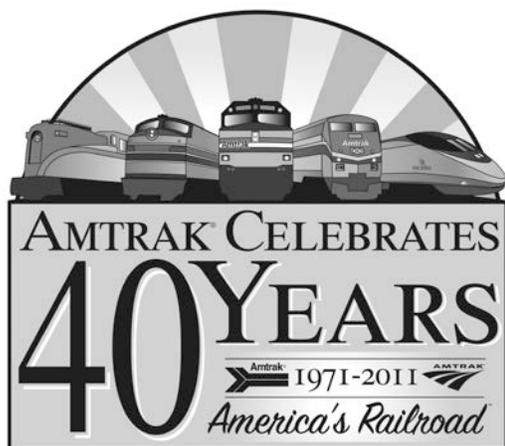
U.S. Department of Transportation Secretary Ray LaHood today announced \$450 million in High-Speed Rail funding for Amtrak to upgrade its rail infrastructure between Trenton, N.J., and New York City, resulting in improved on-time performance and reliability. The investment will also lead to an initial increase in top operating speeds from 135 mph up to 160 mph along the 24-mile segment of the corridor between Trenton and New Brunswick, N.J. With the procurement of new generation high-speed rail trainsets in the future, service would reach 186 mph.

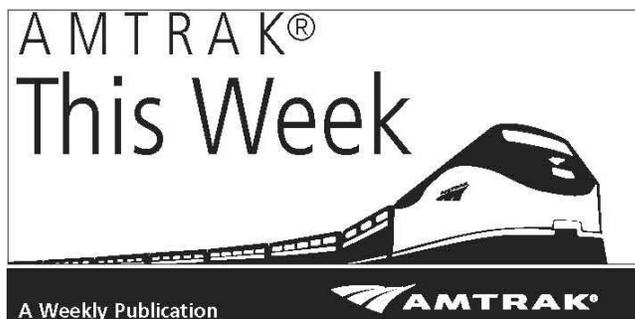
An additional \$294 million will help alleviate major delays for trains coming in and out of Manhattan. Improvements to the Harold Interlocking rail junction in Queens will eliminate congestion and allow for the future growth of high-speed service along the corridor. A new flyover will also separate Amtrak trains travelling between New York and Boston from commuter trains. Construction on both projects is set to commence in 2012.

NCFO Agreement Ratified

Employees represented by the National Conference of Firemen and Oilers have overwhelmingly ratified their new five-year contract. This is patterned after others already reached and provides for wage increases which will be placed into effect shortly.

The majority of unions that represent Amtrak employees have reached new agreements; the remaining unions with which Labor Relations is meeting have already been presented with comprehensive proposals.





September is National Preparedness Month, 10-Year Anniversary of 9/11

September not only marks the tenth anniversary of 9/11, but it is also National Preparedness Month. Whether it's an earthquake, hurricane, flood or terrorist attack, most of us or people close to us have experienced an emergency situation that is or could be disastrous. That's why preparation and vigilance are so critical.

All employees should take precautions to prepare for and respond to potential emergencies, including ones that you think might never happen. Please take the time to visit www.ready.gov and www.fema.gov to help protect the welfare of your co-workers, your family and yourself. Don't leave yourself unprepared.

This week, watch for a letter in your mailbox at home from President and CEO Joe Boardman and Vice President and Chief John O'Connor that emphasizes importance of preparedness and vigilance. There's also an Amtrak National Preparedness Month calendar that can be downloaded from the Amtrak intranet by clicking on the "Police" tab on the home page and then choosing "National Preparedness Month Calendar."

Amtrak's approach to security has changed significantly since September 11, 2001. Amtrak Police has added a number of measures that are visible — and not so visible — to help safeguard employees and passengers. Among the greatest of Amtrak's security resources are our employees. All employees play a role in security, and it is vitally important that you remain aware of your surroundings. If you see something unusual or suspicious call Amtrak Police at **800-331-0008** or dial 911 immediately.

Among other tactics, Amtrak Police has added officers and K-9 explosive detection teams that patrol stations and trains. Amtrak has formed new partnerships with international, federal, state and local law enforcement and counterterrorism entities. Working with the Transportation Security Administration we've initiated random passenger baggage screenings, and we've expanded the Operation RAIL SAFE activities that result in a force multiplier with our partnering agencies. We've also established Station Action Teams that coordinate response to disasters in highest-risk areas.

Working closely with the TSA, FBI Joint Terrorism Task Force and others, Amtrak is increasing police and special operations patrols on bridges, tunnels, right-of-way and other areas, given the upcoming anniversary of September 11.

Check Amtrak's YouTube channel next week to hear more about the company's security measures from Chief O'Connor (www.youtube.com/amtrak).

Service Restored on Some Routes in the Aftermath of Hurricane Irene

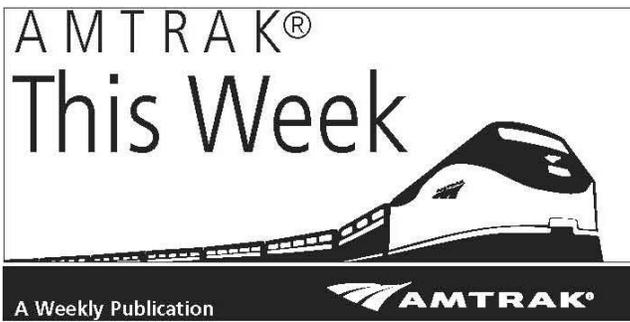
Some service along the Northeast Corridor and other parts of the country resumed today, following the landfall of Hurricane Irene this weekend.

While some service has been restored, many trains were cancelled today, including *Acela Express*; *Northeast Regional* trains between Boston and Philadelphia, and between Washington and Newport News; *Empire Service*; *Ethan Allen*; Springfield Shuttles; *Crescent*; *Pennsylvanian*; *Lake Shore Limited*; *Auto Train*; *Palmetto*; and *Silver Service*, among others. Other services have been truncated.

Keystone Service between Philadelphia and Harrisburg resumed mid-afternoon.

The operating plan for the coming days is being developed in accordance with progress made on flooding, debris on tracks and power issues, among other factors.

Thank you to all of the employees across the company who are helping manage the hurricane; from preparation, during the storm and in its aftermath to restore service.



Amtrak to Meet with Community Leaders and State Officials at Civic Conversation Event

On Thursday, Amtrak will host local and state leaders in a Civic Conversation in Burlington, Vt., with a focus on the development of stations on routes along *Northeast Regional*, *Adirondack*, *Vermont*, *Ethan Allen Express* and *Downeaster* routes, the largest number of routes ever represented at one of Amtrak's Civic Conversations.

The Civic Conversation will serve as a forum and workshop to discuss transportation-oriented development, the Americans with Disabilities Act and engineering guidance, funding sources, real estate issues and how best to proceed with station development. The discussion will also provide a platform for communities to share how they successfully guided their station projects through the design, funding and construction phases.

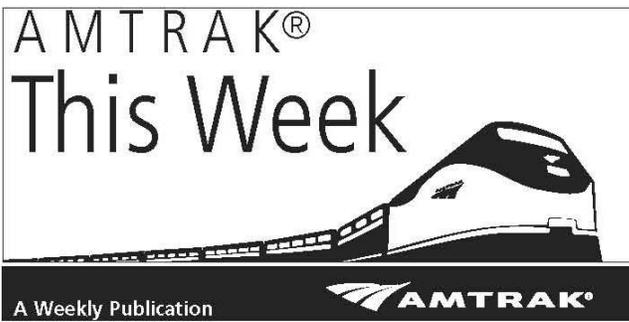
“These forums strengthen Amtrak’s relationships with the communities we serve, while providing local officials useful information that will help enhance their stations,” said Vice President of Government Affairs and Corporate Communications Joe McHugh.

The eighth of its type to be held across the system, the event aims to encourage communities to make station improvements in recognition of the role they play in driving economic development, linking transportation modes and providing other benefits to communities.

For more information about the Civic Conversation and other station information, visit www.GreatAmericanStations.com.

Benefits: Your 2012 Benefits Confirmation Statement should be arriving at your home address soon. The statement confirms your selected benefit options effective January 1, 2012 through December 31, 2012 (unless you experience a qualifying status change). **Be sure to review it carefully.** If the elections do not accurately reflect your choices, please call the Amtrak Benefits Service Center at 1-800-481-4887.

Station Update: On Dec. 3, Amtrak joined state and local officials at a dedication ceremony at the Lawrence, Kan., station following the completion of more than \$1.5 million in station improvements. The station is served by the *Southwest Chief*. Improvements include a 500-foot passenger boarding platform, access to parking compliant with the Americans with Disabilities Act, repairs to the platform canopy and new exterior lighting. As a result of the improvements, the station is better equipped to accommodate service expansions envisioned by Kansas and other states.



***Downeaster* and *Capitol Corridor* Services Celebrate Anniversaries**

Two state-supported services are celebrating anniversaries this week, marking decades of growth.

The *Downeaster*, which offers five roundtrips daily between Boston and Portland, is celebrating its 10th anniversary this week. Many improvements have been made to the service over the past decade, including a 20-minute reduction in travel time, a more convenient schedule and increased frequencies. In addition, the current annual *Downeaster* ridership of more than half a million riders has doubled since 2005. Expanded service to Freeport and Brunswick will start next year.

To honor 10 years of successful service, NNEPRA (Northern New England Passenger Rail Authority) is hosting a week-long celebration, beginning today and culminating with an event at the Portland, Maine, station on Dec. 15.

The *Capitol Corridor* is celebrating 20 years of service this week. The service offers convenient, frequent and affordable daily service between the Sacramento region and the Bay Area. What started in 1991 with just three roundtrips and 225,000 passengers annually has grown in the last 20 years to 32 trains carrying more than 1.7 millions passengers annually.

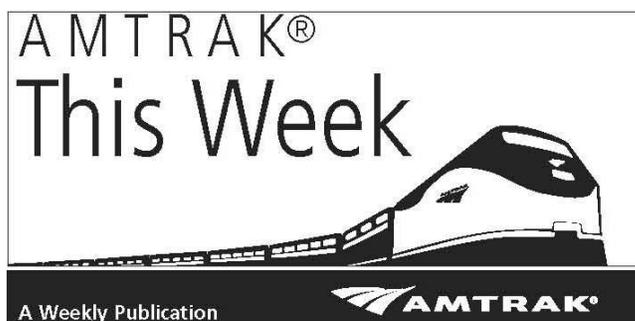
The Capitol Corridor Joint Powers Authority (CCJPA) is thanking passengers for their loyalty and support over the past 20 years by offering them the chance to earn extra Amtrak Guest Rewards® points and save on tickets during the month of December.

Amtrak's 401(k) Retirement Savings Plans Fund Changes

This week, employees who participate in Amtrak's 401(k) Retirement Savings Plans with Fidelity Investments will receive a letter at home describing changes associated with four funds.

As of the market close (generally 4:00 p.m. Eastern Standard Time) on Jan. 3, 2012, four mutual funds will no longer be available to plan participants. At that time, all existing balances and future contributions in these investment options will be transferred to other options with a similar investment style and category. There is no action required of the 401(k) participants for this transfer. Employees who don't want the transfer to be made to the funds listed in the letter may choose to make other choices.

Employees with questions may call Fidelity at 1-877-477-2685 or visit www.mysavingsatwork.com/amtrak.



2012 Holiday Schedule

Holidays observed at Amtrak vary depending on an employee's status. Holidays for agreement-covered workers are defined by each union's labor agreement, which may also include personal holidays. Each agreement can be found on the intranet under "Employees" → "Labor Agreements."

Amtrak will observe the following 2012 dates as holidays for non-agreement employees:

<u>Holiday</u>	<u>Day Observed</u>
New Year's Day	Jan. 2
Martin Luther King, Jr. Day	Jan. 16
President's Day	Feb. 20
Memorial Day	May 28
Independence Day	July 4
Labor Day	Sept. 3
Veteran's Day	Nov. 12
Thanksgiving Day	Nov. 22
Christmas Day	Dec. 25

2012 Amtrak Calendars: The 2012 Amtrak tabloid (\$5) and wall (\$10) calendars are now available for purchase. There are three ways to purchase the 2012 calendars:

- Visit the Amtrak Online Store at: <http://store.amtrak.com/>
- Call 1-800-369-4257
- Mail your order to:
Staples Promotional Products
Attention: Amtrak Customer Service Representative
1520 Albany Place S.E.
Orange City, IA 51041

Human Resources: Employees who have moved in the past year should be sure to update their mailing address in the Employee Information Portal. Addresses should be changed by Jan. 10 in order for W-2 tax forms to be mailed to the correct address. The Employee Information Portal can be accessed through the intranet under "Employees" → "Employee Information Portal."

Make Healthy New Year's Resolutions

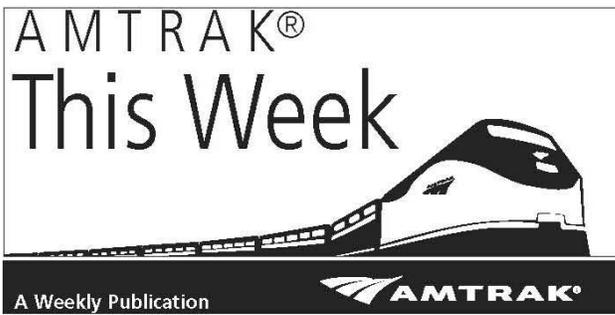
Beginning in January, non-agreement employees will have access to a variety of programs through the Cigna medical plan that will help you make your resolutions a reality. These programs include topics ranging from stress, nutrition and physical activity. Join at www.mycigna.com.

- **Health Advisor:** Individuals may receive help achieving personal health goals through comprehensive, personalized health coaching.
- **Behavioral Coaching:** This service will help drive behavior changes in the areas of hypertension, high blood pressure, pre-diabetes, healthy eating and physical activity.
- **Disease Management:** Check out Your Health First, which includes a weight management program to address certain risk factors such as blood pressure, cholesterol and risk behaviors including lack of physical activity, tobacco use, weight and stress.

Non-agreement employees hired in 2012 will receive personal days based on their date of hire. Employees hired between Jan. 1 and May 31 will receive two personal days, while those hired June 1 through Aug. 31 are entitled to one personal day. Employees hired Sept. 1 or after will not have any personal days.

Holidays for agreement-covered employees are subject to each specific labor agreement. Employees should check with their union to be sure which holidays are included in each agreement. Some agreement-covered employees also receive personal holidays, the number of which varies by agreement.

For further information regarding holidays and personal days, please refer to the [Amtrak Policy and Instruction Manual](#), on the intranet under "Library" → "Policies."



Operational Update: On weekends, starting Feb. 12 through March 27 (and President's Day, Feb. 21), all southbound *Acela Express* and many southbound *Northeast Regional* trains will operate up to 10 minutes later than the published schedule, as Amtrak crews replace interlocking switches near Aberdeen, Md.

Proposal Unveiled Today is Key Element of NEC High-Speed Rail Plan

President and CEO Joe Boardman and Amtrak Board member Anthony Coscia joined Sens. Frank Lautenberg (D-NJ) and Robert Menendez (D-NJ) in Newark today to announce a proposal that would significantly increase capacity for intercity and commuter service into New York City, and lays the foundation for Amtrak's vision for 220 mph service on the Northeast Corridor.

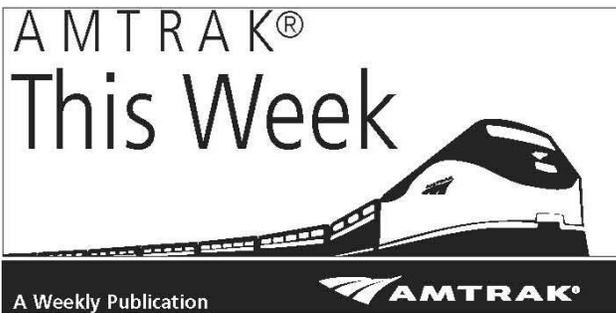
Known as the "Gateway Project," the proposal would add 13 NJ Transit trains per peak hour and eight Amtrak trains per hour into New York City. The project involves building two new tunnels under the Hudson River, adding two more tracks between Newark and the tunnels, replacing the 100-year-old Portal Bridge with dual spans that would allow faster speeds, connecting to the new Moynihan station as well as to a new Penn Station South that would be linked to the current New York Penn Station.

"The Gateway Project is essential to the future growth and economic development of the entire Northeast region and will provide for greater capacity, connectivity and convenience for Amtrak and commuter passengers in the heart of Manhattan. It is a critical first step that we can take now to bring 220 mph Amtrak high-speed service to the Northeast Corridor," said Amtrak President and CEO Joe Boardman.

Amtrak's FY '12 Grant and Legislative Request will include \$50 million to begin preliminary engineering and design on the two new rail tunnels. The entire Gateway Project could be completed in 2020 at an estimated cost of \$13.5 billion.

"Intercity and commuter rail passengers in New York and New Jersey are in need of increased rail capacity. The two new trans-Hudson tunnels envisioned under this plan will provide long-sought-peak-period operational capacity and are an investment that will improve transportation flexibility and reliability for decades to come," said Tony Coscia, Amtrak Board of Directors.

In addition to adding capacity, the project would restore fluidity to a tightly constrained system, enhance station facilities in Manhattan, improve connections for both Amtrak passengers and commuters, and provide the capacity to bring trains into Manhattan when the first stage of Amtrak's Next-Gen high-speed rail program is introduced.



Feb.14, 2011

Message From Joe Boardman

Dear Co-workers,

This week may be a bit of a confusing one for those of you following the Amtrak funding process. First, we are awaiting decision on our appropriation for this fiscal year, which members of Congress are currently debating. Second, we will be submitting our FY '12 budget request to Congress today. Third, President Obama is releasing his FY '12 budget, which includes more information about the administration's \$53 billion plan for advancing intercity and high-speed rail. First things first, so I want to focus here on our efforts to secure sufficient funding for this fiscal year.

Last week, I spent a lot of time on Capitol Hill educating members of Congress about the need for sufficient funding for Amtrak this fiscal year. We will continue to do so in an effort to support a constructive and informed debate.

There are reports about some of the numbers being discussed, but they are not final and they're fluctuating. For that reason, I don't want to get too caught up in the specific numbers at this point.

We will have a better sense in the next two weeks. We're currently operating according to a Continuing Resolution that is slated to expire on March 4, and we expect the House and Senate to take action on our appropriation over the course of the next couple of weeks. During this time, we expect to see amendments offered in support of, and against, Amtrak funding.

We don't know how we will make out on the other side of this. It is disheartening to consider the very real prospects that we may experience budget cuts, especially at a time of record ridership and demand for more passenger and high-speed rail. Now with oil at more than \$100 a barrel, there is a pressing need for a national policy that sees rail as a solution to transportation congestion, economic recovery, infrastructure investments, global competition and reliance on foreign oil.

You may see a lot of news articles about us in the coming weeks, and they may not all be positive. I urge you not to be consumed by what's being said, but know that we are working closely with members of Congress as we face a tough battle.

Thank you for your support and for what you do every day.

Sincerely,

Joe Boardman
President and CEO

Ridership: Amtrak posted the 15th straight month of ridership growth in January, and the best January on record with 2,126,429 passengers. Amtrak has set annual ridership records in seven of the last eight fiscal years, including more than 28.7 million passengers in FY 2010.

Operational Update: Effective Feb. 15, operation of a limited-stop service on the *Pacific Surfliner* route begins. Train 563 will operate weekdays only, departing San Diego at 7:05 am, and stopping at Solana Beach, Oceanside, Irvine, Anaheim, and Los Angeles. Train 565, which currently offers daily service, will operate weekends only after the Feb. 15 schedule change.

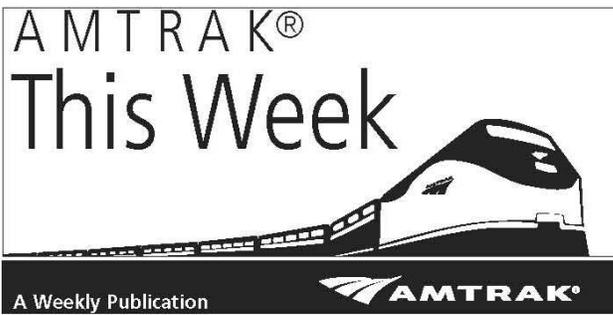
Amtrak Submits FY '12 Budget

Amtrak's Grant and Legislative Request for FY '12 funding includes plans for the purchase of 40 additional *Acela Express* cars, among other capital improvements across the system. The \$2.222 billion request includes \$1.285 million for capital investments, \$616 million for operating expenses and \$271 million for debt service.

Amtrak is also seeking \$50 million to begin design and preliminary engineering work for the Gateway Project announced last week.

"It is necessary to balance the real concern over federal spending with the ongoing need to invest in the nation's intercity passenger rail network to meet growing demand, support economic recovery and fuel the next generation of growth," said President and CEO Joe Boardman.

The entire budget request can be viewed on Amtrak.com or on the Amtrak intranet under "News"→"Legislative."



Auto Train Begins Ticketless Check-In

Passengers boarding the *Auto Train* in Sanford, Fla., this past Sunday took part in the launch of Ticketless Check-In, an important step toward making electronic ticketing available on all Amtrak trains later this year. With Ticketless Check-In, *Auto Train* passengers no longer need to carry traditional paper tickets.

Under the new system, *Auto Train* passengers simply check in at the station by showing their IDs or a copy of the confirmation page they received when they paid for their trip, and they no longer have to worry about holding on to their paper tickets. The change offers an even more convenient trip for *Auto Train* customers, many of whom book stays of a month or longer before their return trip.

The *Auto Train*'s unique airport-style check-in process provides an early opportunity for Amtrak to get familiar with ticketless travel, while the streamlined system helps station ticket agents process high passenger volumes more efficiently.

The new system manages reservations completely electronically by connecting directly to the company's finance and revenue systems. "This new way of tracking and reporting ticket revenue is the foundation that will enable Amtrak to introduce eTicketing on other routes later this year," said Tony Flynn, eTicketing's program manager.

Ticketless Check-In is slated to begin at the Lorton, Va., station on Friday, Feb. 25. More information about *Auto Train* Ticketless Check-In is on Amtrak.com → "Routes" and then click on the *Auto Train* link.

Tentative Agreement Reached With Sheet Metal Workers

Amtrak has reached a tentative agreement on a new labor contract with the Sheet Metal Workers International Association covering the period of Jan. 1, 2010, through Jan. 1, 2015.

The new contract must be ratified by the union membership and covers 440 Amtrak employees. Currently, Amtrak has ratified agreements with nine labor organizations and joint councils; representing a total of 10,000 employees, or 58 percent of the total unionized labor force.

Benefits: You can now update your life insurance beneficiary information electronically by logging into AmtrakBenefits.com and clicking on "Beneficiary Designations" on the Welcome Page. You can also update your life insurance beneficiary information by calling 800-481-4887.

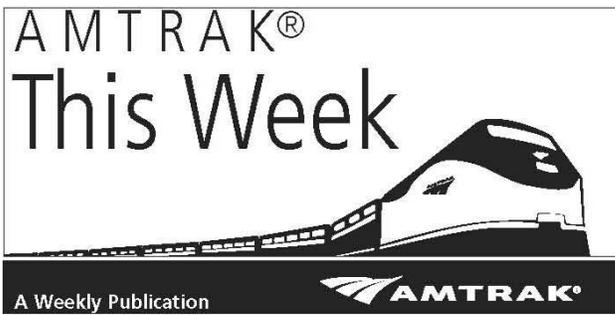
Social Media: Amtrak has launched its official YouTube channel featuring videos on topics such as safety and security, the Trails & Rails program, and our vision for high-speed rail. You can visit Amtrak on YouTube at www.YouTube.com/Amtrak. You can also join Amtrak on Facebook at www.Facebook.com/Amtrak and follow us on Twitter at www.Twitter.com/Amtrak.

E-mail Address Change for Employees in the Amtrak Office of Inspector General

Starting this week, e-mail addresses for Amtrak employees in the Office of the Inspector General (OIG) will end in "amtrakoig.gov," rather than "amtrak.com." The transition will take place this week.

Once this transition is completed, if you send an e-mail to an OIG employee using his or her old amtrak.com address, you will receive a reply that the e-mail is "Undeliverable." To find an OIG employee's new e-mail address, open your Outlook Address Book where all OIG employees will be listed with their new amtrakoig.gov e-mail addresses.

The switch to the new addresses brings the OIG in line with the practices of other IG offices.



Benefits: You can now update your life insurance beneficiary information electronically by logging into AmtrakBenefits.com and clicking on “Beneficiary Designations” on the Welcome Page. You can also update your life insurance beneficiary information by calling 800-481-4887.

Amtrak, Community Leaders to Meet About Stations Along the Route of the *Cardinal* This Week

On Thursday, Amtrak will host a meeting with local, state and federal representatives of the communities along the route of the *Cardinal* to share best practices on how to preserve, restore and upgrade stations.

The Civic Conversation, which will be held in Huntington, W.Va., will cover transportation-oriented development, the Americans with Disabilities Act and engineering guidance, funding sources, real estate issues, and how best to proceed with station development.

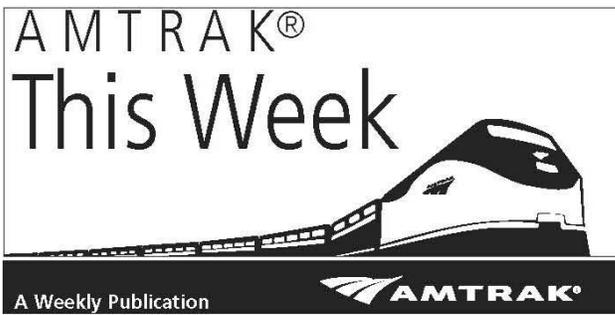
The seventh of its type to be held across the system, the event aims to spur communities to make station improvements, in recognition of the role they play in driving economic development, strengthening city centers, linking transportation modes and providing other benefits to communities.

2011 PSSA Nomination Forms Now Available Online

Nominations are now being accepted for the 2011 President’s Service and Safety Awards (PSSA).

The PSSA program provides the highest recognition for employees and external business partners who have made outstanding contributions to the company. A committee of employees representing various departments and locations review the nominations and select award recipients. Later this year, award recipients will be announced and formally recognized at a luncheon to be held in Washington, D.C.

Nomination forms for the 2011 program are currently posted on the Intranet and can be found at “Employees” → “Awards and Achievements” → “2011 PSSA Nomination Forms.” Forms are also posted on the Intranet under “Library” → “Forms” → “New and Revised EForms.” The nomination period runs until **Friday, May 13.**



Operational Update: On Monday, March 14, 2011, schedules in the Northeast region will be modified, primarily for the commencement of track work by the Track Laying System (TLS) in New Jersey. In addition, many commuter agencies in the Northeast will be issuing modified schedules on that date and several Amtrak trains have been adjusted as a result. A summary of schedule changes planned for the Northeast on Monday, March 11 can be found on the Intranet at “Library” → “Daily Advisories” → “February 2011” → “Daily Advisories” → “Northeast Corridor schedule changes March 14, 2011”.

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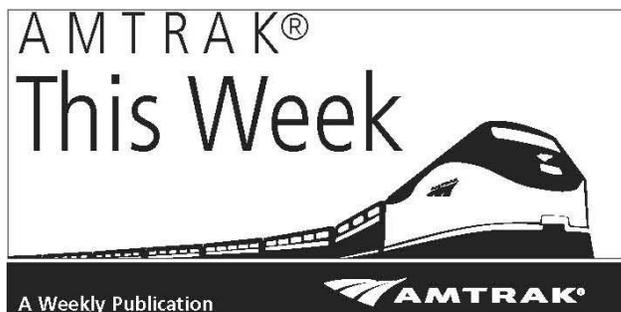
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Executives Use Media Attention to Tout Amtrak

Amtrak's record ridership and ticket revenue during the 2010 fiscal year, along with the increasing profile of transportation issues in America, have led to continued media coverage from both industry and consumer news outlets. Amtrak executives are using this attention to further promote the company as the premier high-speed rail provider in the U.S. and an integral part of the nation's transportation system.

Following are excerpts from two items that have been published in recent weeks. For the full story, click the links or visit the website listed:

[President and CEO Joe] Boardman's position on the transit industry is plain and simple. "Rail needs to be and is the backbone of moving freight in this country. It needs to be the backbone of moving people in this country....And if there is not an intercity rail passenger transportation system, then you have failed your country. Period."

...Is Amtrak making the changes needed to become that backbone? Boardman says it already is.... "[We need] to look at both green field high-speed rail like California and Florida, and how we take our own incremental high-speed rail, like is being thought of in the Midwest, in New York and some other places.... What Amtrak is, is we operate railroads."

"Our strength, our key competitive advantages are our men and women and our national interconnectivity. Coast-to-coast, border-to-border."

[Mass Transit](http://www.MassTransitMag.com) (www.MassTransitMag.com)
Dec. 2010-Jan. 2011 Issue

The next half-century will be defined by the emergence of "megaregions" — extended corridors of interconnected metropolitan areas, with shared economic sectors and linked infrastructure. High-speed rail can and should be among those links.

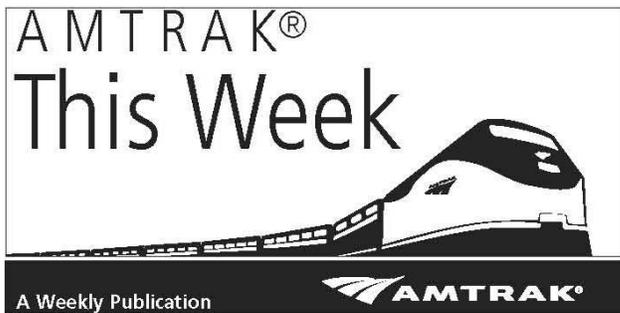
Over the course of its 10 years, Acela high-speed service has improved the connectivity and mobility of the Northeast Corridor megaregion....Amtrak has a bold vision for next-generation high-speed rail in the Northeast, with trains operating at maximum speeds of 220 m.p.h. on a new, two-track route that would supplement the existing service. Such a network would save significant travel time, dramatically improve mobility, and mitigate congestion. ...

This is a revolutionary vision of the future, but one that is also attainable. Acela has shown that high-speed rail does work in America, and that prudent public investments in passenger rail can pay huge dividends. It also has shown Amtrak's ability to innovate and reinvent itself.

Op-Ed by Vice President of High-Speed Rail Al Engel
[Philadelphia Inquirer](http://www.philly.com/inquirer) (www.philly.com/inquirer)
Dec. 21, 2010

Operations Update: *Coast Starlight*, Amtrak *Cascades* and *Pacific Surfliner* began operating according to adjusted schedules on Jan. 2 due to significant track work being performed by Union Pacific Railroad. The adjusted schedules are set to remain in effect until early April.

Marketing: College students in Illinois, Michigan, Missouri and Wisconsin may enter the second annual Amtrak TRAINsportation Video Contest by submitting a train travel-themed video featuring *Lincoln Service*, *Wolverine Service*, *Missouri River Runner* or *Hiawatha Service*. Submissions must be made by Feb. 28, and winners will receive more than \$3,000 worth of prizes. For complete details and rules, visit www.AmtrakTransportationVideoContest.com.



Reid Joins Amtrak as Chief Corporate Liaison

U.S. Department of Transportation veteran Peggy Reid joins Amtrak today as chief corporate liaison. This new executive-level position reports directly to President and CEO Joe Boardman. Reid has held multiple senior leadership positions within the U.S. Department of Transportation and will be responsible for improving internal coordination between Amtrak departments on administrative, financial and operational activities.

Prior to joining Amtrak, Reid served for eight years as the Federal Railroad Administration's associate administrator for financial management and administration. She directed all Information Technology, Acquisition and Grants programs and Human Resources, and was also responsible for financial performance and budgeting for the agency and its eight regional offices.

"We can't continue operating as a collection of individual departments if we want to reach our potential," said President and CEO Joe Boardman, noting that programs such as Safe-2-Safer and Strategic Asset Management are moving the company in the right direction. "Peggy's job is to serve as an internal consultant to coordinate the process improvements and strategic planning we need to best serve our passengers and partners."

Other duties Reid assumes are management of organizational development, leading top-priority programs to make sure they align with strategic needs, and advising the CEO and other executives on major policies and issues facing Amtrak.

Reid began her career at the Civil Aeronautics Board and then worked for several years in the Office of the U.S. Secretary of Transportation before moving to the Federal Railroad Administration. During her tenure at the FRA, she also held the positions of Human Resources director and acting director of Information Technology. She graduated magna cum laude from the University of Maryland with a bachelor's degree in business and holds an associate's degree from George Washington University.

New Fitness Program Aims to Help Employees Get Healthier

From Feb. 1 to March 14, individuals and teams of Amtrak employees may participate in the "Stay on Track...Keep Walking" competition. Entrants will receive a pedometer that records how many steps are taken during the competition. Results can then be downloaded to a computer and reports submitted to the Health Services group in Human Resources.

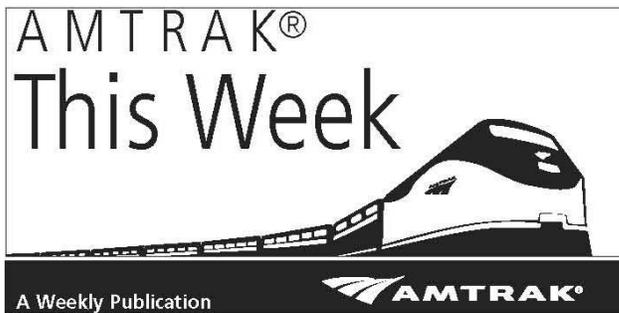
Winners will receive various prizes, but all will benefit from the exercise. The deadline to sign-up is Jan. 21. For more information or to sign-up, contact Rosa Nesmith at NesmitR@amtrak.com or 202-906-2736.

Operations Update: *Crescent* trains will not operate between Atlanta and New Orleans on Monday through Thursday of each week from Jan. 10 through Feb. 17. Norfolk Southern is performing extensive tie, rail and bridge work along the route.

Amtrak Mourns Loss of Auto Train Founder

Eugene K. Garfield, the man responsible for creating the *Auto Train*, passed away on Dec. 26 in Florida. The inaugural run of the Auto Train took place in 1971, and the service became profitable within three months.

Amtrak began operating the service in 1983, and today it remains one of the company's highest performing routes.



Operations Update: Due to weekend track improvements being performed near Parkesburg, Pa., from Jan. 22 through Feb. 6, westbound *Keystone Service* trains will operate according to later schedules at select stations. In addition, westbound trains will stop at eastbound platforms at Coatesville and Parkesburg during this project.

Operation Lifesaver: Amtrak has received a grant from the Illinois Commerce Commission through its Public Education and Enforcement Research Study (PEERS) to support Operation Lifesaver. The funds will be used to provide materials and close-caption Amtrak's grade crossing safety video for hearing impaired students.

Marketing: Special \$89 roundtrip weekend fares for travel on Thursdays through Mondays are available for *Adirondack Service* trains now through April 28. Additionally, up to two children ages 2-15 may accompany each adult at a special discounted fare of \$44.50.

Company Seeks Items for Amtrak Museum Train

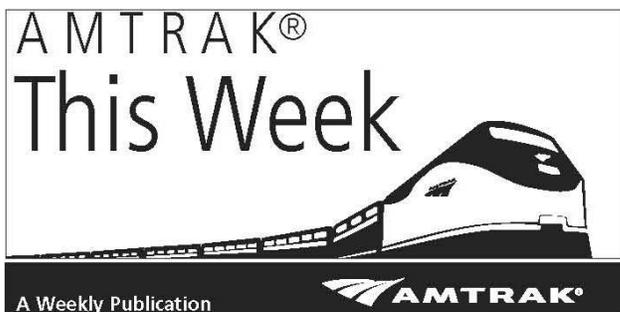
As part of its 40th anniversary celebration, Amtrak will operate a special museum train through major employee hubs across the country, beginning on National Train Day in Washington, D.C., on May 7. Employees are asked to donate or loan Amtrak historical items to outfit the museum train so the company can best illustrate its 40-year history to employees and passengers throughout the nation.

“We’re retrofitting three baggage cars that will be pulled by restored F-40 and P-40 locomotives to make a rolling Amtrak museum,” explained Joe McHugh, vice president, Government Affairs and Corporate Communications. “We want it to be as rich with Amtrak history as possible so we are looking beyond our own archives and asking employees to donate or loan us items from their personal collections.”

Specific items needed for the museum train include china that has been used in dining cars; uniforms from various eras worn by passenger service representatives, red caps, on-board service crews and conductors; advertisements from across the country; ticket stock used throughout the years; and old menus from all trains.

Donated items will be accompanied by a plaque noting the person(s) who made the contribution to the museum. Those who contribute items as a loan will have their name appear in the exhibit brochure. Items must be loaned for a period of at least one year and will be returned to the owner.

To make a donation or loan items to Amtrak for the museum train, contact Suzi Andiman at AndimaS@amtrak.com or 202-906-2537. Items should be clearly marked as either a donation or loan and sent through secure mail, FedEx or UPS along with the owner's name, mailing address and phone number. Donated items are not tax deductible.



Diversity Training Underway

Amtrak's non-agreement employee diversity training initiative for Fiscal Year 2011 is now underway, with the first class taking place on Feb. 15 in Wilmington. The diversity training program makes clear the corporation's position on diversity and provides the background and information necessary to work successfully in a diverse environment.

Diversity training is mandatory for all non-agreement employees as follows:

[Classroom Diversity Training](#) is mandatory for non-agreement employees who have no previous record of classroom diversity training. This includes recently hired employees, as well as employees promoted from agreement into non-agreement positions during the previous fiscal year.

[Online Diversity Refresher](#) is mandatory for non-agreement employees who completed classroom and/or online diversity refresher training in FY '08 and prior. The online course is now available.

If you are unsure as to whether to attend a class session or complete the online refresher, please speak with your department's Diversity Training Representative (DT-Rep). [Click here for a list of DT-Reps](#), or refer to the intranet under "Employees" → "Business Diversity" → "Human Resources & Diversity Initiatives Menu" → "Educational Links" → "Amtrak's Diversity Training Initiative."

For a class schedule and complete Diversity Training information [click here](#), or refer to the intranet under "Employees" → "Business Diversity" → "Human Resources & Diversity Initiatives Menu" → "Educational Links" → "Amtrak's Diversity Training Initiative."

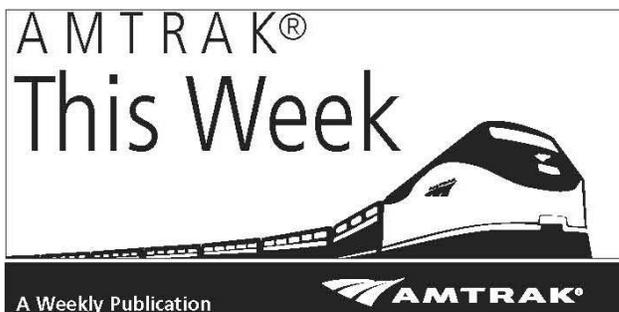
Smart IDs to Be Activated

Smart ID badges will be activated at Noon, EST on February 7. Amtrak personnel hired before Nov. 15, 2010, must pick up their Smart IDs before Feb. 7, when their old badges will no longer work. Amtrak personnel hired after Nov. 15 will receive their badges in the coming days, and can continue to use their old badges in the meantime. More information on Smart IDs is available on the intranet under "Police" → "Smart IDs".

Marketing: Amtrak will be featured in the HBO series Real Sports with Bryant Gumbel at 10 p.m. EST on Tuesday, Jan. 25. A segment focusing on renowned football journalist Peter King includes his weekly trip from New York to Boston on *Acela Express*. King regularly uses his time aboard the train to write his columns. The episode will re-broadcast several times this week and will be available on HBO On Demand from Jan. 31 – Feb. 21.

Operational Update: In response to customer demand, the *Keystone Service* will add Quiet Car® service starting Jan. 24, providing passengers with a peaceful, quiet atmosphere to work or rest without distraction. *Keystone Service* trains are financed in part through funds made available by the Commonwealth of Pennsylvania Department of Transportation.

Correction: Last week's edition of Amtrak This Week included incorrect information about a grant awarded to Amtrak from the Illinois Commerce Commission to support Operation Lifesaver activities. Amtrak received a notice that the company is eligible for the award, but a grant agreement has not yet been executed. We regret the error.



Diversity Training Underway

Amtrak's diversity training initiative for Fiscal Year 2011 is now underway, with the first class taking place on Feb. 2 in Washington D.C. The diversity training program makes clear the corporation's position on diversity and provides the background and information necessary to work successfully in a diverse environment.

Diversity training is mandatory for all non-agreement employees as follows:

[Classroom Diversity Training](#) is mandatory for non-agreement employees who have no previous record of classroom diversity training. This includes recently hired employees, as well as employees promoted from agreement into non-agreement positions during the previous fiscal year.

[Online Diversity Refresher](#) is mandatory for non-agreement employees who completed classroom and/or online diversity refresher training in FY '08 and prior. The online course is now available.

If you are unsure as to whether to attend a class session or complete the online refresher, please speak with your department's Diversity Training Representative (DT-Rep). [Click here for a list of DT-Reps.](#) (is this list on the intranet and can we send people there?)

For a class schedule and complete Diversity Training information [click here](#), or refer to the intranet under "Employees" → "Business Diversity" → "Human Resources & Diversity Initiatives Menu" → "Educational Links."

New Fitness Program Aims to Help Employees Get Healthier

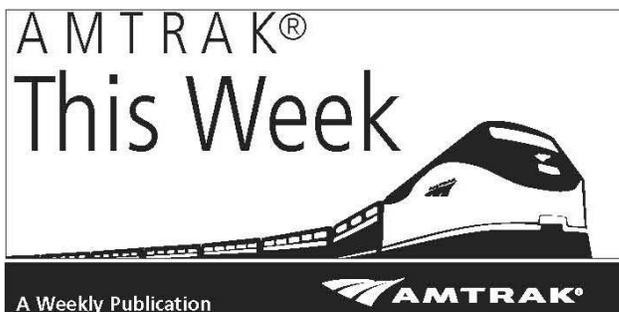
From Feb. 1 to March 14, individuals and teams of Amtrak employees may participate in the "Stay on Track...Keep Walking" competition. Entrants will receive a pedometer that records how many steps are taken during the competition. Results can then be downloaded to a computer and reports submitted to the Health Services group in the Human Resources department.

Winners will receive various prizes, but all will benefit from the exercise. The deadline to sign-up is Jan. 21. For more information or to sign-up, contact Rosa Nesmith at NesmitR@amtrak.com or 202-906-2736.

Marketing: Amtrak will be featured in the HBO series Real Sports with Bryant Gumbel at 10 p.m. EST on Tuesday, Jan. 25. A segment focusing on renowned football journalist Peter King includes his weekly trip from New York to Boston on *Acela Express*. King regularly uses his time aboard the train to write his columns. The episode will re-broadcast several times this week and will be available on HBO On Demand from Jan. 31 – Feb. 21.

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40th Anniversary Commemorative Locomotive Enters Revenue Service

The first of four 40th Anniversary commemorative P-42 locomotives joined revenue service yesterday as the lead engine on the Washington-bound *Capitol Limited*.

Marketing: Tune in to the Super Bowl halftime show on your local Westwood One radio station this Sunday to hear who will be the recipient of the tenth annual Amtrak Player of the Year Award.

Operational Update: Amtrak *Cascades*, which operates between Eugene, Ore., and Vancouver, B.C., is the latest route to offer Wi-Fi service to passengers as part of AmtrakConnect®. The service has been available on the *Acela* since March 2010. During the coming months, Amtrak plans to add Wi-Fi to additional routes, with the goal of making it available on all trains over the next several years.

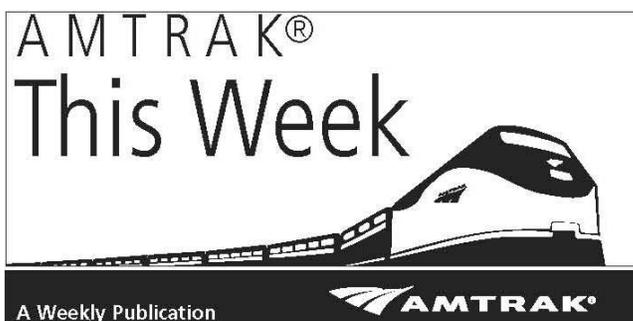
With a paint scheme first introduced in 1979, locomotive #145 displays one of four historic paint schemes. All four P-42 diesel-electric locomotives will be in service by the end of April, and will operate on trains across the system. Each locomotive had been previously scheduled to receive a new paint job and is being painted at the Beech Grove maintenance facility.

To view a photo of engine #145, please visit the photos tab on Amtrak's Facebook page (facebook.com/Amtrak). As each locomotive becomes available for service, Amtrak will issue a Twitter message at twitter.com/Amtrak and post a photo on its Facebook page.

As part of its 40th anniversary celebration, Amtrak will debut a special "exhibit train" on National Train Day in Washington, D.C., on May 7, and then travel through major employee hubs across the country for a one-year period. It will include two locomotives with historic paint schemes and use renovated baggage cars to display educational exhibits focusing on each decade of the railroad's existence with vintage advertising, past menus and dinnerware, period uniforms, photographs and other memorabilia. Dates and locations of when and where it will travel will be announced soon.

Employees are asked to donate or loan Amtrak historical items to outfit the exhibit train so the company can best illustrate its 40-year history to employees and passengers throughout the nation. To make a donation or loan items to Amtrak for the train, contact Suzi Andiman at AndimaS@amtrak.com or 202-906-2537. Items should be clearly marked as either a donation or loan and sent through secure mail, FedEx or UPS along with the owner's name, mailing address and phone number. Donated items are not tax deductible.

Other elements of the 40th anniversary activities will include a book entitled "Amtrak: An American Story," a documentary DVD illustrating the history of Amtrak, and a special anniversary website that will be launched this spring.

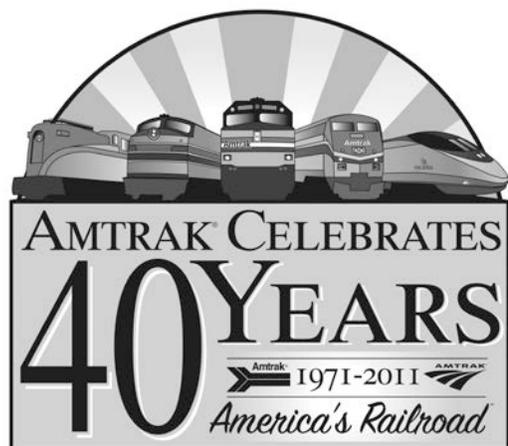


Operations Update: New schedules are in effect on most Amtrak *Cascades* service (effective Friday, July 1).

Be Part of Amtrak History

Bring your friends and family to visit the 40th Anniversary exhibit train as it makes its way through New England. Its next stops are Springfield, Mass., on July 9-10; New Haven, Conn., on July 16-17 and New London, Conn., on July 23-24. The schedule and other information are posted on www.Amtrak40th.com.

We need volunteers, so if you want the opportunity to be part of Amtrak history, and to meet fellow employees and supporters of passenger rail, please sign up. To volunteer, email your name, shift preference (8:30 a.m.-1:30 p.m. or 12:30 p.m.-5 p.m.), the day you would like to help out, and your email and phone number to greatamericanstations@amtrak.com. Please write the words Volunteer and your preferred volunteer location in the subject line of the email, e.g. Volunteer-New London.



Federal Railroad Administration Finalizes Loan for 70 New Electric Locomotives

The Federal Railroad Administration has finalized a \$562.9 million Railroad Rehabilitation and Improvement Financing (RRIF) loan to Amtrak to finance the acquisition of 70 electric locomotives that will improve performance and service reliability on the Northeast Corridor, including the Keystone Line.

The RRIF loan amount includes the \$465.9 million contract for the locomotives, plus another \$97 million for maintenance facility upgrades and spare parts.

Amtrak announced its plans to purchase the 70 new electric locomotives from Siemens last October. With delivery beginning in 2013, the new locomotives will replace units that have been in service for 20 to 30 years.

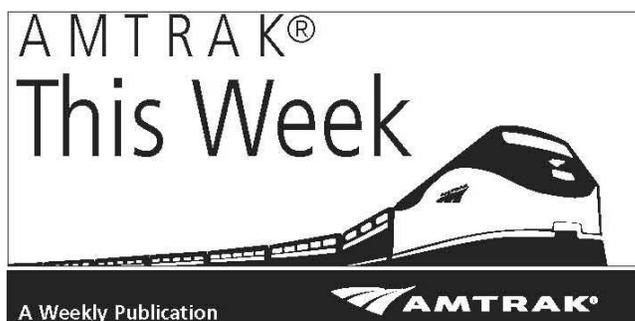
“Record numbers of passengers are riding Amtrak trains across our national network. To better serve our customers, we are implementing a fleet replacement and renewal plan to improve the reliability and performance of our equipment,” said President and CEO Joe Boardman.

The locomotive contract is a key element of the Fleet Strategy Plan and follows a July 2010 announcement of a \$298 million contract to build 130 single-level cars to support growing ridership on long-distance trains.

“We appreciate the strong support of the Obama administration in advancing passenger rail in America,” said Boardman. “The Fleet Strategy Plan will provide new and modern equipment for passengers, and develop and sustain the domestic production capacity needed for the long-term viability of intercity passenger rail in the United States.”

This acquisition will help spur the growth of a domestic manufacturing base, adding about 250 new jobs primarily in Sacramento, Calif., but also in Norwood, Ohio, Alpharetta, Ga., and help support suppliers across the country.

Amtrak has worked strategically to cut its debt by half between 2002 and FY 2010. The company projects that improved ticket revenue from more reliable locomotives can fund the debt service payments to repay this RRIF loan.



Ridership Expected to Exceed 30 Million This Fiscal Year

Amtrak is projecting that its annual ridership will exceed 30 million passengers, setting an all-time record when the 2011 fiscal year ends on Sept. 30. June marked the 20th consecutive month of year-over-year ridership growth and our best June ever. Amtrak served more than 2.6 million passengers, a 4.1 percent increase over June 2010.

Amtrak is basing the 30 million passenger projection on strong June ridership numbers and expected ticket sales for July, August and September, Amtrak's busiest season.

When comparing the first nine months of FY '11 with the same period in FY '10, national ridership is up 6.4 percent. The FY '11 success can be attributed to all three major business lines which have all showed gains. Specifically, the Northeast Corridor has seen a 5.6 percent increase, state-supported and other short-distance corridors are up 7.8 percent, and long-distance trains have seen an increase of 3.9 percent.

“Having an all-time record within our sights underscores the importance of a connected system that offers high-speed, corridor and long-distance service to millions of travelers — more than 30 million — across the country,” said President and CEO Joe Boardman. “Our employees on the front lines and behind the scenes are what make it happen every day, helping boost the growing appeal of passenger rail in our nation.”

Amtrak Mourns UTU General Chairperson

Amtrak mourns the passing of Roger Lenfest, general chairperson of United Transportation Union's Amtrak General Committee, on July 10, 2011.

With roots in the Boston and Maine Railroad, Mr. Lenfest dedicated his 40-plus career to the railroad. **Something else we can say here.**

Mr. Lenfest had just been elected to the position he most recently held with the UTU, representing more than 2,000 Amtrak conductors, yardmasters and stewards. Amtrak extends its sympathies to his friends, family and the UTU membership who knew him.

Operations: Due to track work being performed by CSX Transportation, Trains 448 and 449 will not operate between Albany-Rensselaer and Boston on select dates through July 21. Motorcoach service will be provided.

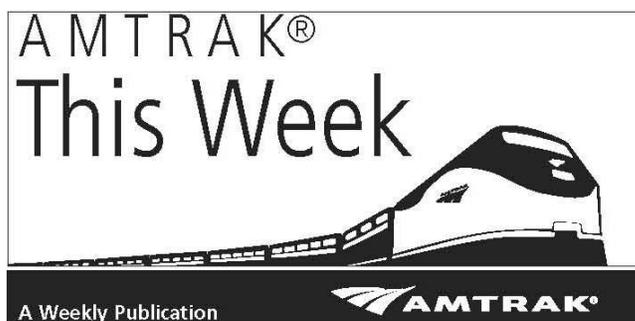
Carry-on Baggage: On July 8, select Illinois, Wisconsin, Michigan and Missouri service trains began accepting carry-on golf bags for a \$10 charge. Reservations are required and can only be made with a reservation sales agent or station agent.

Finance: The reimbursable mileage rate for private automobiles used for authorized Amtrak business will increase from 51 cents per mile to 55 1/2 cents per mile, effective for mileage expenses incurred on or after July 1, 2011.

Quick Reference Resource Available for Employees Using Financial Systems

A resource is available to employees who work with budgets and materials procurement to assist them with account coding. As part of the implementation of SAM, the old FIS /ACK-URA account coding system has been replaced with a Work Breakdown Structure in SAP.

Employees can find translations from the old FIS values to the new SAP values (referred to as a crosswalk) on the QuickReference page of the SAM Program website. To access the SAM Program website through the Amtrak intranet home page, click How We Work → SAM Program.



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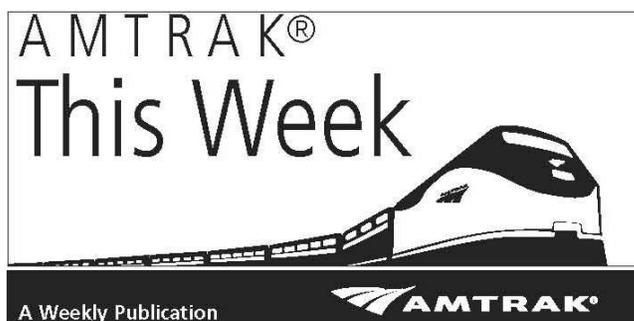
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Operations: Via Rail is adjusting *Maple Leaf* schedules. Beginning July 19, Trains 63 and 64 will operate a few minutes earlier at select stations between Niagara Falls, ON and Toronto.

Marketing and Product Development, and Transportation: China and glassware service returned to the *Capitol Limited* dining car on July 15, offering passengers an upgraded and greener dining car experience. The *Capitol Limited* joins the *Auto Train*, *Empire Builder* and *Coast Starlight* in offering this service.

Heat Advisories: Heat advisories for many areas of the country this week are reminders to take steps to prevent heat stress. Preventive tips include eating well-balanced meals (avoid heavy meals), getting sufficient sleep, wearing loose-fitting clothing, and drinking plenty of fluids (avoid sugary and caffeinated drinks). Please look out for signs of heat stress in co-workers and passengers.

Look Out for New Vision ID Cards in the Mail

Agreement-covered employees will receive new vision ID cards in the mail from EyeMed this week.

The ID cards will contain a unique identification number for each employee, eliminating the need for vision providers to ask for an employee's social security and other personal information to verify coverage.

For employees' protection, all health providers can verify coverage through an ID card or, if the ID card is not available, name and date of birth can be used.

Amtrak Earns Awards for Railroad Grade Crossing Video

An Amtrak grade-crossing safety video has earned awards from two national organizations.

Designed primarily for a teenage audience, *Cheating Death* is a compelling depiction of the dangers and consequences of failing to obey highway-rail grade crossing signals. It was developed in response to several grade-crossing deaths of teenagers in Lakeland, Fla.

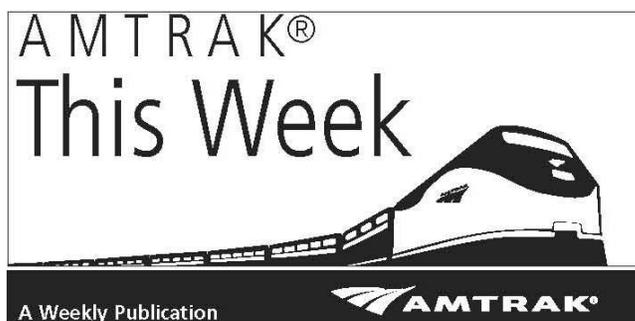
The 12-minute video, a condensed version of which is posted on Amtrak's YouTube page (www.YouTube.com/Amtrak), earned two bronze Telly Awards in the categories of Public Safety and Editing, and two 2011 communicator awards by the International Academy of Visual Arts.

Cheating Death will be used as a resource for state driver's education associations, school groups, civic organizations and transit agencies. In addition, more than 1,100 copies of the film have been distributed to Operation Lifesaver, a national organization dedicated to preventing railroad-related deaths and injuries.

The Telly Awards are judged by a panel of over 500 industry leaders and honor the best television, cable, video, film and web-based productions each year. This year's winners were selected from a pool of nearly 11,000 entries.

The awards add to Amtrak's collection, which includes a silver Telly Award in 2009 for the Union Station 100th anniversary video.

Cheating Death was produced by the Amtrak Police Department, Donnabrant Productions and DogHouse Media.



North Carolina Adds Locomotive to the Fleet

The North Carolina Department of Transportation welcomed its newest locomotive, the “City of Durham,” into service today at a ceremony held at the Durham, N. C., train station.

The locomotive was rebuilt with ARRA funding and will enter into regular service following the ceremony.

Heat Advisories: Heat advisories for many areas of the country this week are reminders to take steps to prevent heat stress. Preventive tips include eating well-balanced meals (avoid heavy meals), getting sufficient sleep, wearing loose-fitting clothing, and drinking plenty of fluids (avoid sugary and caffeinated drinks). Please look out for signs of heat stress in co-workers and passengers.

Amtrak Partners with Boys & Girls Club of America

Amtrak and Boys & Girls Clubs of America have joined together for Amtrak’s “Explore the Great Outdoors Adventure” program. As part of the program, members of Boys & Girls Clubs from New York, Philadelphia, Chicago and Washington, D.C., will travel by train to a local national park to participate in the National Park Service’s Junior Ranger Program. Additionally, members of the Challengers Boys & Girls Club in Los Angeles will visit Mission San Juan Capistrano.

Amtrak’s partnership with Boys & Girls Club of America was a cornerstone of this year’s National Train Day celebration and a way for Amtrak to thank the communities it serves. The National Park Service is also an official partner in this program. You can learn more about Amtrak’s partnership with Boys & Girls Clubs of America by visiting www.nationaltrainday.com.

Benefits Reminder

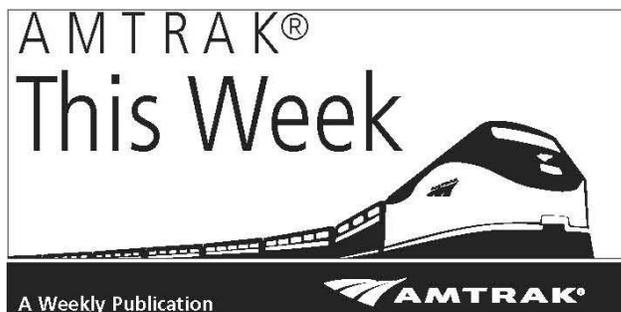
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Volunteers Needed for Amtrak Exhibit Train

The 40th anniversary exhibit train continues to tour the East Coast before continuing on its yearlong cross-country journey, and you can play a role in its success by helping out. If you want the opportunity to be part of Amtrak history, and to meet fellow employees and supporters of passenger rail, please sign up. To volunteer, email your name, shift preference (8:30 a.m.- 1:30 p.m. or 12:30 p.m.-5 p.m.), the day you would like to help out, and your email and phone number to greatamericanstations@amtrak.com. Please write the words Volunteer and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Freeport.



Message about the Strategic Asset Management (SAM) Program Launch

Dear Co-Workers,

We are excited to announce the launch of the first phase of the Strategic Asset Management (SAM) program, which is designed to optimize the processes, systems and tools that support our business and help us work better together. Once complete, SAM will provide us with consolidated and compatible operating systems for Finance, Procurement, Human Resources, IT and Operations.

Our goal in establishing this program is to create greater synergy throughout the organization and make us a more efficient company. SAM is just one of many ways Amtrak is becoming a “healthier” company and we hope you’ll find these new systems to be useful tools that make working at Amtrak better.

System users will be provided access to Super Users, Power Users and Change Agents for support during the first three months of the launch. These individuals have undergone months of rigorous training so that they can assist other users. If you encounter an issue or have a question, look for your designated Power User on the Intranet under How We Work → SAM Program → Training POC.

We will continue to keep you abreast of any upcoming changes, key dates and program activities that will affect employees and departments. You can also learn more about what is happening by visiting the SAM program site on the Intranet.

Sincerely,

Kay Duggan
GIO, Enterprise Resource Systems

Labor Relations: Employees represented by the Fraternal Order of Police have overwhelmingly ratified their new five-year contract. It provides for wage increases patterned after agreements already reached. The majority of unions have reached new deals; the remaining unions with which Labor Relations is meeting have already been presented with comprehensive proposals.

Engineering: Replacement of 37,000 concrete ties in Boston’s southwest corridor will begin on June 11. Replacement of 63,000 concrete ties on the Hell Gate line between Metro-North CP216 and Harold Interlocking began on May 31. Both projects are scheduled for October completion.

Operations Department Welcomes New Director, Corporate Process Engineering

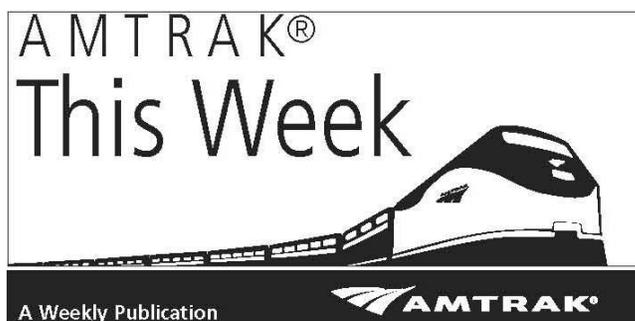
Roderick Munro, a Six Sigma Master Black Belt and author of six books on business quality and process improvement, joined Amtrak last week as director, Corporate Process Engineering, reporting to Ken Jacobs, deputy, Reliability Centered Maintenance. Mr. Munro, who formerly led the Six Sigma learning effort at the Ford Motor Company, has 34 years of experience as a business improvement coach.

The newly created position emerged from discussions about the need for an individual to follow through on recommendations to improve Amtrak’s corporate processes. His first task on the job is to facilitate resolution of the manner in which On-Time Performance incentive payments to host railroads are determined.

Six Sigma is a business management strategy that seeks to improve the quality of process outputs by identifying and removing the causes of errors and deficiencies, and minimizing inconsistencies in manufacturing and business processes.

Amtrak Supports International Level Crossing Awareness Day

On June 9, Amtrak will be supporting International Level Crossing Awareness Day (ILCAD). ILCAD promotes safe motorist and pedestrian behaviors at and around crossings worldwide. To download a flyer about railroad safety, go to Safety → Safety Resources Library → [International Level Crossing Awareness Day](#) on the Intranet.

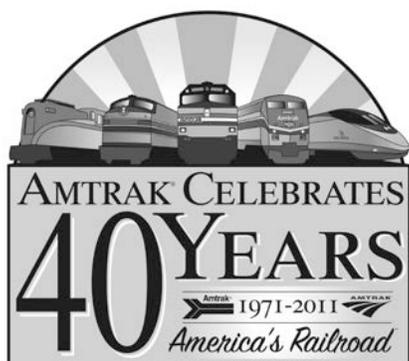


Note: President and CEO Joe Boardman is scheduled to appear on C-SPAN's Washington Journal live call-in show on Friday, June 17, from 9:15 to 10 a.m. Eastern Daylight Time.

Government Affairs: Vice President and Chief of Police John O'Connor is scheduled to testify before the Senate Committee on Commerce, Science and Transportation on Tuesday afternoon about emerging threats to rail security.

Schedule Changes: *Northeast Regional* and *Acela Express* trains are operating on adjusted schedules between Boston and New Haven, Conn. The schedule changes took effect this past weekend and will continue through November due to concrete tie replacement in the Boston area.

Volunteers Needed: The 40th anniversary exhibit train will make its next stops in Strasburg, Pa., on June 18-19 and on June 25-26, and in Springfield, Mass., on July 9-10. Volunteers are needed to help support the tour. The schedule is posted on www.Amtrak40th.com. To participate, email your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the day you would like to volunteer, and your email and phone number to greatamericanstations@amtrak.com. Please write the words Volunteer and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Baltimore, Md.



Message From Joe Boardman

Dear Co-workers,

We just closed on the best May we've ever had. May was also the 19th consecutive month of year-over-year ridership growth. Part of that growth comes from our long-distance service — which has been up 18 of those 19 months — and advance reservations suggest that we'll see increased ridership on long-distance trains in the next three months. With less than four months away from the end of the fiscal year, it looks like we're on track to have our best year ever. But don't take that for granted — I need your help to make that happen.

I know the summer also brings challenges. Our equipment can suffer in the heat, and high temperatures can make even minor service disruptions very uncomfortable for our crews and passengers. Please make sure that you keep yourself well hydrated and that you recognize adverse signs of heat in your co-workers and our passengers.

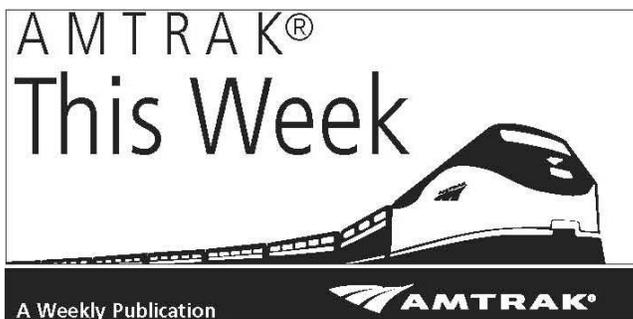
On another front, we recently received positive feedback on our next-generation high-speed rail plan from our peers in the international high-speed rail community. European and Asian high-speed rail operators expressed support for our phased plan to reach 220 mph on the Northeast Corridor. They also suggested that we would likely generate more ridership than projected in the plan. Our plan has garnered a lot of interest; in fact, due to numerous questions from potential bidders, we've extended the deadline of our Request for Proposals to identify public and private funding sources for the project by 10 days.

This week you may hear reports about another high-speed rail proposal that involves privatizing the Northeast Corridor. I haven't seen any of the details of this proposal yet, but privatization raises some very significant and complex issues that call for an open discussion about what this really means — beyond the asset itself — for the region's economy and the transportation network that supports it. We will do our best to educate legislators and others on the issues associated with the development of new high-speed rail service on the NEC.

Again, please watch the heat this summer, and thank you for what you do every day.

Sincerely,

Joe Boardman
President and CEO



Operations Update: On select dates through Sept. 18, *Vermonters* passengers will be provided motorcoach service between Springfield and St. Albans, due to a major track and bridge rehabilitation project being performed by New England Central Railroad.

Arrow outage: On Sunday, June 26, the Arrow Reservation and Ticketing system will be unavailable from 3 a.m. until 7 a.m., due to an operating system upgrade. An Operations Service Advisory will be issued on Thursday, June 23 with special instructions for station and on-board employees.

Volunteers Needed: The 40th anniversary exhibit train will make its next stops in Strasburg, Pa., on June 25-26, and in Springfield, Mass., on July 9-10. Volunteers are needed to help support the tour. The schedule is posted on www.Amtrak40th.com. To participate, email your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the day you would like to volunteer, and your email and phone number to greatamericanstations@amtrak.com. Please write the words Volunteer and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Baltimore, Md.

Front-Line Employees' Input Sought for Security Training

Front-line employees are invited to provide their input for the development of security training and awareness programs as part of the upcoming 2012 Block Training.

By filling out a short online survey, employees who come into contact with unruly, disorderly or aggressive passengers will provide valuable information that will be used to help train employees in proper response and reporting procedures, and thereby help reduce the occurrence of potentially dangerous confrontations.

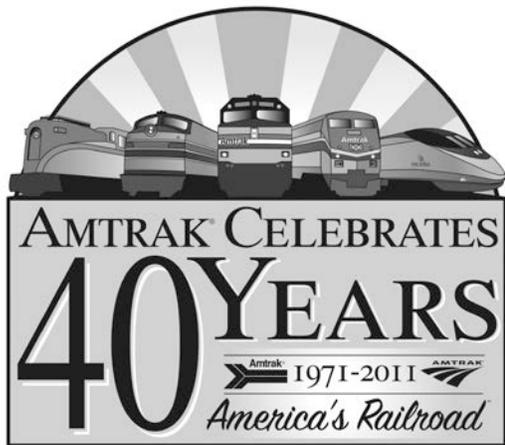
The 12-question survey will be available from June 17 through Sept. 30. It is accessible via the Amtrak Employee Resource site, <http://customerservice.amtrak.com>, which houses Service Standards Manuals and other resources for Transportation department employees. Please note that this is a different site than the Amtrak intranet or the Employee Information Portal where employees can access other information and make address, benefit and other changes. You can also access the site from the Amtrak intranet home page under "Employees," or under "Library" → "Service Standards."

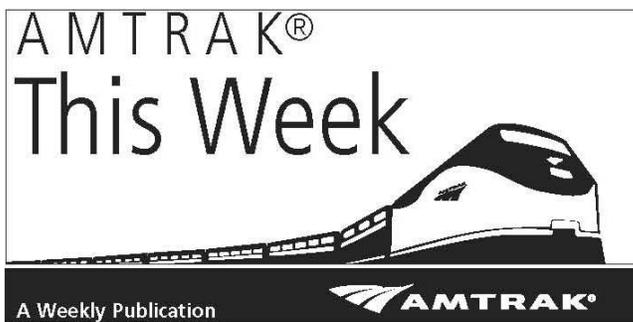
Employees who have not previously accessed the <http://customerservice.amtrak.com> site will need to activate an account. If you receive a "Could not find your information" message when activating the account, please send your first and last name and SAP number to Russ Fox at foxr@amtrak.com.

The development of the Security Training Program is a collaborative effort between the Amtrak Police Department, the Transportation Department, Employee Development, the United Transportation Union and their contractor, CASE Experts; in cooperation with the TWU, TCU, the Amtrak Service Workers Council and HERE.

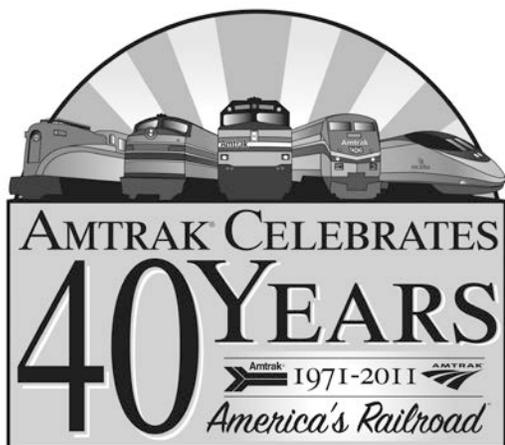
Old IDs Deactivated

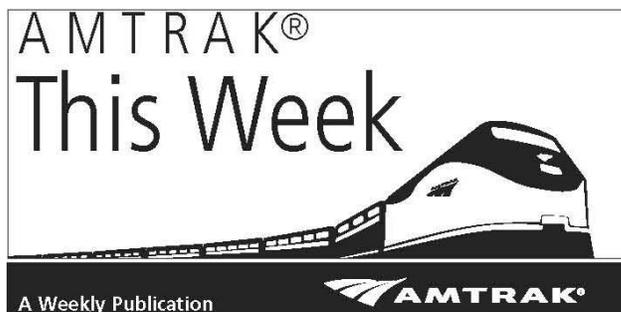
To complete the transition to Amtrak Smart ID cards, all old employee and contractor IDs have been deactivated and are no longer being accepted for access to Amtrak facilities. Approved identification consists of Smart IDs, Temporary IDs and Day Passes. For more information, visit Police → Smart ID on the Intranet.





NO ATW ISSUED THIS WEEK





Employee-Only National Train Day Site, TrainDay411.com, Launches

Operations Update: For eight days beginning March 8, *Coast Starlight* Train 11 may arrive in Los Angeles 30-90 minutes later than scheduled due to a Union Pacific Railroad tie installation project taking place near Paso Robles, Calif. As the work continues on select dates through April 25, Train 11 will detour between Oakland and Los Angeles; motorcoach service will be provided at all intermediate stations.

Government Affairs: Vice President of Policy and Development Stephen Gardner will testify before the House Transportation and Infrastructure Committee on Friday, March 11, on “Finding Ways to Encourage and Increase Private Sector Participation in Passenger Rail Service.”

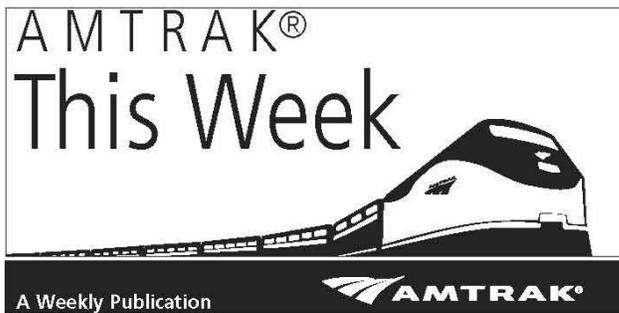
PSSA: Nominations are being accepted for the 2011 President’s Service and Safety Awards (PSSA). Nomination forms for the 2011 program are currently posted on the Intranet and can be found at “Employees” → “Awards and Achievements” → “2011 PSSA Nomination Forms.” Forms are also posted on the Intranet under “Library” → “New and Revised EForms.” The nomination period runs until **Friday, May 13.**

This year, Amtrak will host the fourth annual National Train Day on May 7 with events across the country celebrating America’s love of trains. Last year, nearly 400 employees volunteered at major events to make National Train Day a memorable experience for more than 34,000 attendees. With the help of employee volunteers we can make it happen again as we celebrate the 40th anniversary of America’s Railroad.

An employee-only National Train Day website is now available at www.TrainDay411.com to serve as a resource for employees leading up to the National Train Day celebration. TrainDay411.com offers employees the opportunity to sign up online to volunteer at one of the four major National Train Day events in Washington D.C., Philadelphia, Los Angeles and Chicago. Volunteers will receive a National Train Day shirt and gift bag for volunteering at an event.

Employees are encouraged to visit the Build the Buzz section of TrainDay411.com for ideas on how to spread the word about National Train Day and help build a National Train Day event in your community.

TrainDay411.com also features a trivia challenge where employees can enter for the opportunity to win prizes and to be included in the May issue of *Amtrak Ink*. The trivia contest will begin on March 21 and a new question will be posted every two weeks. Check out www.TrainDay411.com today and visit often to get the latest updates.



SAM Program Shifts Go-Live Date from Early April to Early June

The first round of the Strategic Asset Management (SAM) Project, designed to improve Amtrak's financial and other systems to help employees make better business decisions, is slated to launch in early June rather than its original April date.

The first round of SAM improvements will put a new financial system in place that will form the backbone of an integrated system that will allow employees to see how materials, time and money fit together in a much more efficient way. This system will tie in SAP with other applications that many employees use, such as Ariba, Exacta, Maximo, and Spear.

While this first "release" was scheduled to go live in early April, 60 additional days have been added to the schedule further stabilize the system environment and provide additional rounds of testing. As a result, the program go-live date has shifted from early April to early June 2011.

As of this writing, a majority of the 1,500 employees directly affected by SAM have completed training courses. Given the change in the go-live date, the SAM Program plans to provide condensed refresher training during the April/May timeframe for end-users. Details regarding the refresher training will be communicated to affected employees shortly.

A memo to highlight the specific activities that will occur for the June go-live will be distributed by the SAM Team within the next few weeks. In the meantime, employees are encouraged to visit the SAM Program intranet site for more detailed information about go-live, by clicking on "How We Work" → "SAM Program," or send questions to the SAM Team at sam@amtrak.com.

Operations Update: Union Pacific Railroad begins the initial phase of a summer track work project in Illinois, affecting the *Texas Eagle* and *Lincoln Service* Trains 303 and 304 from March 15 through March 19.

Station Update: On March 19, from noon until 3 p.m., Amtrak will host an Open House to celebrate the reopening and dedication of the historic Wilmington, Delaware Station. At the event, the station will be dedicated as the Joseph R. Biden, Jr., Railroad Station, in honor of the vice president.

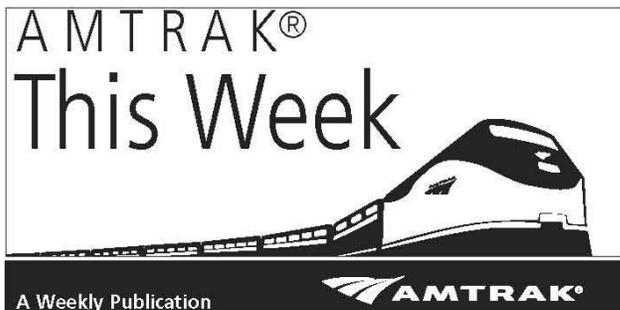
Remember to Collect 2-Factor Authentication Tokens

Amtrak Information Security asks that managers remember to collect Amtrak property, including computer equipment and RSA 2-factor authentication tokens when employees and contract personnel end Amtrak employment.

RSA 2-factor authentication tokens should be returned to Amtrak Information Security. Contact Information Security at infosec@amtrak.com for additional information.

Did You Know?

February marked Amtrak's 16 straight month of ridership growth and was the best February on record with 2,099,010 passengers.



Amtrak Police Department Launches Public Website

Today, the Amtrak Police Department unveiled a website that offers Amtrak employees and the general public access to videos, photos, safety tips and news.

The new site displays the department's mission "Protecting America's Railroad," and offers a unique behind-the-scenes look at the men, women and K-9s who are dedicated to helping keep Amtrak employees and the traveling public safe on a daily basis. It also features descriptions of the various divisions that make up the Amtrak Police Department.

Individuals interested in a career as an Amtrak Police officer will also find employment information and a link to current job openings.

Employees are encouraged to visit at <http://police.amtrak.com> for the most up-to-date news and information regarding the Amtrak Police Department.

Save The Date Employee Appreciation Day is May 2

Activities are being planned at over 50 locations across the country to celebrate the third annual Employee Appreciation Day on Monday, May 2.

This year is particularly significant as the company begins to celebrate its 40th anniversary and honors the long-standing dedication and service of employees over the years. The events will include employee discounts offers on products and services, and resources to become safer, greener and healthier.

Operations Update: On March 21 through March 24, northbound Train 90 will depart Savannah and Yemassee one hour and 30 minutes **earlier** due to CSX Transportation track work.

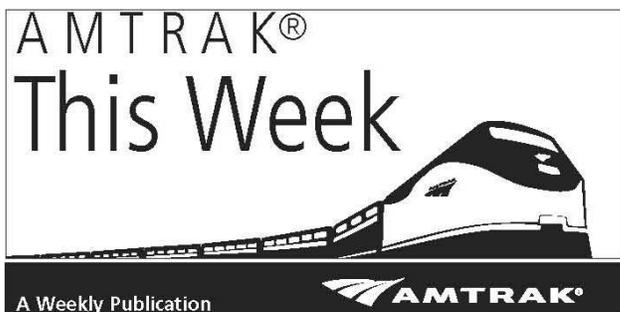
Government Affairs: Amtrak continues to operate under a Continuing Resolution (CR), following the signing of another CR by the president on March 18. The CR extends FY '10 funding levels through April 8.

Contributing to the Earthquake and Tsunami Relief Efforts

The recent earthquake and tsunami have caused untold damage in Japan. Our thoughts are with employees who have loved ones in Japan, as well as with our friends at the East Japan Railway Company (JR East), as they strive to recover from the devastation.

Employees have inquired about donating to the relief effort in Japan. Anyone wishing to make a donation is encouraged to do so directly. There are many organizations actively supporting the recovery effort in Japan, including the American Red Cross (www.redcross.org), and Unicef (www.unicefusa.org).

As a reminder, counseling services and other support resources are available through the Employee Assistance Program. For a list of local EAP Counselors, go to "Employees" → "Employee Assistance Program" on the intranet, or call 202-906-3447.



Amtrak Launches Twitter Pilot to Notify Northeast Corridor Passengers of Major Service Disruptions

Tomorrow, Amtrak will be launching a new @AmtrakNEC Twitter handle as part of a pilot program aimed at using social media channels to more proactively and directly notify passengers of Northeast Corridor service disruptions.

Passengers who choose to follow @AmtrakNEC will be notified of major service disruptions resulting in delays of 60 minutes or more from a single incident on the route, up to and including stoppage of all rail traffic.

Twitter is a microblogging platform that enables users to stay in touch through the exchange of short status updates. A user's "Twitter handle" is the username that is selected to represent the user on Twitter.

The @AmtrakNEC handle will cover *Acela Express* and *Northeast Regional* and other Amtrak trains between Washington, D.C., and Boston; *Keystone Service* trains between Harrisburg, Pa., and New York City, via Philadelphia; and *Shuttle* trains between Springfield, Mass., and New Haven, Conn.

As the pilot launches, Amtrak will review the number of followers and the re-tweets to determine if the pilot program should be discontinued, made permanent, modified or expanded to cover additional corridors.

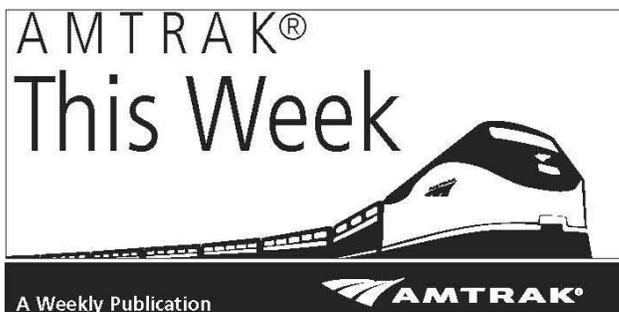
Although the @AmtrakNEC Twitter handle focuses on communicating major service disruptions only, Amtrak will continue to regularly engage with followers and fans on our official Facebook page (www.facebook.com/Amtrak) and @Amtrak Twitter handle (www.twitter.com/Amtrak).

An Operations Service Advisory (OSA) was issued today to inform all employees operating within the Northeast Corridor of the launch of the NEC Twitter pilot.

Participate in the National Train Day Contest

The National Train Day employee trivia contest is now open at www.TrainDay411.com. Employees can enter the contest for the opportunity to win prizes and to be included in the May issue of *Amtrak Ink*. The trivia contest launched on March 21st and a new question will be posted every two weeks.

Employees are also encouraged to volunteer at a National Train Day event by signing up online.



Message From Joe Boardman

Dear Co-workers,

I invite you to join fellow employees at the more than 50 offices, crew bases and facilities that will be holding events in honor of our third annual Employee Appreciation Day and marking Amtrak's 40th anniversary today.

Four decades ago, Congress created a company to provide passenger rail service for our nation. Thanks to you and those who have come before us, we have built America's Railroad comprising long-distance, corridor and high-speed rail service that is setting ridership records.

While we celebrate our accomplishments, we must continue to build on our strengths, recognize what binds — not what separates — us and, with humility, learn from our successes and our mistakes.

Our accomplishments are a testament to the fortitude, dedication and know-how that you offer every day. It's important to remember that supervisors and peers should take the time to appreciate hard work, and not just on an anniversary or Employee Appreciation Day.

Don't forget that there's another chance to celebrate the railroad this Saturday, as we host major National Train Day events in Washington, Philadelphia, Chicago and Los Angeles, as well as many other events across the country.

I value your contributions and am proud to be a member of the Amtrak family. Happy 40th anniversary, and thank you for what you do.

Sincerely,

Joe Boardman
President and CEO

Government Affairs: Amtrak President and CEO Joe Boardman is scheduled to testify before the Senate Subcommittee on Transportation, Housing and Urban Development on Thursday, May 5, about Amtrak's FY '12 federal funding request. The testimony will be posted on the Intranet under "News" → "Legislative" → "Testimonies" on May 5.

Corporate Communications: You can now receive *Amtrak Ink*, *Amtrak This Week* and *Special Employee Advisories* at your personal email rather than receiving paper copies by hand or mail. Sign up on the News & Info section of the Intranet.

National Train Day Contest: A new question for the National Train Day employee trivia contest is posted on www.TrainDay411.com through May 7. Employees can enter the contest for the opportunity to win prizes and to be included in the June issue of *Amtrak Ink*.

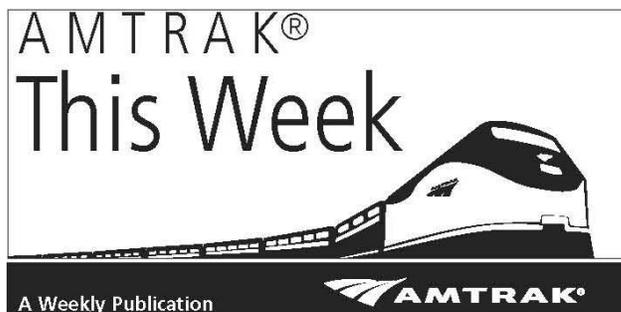
Amtrak Principal Engineer Receives NARP Safety Award

Blair Slaughter, principal engineer, industrial design, will be presented with the Dr. Gary Burch Memorial Safety Award during the National Association of Railroad Passengers (NARP) annual Capitol Hill Reception on Tuesday, May 3.

The safety award is presented annually to the railroad worker who has done the most in the previous year to improve the safety of railroad passengers. Slaughter is being recognized for his role in creating the Generation 2 (G2) Transfer Bridge, used to help passengers transfer from one train to another in the event of a service disruption.

The modified off-the-shelf ramp can fit onto any type of car and is compact, strong and lightweight and accommodates wheelchairs.





April 2011 Ridership Best on Record

April marked 18 consecutive months of year-over-year ridership growth and was the best April ever for the company. Ridership increased by 9 percent in April 2011 vs. April 2010, or 243,190 passengers. April 2011 ridership (692, 376) and ticket revenue (\$45.1 million) on the *Northeast Regional* were the best ever for this service.

Health & Wellness Update: The second round of the *Stay on Track...Keep Walking* program started May 8, and will run through June 18 for individuals who already received pedometers. For those who registered but have not received a pedometer, the program will run from May 15 through June 25. Contact Malva Reid for more information at mreid@amtrak.com.

Timetable Update: The 2011 Spring/Summer System Timetable takes effect today, May 9.

PSSA Deadline Extension: The President's Service and Safety Awards (PSSA) Committee extended the nomination period to **Tuesday, May 31**. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms."

Marketing: The winner of the 2nd Annual Amtrak TRAINSporation Video Contest is James Shanek of Oakland Community College in Bloomfield Hills, Mich. Watch it on www.youtube.com/Amtrak later this week.

Note About Blackberry Use: Employees who use Amtrak-provided BlackBerrys should refrain from downloading applications or other additions they do not need to do their jobs.

Amtrak Officer of the Year

Det. J. Christopher Glass will be honored as the Amtrak Police Department's Officer of the Year for 2010 at a special ceremony on May 12.

Det. Glass is receiving this prestigious award for his numerous and significant contributions to the Amtrak community. He has served the Amtrak Police Department for 18 years, and is currently assigned as a detective in Riverside, CA.

DOT Announces High-Speed Rail Funds for Amtrak

Today, U.S. Department of Transportation Secretary Ray LaHood announced \$450 million for Amtrak to upgrade its rail infrastructure to support faster and more frequent high-speed rail service between New York and Washington. Slated for completion in 2017, the project would yield infrastructure to support an increase in speed from 135 mph to 160 mph.

As part of a total \$2 billion award to Amtrak and 15 states, the DOT also awarded \$345 million to several states for other NEC-related projects that will help enhance capability of the current network. Additional funding for states in the Northeast, the Midwest and California will also benefit Amtrak services.

Thank you

Thank you to all of the employees who participated and volunteered at the more than 100 Employee Appreciation Day events, and the National Train Day events that took place in Washington, D.C., Chicago, Los Angeles, and hundreds more communities across the nation. An estimated 38,500 people participated in NTD events.

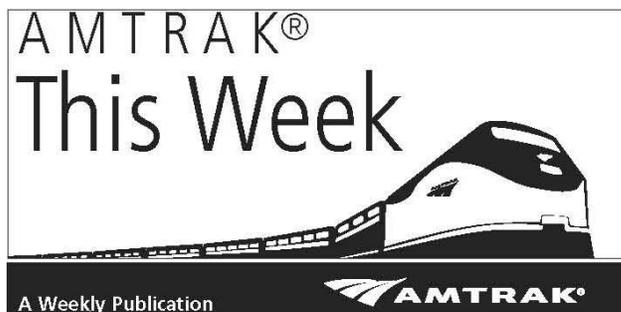
Amtrak's 40th anniversary kicked off in Washington, D.C., along with the unveiling of the 40th Anniversary Exhibit train. You can view the video of the kickoff at www.youtube.com/amtrak.

As reported by the Philadelphia Inquirer last week, "*Amtrak turned 40 this week, and the national railroad is finally growing up. With ridership back to a record-setting pace and a rail-friendly president (and vice president) in Washington, Amtrak is no longer limping along the brink of extinction.*"

...in recent years, Amtrak has enjoyed unprecedented rider support, and newfound political backing. With outspoken support from President Obama and Vice President Biden (a well-known Amtrak commuter), Boardman has pushed for growth and modernization of Amtrak."

To read the full story, visit:

www.philly.com/philly/insights/in_politics/20110505_Now_40_Amtrak_is_finally_growing_up.html



40th Anniversary Exhibit Train On the Move Volunteers Needed to Help with Events

Government Affairs: Amtrak President and CEO Joe Boardman is scheduled to testify before the Senate Subcommittee on Transportation, Housing and Urban Development and Related Agencies Appropriations tomorrow, May 17, about Amtrak's FY12 federal funding request. The testimony will be posted on the Intranet under "News" → "Legislative" → "Testimonies" following the hearing.

Payroll: Agreement-covered employees should check their mail for an important letter being mailed this week. The letter explains how the launch of the first phase of the Strategic Asset Management System (SAM) will affect employee pay on June 10.

Health & Safety: On Friday, May 13, the Environmental, Health and Safety and HR Medical Services departments issued a safety notice about implantable cardiac devices (ICDs) and work environments at Amtrak that have measurable electromagnetic fields (EMFs). They recommend that employees talk to their physician about EMFs that can affect the normal operation of their personal cardiac device, and to notify Medical Services if they wear an ICD and work near EMFs.

Environmental: The 2010 Environmental Health and Safety Report is now available on the Intranet at "Safety" → "Environmental" → "Environmental Annual Report."

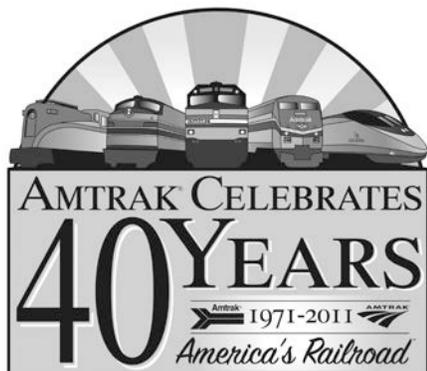
Amtrak's 40th anniversary Exhibit Train, which embarked on a year-long commemorative tour after its public debut at National Train Day in Washington, D.C. on May 7, made its first tour stop in Lorton, Va., this past weekend.

The train consists of two locomotives decked out in historic paint schemes and three renovated baggage cars with displays that highlight each decade of the company's existence through vintage advertising, period uniforms, photographs and other memorabilia. In addition, an Amtrak Bistro car is being used as a retail center and additional exhibit area.

The exhibit train will make its next two stops in Baltimore on May 21-22 and in Philadelphia on May 28-29. The tour schedule through the month of July is posted on www.Amtrak40th.com. A tour blog, photo gallery and detailed history of the equipment are also available on the website.

Volunteers are needed to support the tour at each location where the train is scheduled to stop. To participate, email your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the day you would like to volunteer, and your contact information (email and phone number) to greatamericanstations@amtrak.com. Please write the words Volunteer and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Baltimore, Md.

Each volunteer will receive a 40th anniversary t-shirt to wear during the event. In addition, every Amtrak employee will receive an exclusive commemorative 40th anniversary lapel pin designed especially for employees. The pins are being mailed to employees' homes over the next two weeks.

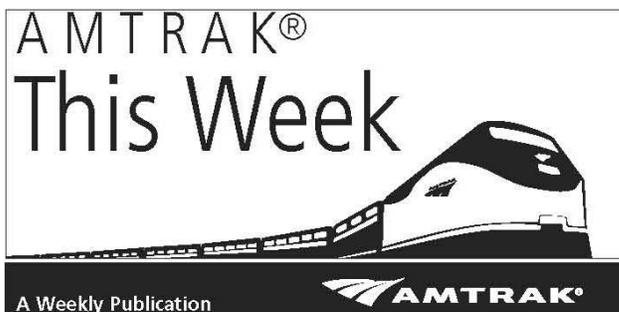


Employee Appreciation Day Feedback Survey

What did you think about Employee Appreciation Day this year?
Do you have suggestions related to the event you attended?

Tell us what you thought so that we can improve next year's events. You can provide feedback by completing an anonymous, five-minute online survey at:

www.surveymonkey.com/s/AmtrakEAD2011



Connecticut Bridge Replacement Projects Move Forward

As part of its effort to maintain strong relationships with the communities it serves, Amtrak is hosting its third public informational meeting on the Niantic Bridge Replacement Project today in Niantic, Conn. The \$125 million project to replace the existing 103-year-old bridge involves construction of a new two-track bridge, expansion of the navigation channel beneath the bridge, realignment of the east and west track approaches, and relocation of the Niantic Bay Overlook.

The project, which is the largest of Amtrak's four Connecticut bridge projects, is on schedule for May 2013 completion. It is funded by Amtrak's general capital money and resources from the American Recovery and Reinvestment Act (ARRA). The other three bridge projects remain on schedule as crews work to replace century-old structures with new ones.

The \$20 million Miamicock Bridge Replacement Project, also funded by ARRA, is slated for June completion. The bridge steel has been set and one track is fully operational; a second track is scheduled to go into service by the end of this week.

Construction on the East and West Harbor Railroad Bridges in Stonington is scheduled to be completed in September. Amtrak received \$16 million from ARRA to remove and replace the bridges' old steel spans, concrete piers, and headwalls, and increase their vertical clearance. Doing so will improve access north of the railroad for local boaters into Lambert's Cove, something long desired by the Stonington community.

"Our primary goal is to provide customers with more reliable service in this area, so we're glad to see these projects move forward," said Jim Richter, deputy chief engineer structures.

PSSA Nominations: The nomination period for the President's Service and Safety Awards (PSSA) is Tuesday, **May 31**. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms."

Benefits: You can now update your life insurance beneficiary information electronically by logging into www.AmtrakBenefits.com and clicking on "Beneficiary Designations" on the welcome page. You can also update this information by calling 800-481-4887.

Amtrak Machinist Receives AAR Certificate of Commendation

Claude Fields, machinist, Chicago locomotive facility, received a Harold F. Hammond Award Certificate of Commendation from the Association of American Railroads during a ceremony on May 18 for his exceptional efforts to enhance railroad safety. Fields, a 35-year Amtrak employee, was recognized for his role in creating safety awareness among his co-workers.

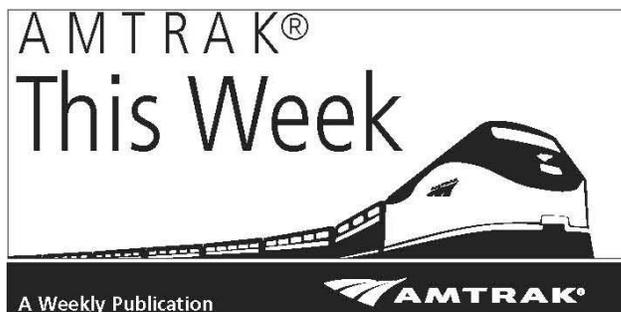
Most recently, Fields served as safety liaison between contractors and the Chicago Lumber Street Yard throughout a wide range of construction projects that have taken place near the facility over the last 18 months. As a result of his safety-first approach, no Amtrak employee or contractor has been injured at the yard throughout the construction period.

National Train Day Contest Winner

Congratulations to the fourth and final winner of this year's National Train Day trivia contest: Fred Katz, inventory planner, finance department, Philadelphia.

Did You Know?

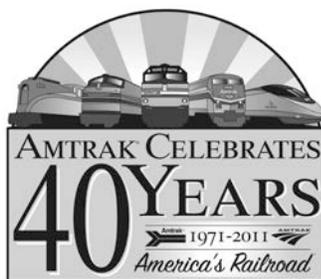
Amtrak Vacations and National Train Day were featured on Wheel of Fortune and The Price is Right last month.



40th Anniversary Lapel Pins: Employees should receive an exclusive 40th anniversary lapel pin in the mail by June 1. If you have not already received a pin and would like to have one, email Debbie Varnado at varnadd@amtrak.com. Please also check the Employee Information Portal after it is restored in mid-June to make sure your address is listed correctly.

PSSA Nominations: The President's Service & Safety Awards Program is now accepting up to 25 nominations for the Project Excellence category. The nomination deadline for that category has been extended to June 3. The deadline for all other categories is today, May 31. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms."

Volunteers Needed: The 40th anniversary exhibit train will make its next stops in Perryville, Md., on June 4-5; Harrisburg, Pa., on June 11-12; and Strasburg, Pa., on June 18-19 and on June 25-26. Volunteers are needed to help support the tour. The schedule is posted on www.Amtrak40th.com. To participate, email your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the day you would like to volunteer, and your email and phone number to greatamericanstations@amtrak.com. Please write the words Volunteer and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Baltimore, Md.



Message about Credit Card Security

Dear Co-Workers,

Credit card security is a serious, high-profile issue. Problems with credit card security have affected many big companies over the years, including TJ Maxx, Michaels, and Apple, among others. In fact, you may have recently heard that customer information from Sony PlayStation was stolen.

Protecting customer information is an Amtrak priority. You may have heard us refer to credit card security as "PCI"- which is our short-hand term for the Payment Card Industry standards for how to guard this sensitive information. Keep in mind that it's more than just a credit card number. Customer information is a person's name, address and every other bit of data we collect about them. It is vital that all Amtrak employees continue to work together to keep customer information safe and secure.

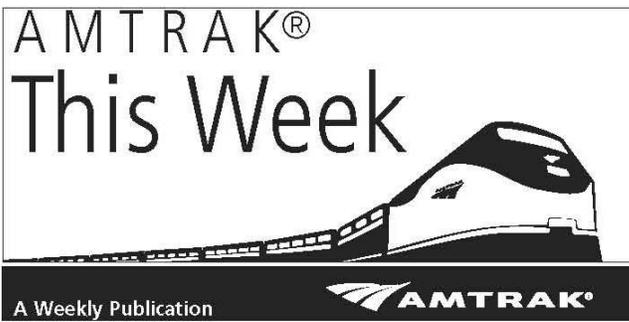
The information we collect is only stored for the time needed to conduct business, and storage processes are designed to be as secure as possible. The final element to a good protection program is each of us working together to minimize the risk of exposing information. Here are just a few ideas:

- Never write down a customer's payment card account number. Always enter the customer's information directly into an Amtrak system. Swiping the card is the most secure method of all.
- Treat all customer information with total confidentiality at all times.
- Perform all accounting procedures in a timely manner so that customer information is processed as quickly and securely as possible.
- Refer to the Amtrak Payment Card Security Policy (APIM 8.10.2) if you have questions.

Thank you again for your continued support in helping Amtrak to be a secure and safe place.

Sincerely,

DJ Stadler
Chief Financial Officer



Open Enrollment Begins Today

Starting today, all employees will have the ability to make changes to their benefits elections for next year.

Benefits information packets were mailed to all employees last week. To make changes to your benefits elections, go to www.AmtrakBenefits.com or call 800-481-4887 during the Open Enrollment period from Nov. 7-18.

Remember, Health Care and Dependent Care FSA elections do not roll over. If you wish to continue to participate in these programs, you must re-enroll during Open Enrollment.

Additionally, Cigna will replace Aetna as the new medical provider for non-agreement employees, and the new prescription drug administrator will be CVS Caremark, effective Jan. 1. (These changes do not affect agreement employees.)

More information on the new providers will be provided at on-site meetings, through letters and email messages, and on the Amtrak Benefits website. Through Dec. 31, you can also call these special customer-service lines: Cigna 800-564-7642 and CVS Caremark 855-271-6604.

Domestic Partner Coverage Added

Starting Jan. 1, 2012, employees may cover a same-sex domestic partner, same-sex civil union partner or same-sex spouse, regardless of where you live.

To be eligible, employees and their domestic partners must provide required documentation, such as a marriage license, government (state or municipality) registration of domestic partnership or an Amtrak affidavit.

For a copy of the affidavit form and more information, visit www.AmtrakBenefits.com.

Amtrak Police Department: On Nov. 9, at 2 p.m. Eastern Standard Time, the Federal Communications Commission and the Federal Emergency Management Agency will be conducting a nationwide test of the Emergency Alert System via radio, television and other outlets. The aim is to test the reliability and effectiveness of the system in advance of a real disaster.

Safe-2-Safer: Thank you to everyone who participated in the Safe-2-Safer survey to gauge progress made to date and help shape strategy for the coming year. The results of the survey will be shared with employees once they've been tabulated.

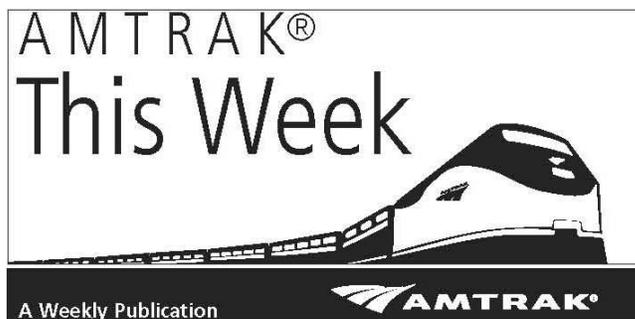
VSIP Begins Today for Non-Agreement Employees

All non-agreement employees should have received an email message and a letter sent to their homes last week about the Voluntary Separation Incentive Plan (VSIP) that is being offered starting today through Nov. 25 to non-agreement employees with at least one year of service. An additional letter was mailed on Nov. 3 to retirement-eligible employees that includes a personalized account of their Amtrak Retirement Income (pension) Plan.

Thanks to feedback from employees, an updated Frequently Asked Questions (attached) is posted on the intranet, under "Employees" → "Human Resources" and click on the "Voluntary Separation Incentive Plan" link. Employees are encouraged to please review all the information provided regarding the VSIP. Employees with other questions about the VSIP should call the Human Resources Employee Service Center at (888) 694-7372 or send an email to VSIP@amtrak.com.

Non-agreement employees who wish to participate in the VSIP must complete the Election to Participate Form and send to Michael Ramirez (fax: 202-906-3558 or email: ramirem@amtrak.com).

The VSIP is being offered to better allocate resources and align the organization in order to advance Amtrak's Strategic Plan.



Employee Travel Guidelines

With ridership at an all-time high and Amtrak's busy holiday period rapidly approaching, employees traveling aboard trains are reminded to abide by the Amtrak Employee Pass Policy, as described below:

Station Update: The *Empire Builder* resumes service to Minot, ND, tomorrow. Service had been temporarily suspended due to flooding earlier this year that damaged the building and tracks. Repairs on the building will continue into next spring/summer.

Open Enrollment: The benefits open enrollment period ends this Friday, Nov. 18. To make changes to your benefits elections, go to www.AmtrakBenefits.com or call 800-481-4887.

Fidelity Retirement Webinars Being Held This Week

Fidelity is conducting retirement savings webinars for employees considering retirement or taking advantage of the Voluntary Separation Incentive Plan (VSIP) for non-agreement-covered employees. The series of one-hour webinars take place Tuesday, Nov. 15 through Thursday, Nov. 17. (See attached schedule.)

Please take advantage of this important opportunity to learn more about your retirement savings options. The schedule is also posted on the intranet under Employees → Human Resources and click on the Voluntary Separation Incentive Plan link.

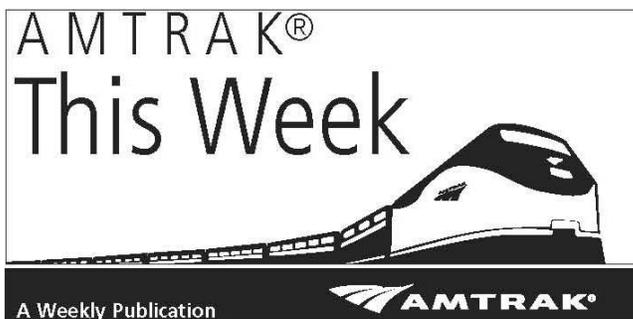
Non-agreement employees interested in participating in the Voluntary Separation Incentive Plan may send a completed Election to Participate form to Michael Ramirez via fax at (202) 906-3558 or email ramirem@amtrak.com until Nov. 25.

Non-agreement employees who have questions about the VSIP may call the Employee Service Center at (888) 694-7372.

- A business or personal pass rider is required to give up his or her seat without being prompted to do so by the conductor — and may be required to give up a room accommodation — if standee conditions occur or if there's a shortage of space and a revenue passenger cannot be accommodated. Pass riders will be entitled to a refund if a fare was paid, even if the pass rider is able to obtain a seat later.
- Single pass riders must make way for revenue passengers traveling together who are unable to find seats together. The pass rider should find a single seat elsewhere.
- Employees at café tables should relinquish space when it becomes clear that space is needed by revenue passengers, either as overflow seating or for enjoying food and beverages purchased from the café.
- Employees traveling on passes must conduct themselves in a professional, courteous manner. Employees are accountable for the personal conduct of all individuals eligible to travel under their passes.
- Please note that if a pass rider does not travel in accordance with the policy, the employee's pass can be revoked.

In addition to the pass policy, On-board Service and Train Service employees should not perform administrative functions, or store supplies or personal belongings at tables in the dining or café/lounge cars during service hours. If it becomes necessary to use a table, no more than one table may be used.

Employees are strongly encouraged to familiarize themselves with the Amtrak Employee Pass Policy available on the intranet under Employees → Policies → Employee Pass, Voucher and Service Award Trip Policies.



Message from Joe Boardman

Dear Co-workers,

Thanksgiving is one of my favorite holidays — it reminds me how necessary and beneficial it is to pause and reflect on what we have achieved, especially when so much is going on.

This has been a period of high energy, achievement and innovation for Amtrak. In our 40th year, we posted record ridership and ticket revenue. I am thankful for the talent, dedication and commitment each of you put forth to make that possible.

Three years into my job as CEO of this company, I remain humbled by the trust you have invested in me. For many of us, this is a period of transition. We have many hard and important decisions ahead of us as we continue to strengthen this company, and I renew my commitment to each of you to lead with integrity and vision, backed by your collective wisdom and input.

As we head into one the busiest travel times of the year, let's embrace this opportunity to showcase our strengths. We'll be adding capacity to accommodate demand on many routes, including along the Northeast Corridor, Amtrak *Cascades* and the *San Joaquin*, *Pacific Surfliner* and *Capitol Corridor* in California. In addition, the historic "Great Dome" car is being added to *Lincoln Service*, *Saluki/Illini* and *Wolverine* trains in the Midwest. And we'll be offering a traditional Thanksgiving feast on long-distance routes — complete with pumpkin pie — for passengers and for our employees working during the holiday.

Many travelers will be riding Amtrak for the first time, and our efforts to provide efficient and caring service that anticipates and responds to their wants and needs will be the deciding factor in turning these passengers into loyal longtime customers.

Thank you for all that you do. I wish you and your families and friends a festive and safe Thanksgiving season.

Sincerely,

A handwritten signature in black ink that reads "Joe Boardman".

Joe Boardman
President and CEO

Thanksgiving Timetable: Thanksgiving timetables for the Northeast and Amtrak *Cascades* are posted on Amtrak.com. As in prior years, both the *Pacific Surfliner* and *Keystone Service* will be all-reserved throughout the holiday period, which runs Nov. 22-28.

Government Affairs: The Consolidated and Further Continuing Appropriations Act of 2012 that was signed by President Obama on Friday includes funding for Amtrak for the current fiscal year at \$1.418 billion, including \$466 million for operating, \$616 million for capital, and \$271 million for debt service. This represents the lowest federal appropriation Amtrak for FY '08, and the second year in a row in which Amtrak has received less than the previous year.

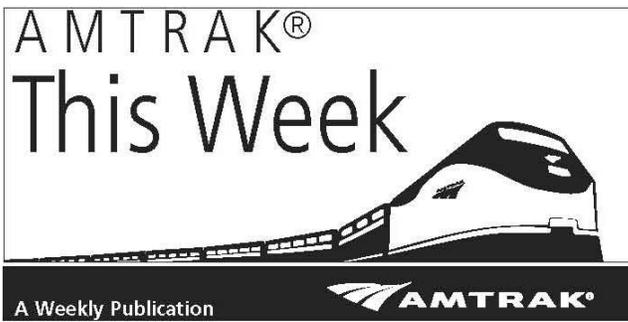
Last Week to Participate in the Voluntary Separation Incentive Plan

The Voluntary Separation Incentive Plan (VSIP) offer for non-agreement-covered employees with at least one year of service expires at the end of the day this Friday.

The severance packages offered as part of any future involuntary non-agreement Reduction in Force will not be as generous as those being offered through the VSIP.

Non-agreement employees interested in participating in the VSIP may send a completed Election to Participate form to Michael Ramirez via fax at (202) 906-3558 or email ramirem@amtrak.com through Nov. 25.

Employees interested in the VSIP may call the Employee Service Center at (888) 694-7372 or visit the intranet under "Employees" → "Human Resources" and click on the Voluntary Separation Incentive Plan link.



AmtrakConnectSM Wi-Fi Now Available on California-Supported Services

Amtrak and its California passenger rail partners today launched free Wi-Fi service on all three state-supported routes — the *Capitol Corridor*, *San Joaquin* and *Pacific Surfliner*.

With the addition of AmtrakConnect aboard the California services, 75 percent of Amtrak passengers now have access to Wi-Fi. The service is already available on high-speed *Acela Express* trains and 12 other East Coast routes, as well as on the Amtrak *Cascades* service in the Pacific Northwest.

California state passenger rail agencies funded the implementation of Wi-Fi by reinvesting cost savings from prior completed rail projects.

US Bank Travel Cards Go Into Effect This Week

As a reminder, new corporate US Bank travel cards go into effect on Dec. 1, 2011. Employees who use a corporate travel card for business travel should have received theirs last week in the mail from US Bank, and must follow the steps below to activate their card.

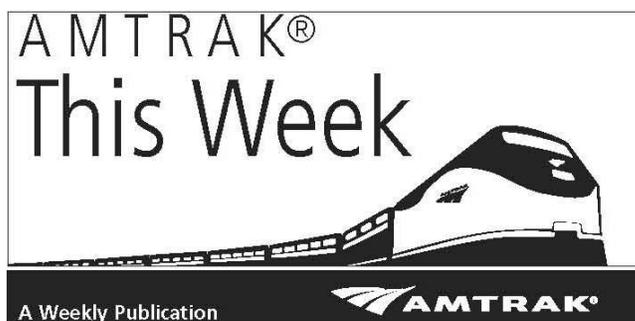
1. Activate your new card as per the instructions accompanying the card.
2. Update your travel **Profile** in the eTrax catalogue for Worldspan to reflect the new card number and expiration date.
3. The eTrax help desk can assist you with your **Profile** update (ATS 739-4750 or 888-445-7677).

Preliminary Thanksgiving Holiday Results Indicate All-Time Record

As the Thanksgiving travel season comes to a close today, it appears that it will go down in the books as a record-breaking one.

Thank you to all of the employees — on the front lines and behind the scenes — who played a role in making last week potentially Amtrak's best Thanksgiving on record.

While the numbers are not yet final, preliminary numbers show estimated increases in both ridership and ticket revenue over last year, as an estimated 720,000 traveled during the week. We will report on the final results once they become available.



Legislative Update: With the start of the new fiscal year on Saturday, Amtrak is currently operating under a Continuing Resolution that provides funding for the company at a rate of \$1.461 billion. Approval from the House of Representatives tomorrow would extend the CR through Nov. 18.

FY '11 Ridership: Amtrak closed FY '11 with record ridership and ticket revenue. Thank you for your contributions to helping Amtrak achieve another record-setting year!

Updated Policies Posted

Two policies that relate to communicating with the media and elected officials have been recently updated and are posted on the intranet.

As a reminder, only designated employees of the Government Affairs and Corporate Communications department (GACC) should speak to the news media on behalf of the corporation. In addition, official Amtrak communications with members of Congress and other elected and appointed officials or their representatives should be conducted through GACC. Some exceptions apply, including the Office of the Inspector General and employees acting in a capacity as a spokesperson for a labor organization representing Amtrak employees.

Amtrak employees must refer any inquiry from the news media to GACC at (202) 906-3860. Handling external communications through the proper channels helps ensure that accurate, consistent and timely information is provided to the news media and elected officials.

Please consult the policies for more information. The policies are posted on the intranet, under "Library" → "Policies," choose "Amtrak Policy and Instruction Manual" and then "4.0 Government Affairs."

Health and Medical Services for Employees

Amtrak's Health Services and Medical Services groups offer resources and programs that help employees understand their risks for disease, obtain preventive health services, support safety operations and foster healthy lifestyles. These programs include physical examinations and medical monitoring for Medical Leave of Absence.

Employees and their families confronted with issues that may affect job productivity and quality of life may get assistance from an Employee Assistance Program (EAP) counselor, within Health Services. Additionally, the Drug and Alcohol Testing Program provides resources and training for employees to learn more about the policies and testing procedures that help make our railroad system safe.

To better align the Health Services and Medical Services functions, both groups (previously within the Human Resources department) are now a part of the Environmental Health and Safety department. More information about the organization and services offered is available on the intranet at "Safety" → "Health."

Safe-2-Safer Survey Launches Today

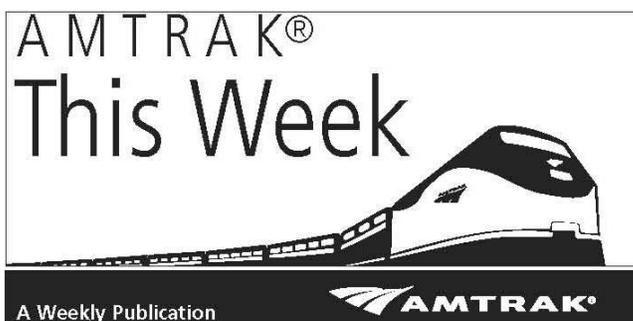
Share your perspectives in the Safe-2-Safer survey, which begins today across the system. Safe-2-Safer Facilitators and Steering Committees will be disseminating the paper copies at many job locations, while employees who have Amtrak email can take the same survey online via a secure external link hosted by a third party (a link will also be posted on the Amtrak intranet home page in the "Employee Info" box). The survey is open to Amtrak employees only.

The responses from the survey will be used to evaluate our progress to date in changing the culture and to determine how to modify Safe-2-Safer to better ensure even more progress.

Strategic Plan Available on Intranet

Want to know more about what the company's goals mean for you? The company's new five-year strategic plan, and a reference summary, can be downloaded from the intranet home page, in the "Employee Info" section.

In a *Special Employee Advisory* announcing the plan's release last Friday, President and CEO Joe Boardman called it a "comprehensive roadmap for evolving into a company that is more focused on the bottom line, and whose employees' roles and efforts are in sync with common goals."



New Food and Beverage Accounting System Begins Aboard *Acela Express*

Installation on Acela Follows Successful Implementation Aboard California Services

A new on-board café car sales system being installed on *Acela Express* café cars this month will help cut costs, generate more revenue from food and beverage sales, and enable lead service attendants to spend more time on customer service.

Known as Point of Sale, the system replaces outdated cash registers and automates and tracks all food and beverage transactions, eliminating most of the labor-intensive manual paperwork — notably the Form 896 — that employees must complete to control stock and manage accounting of sales. Replacing cumbersome paperwork with an automated system frees up lead service attendants to sell more items and be more focused on delivering quality customer service.

Point of Sale tracks food inventory and revenue in real time, thereby reducing inventory costs and waste. The system integrates with a new back-end warehouse management system that was completed this summer to manage inventory in commissaries and stocking of trains, as well as improve menu planning.

As installation progresses throughout the month, *Acela Express* lead service attendants will begin using the system. The launch of Point of Sale on *Acela* trains follows the successful implementation of the system deployed on *Pacific Surfliner*, *Capitol Corridor* and *San Joaquin* trains last year. System-wide deployment will begin in 2012.

Safe-2-Safer Survey

If you want to provide your input, please participate in the voluntary and anonymous Safe-2-Safer survey. Safe-2-Safer Facilitators and Steering Committees are distributing the paper copies at many job locations, or you can complete the survey by going to <http://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?JD926E>. The link is also posted on the home page of the intranet, in the “Employee Info” box.

The responses from the survey will be used to evaluate the progress to date in changing the culture and to determine how to modify Safe-2-Safer to better ensure progress. The survey is open to Amtrak employees only and concludes Oct. 28.

Martina McBride Charter Train Promotion Helps Reach Millions of Potential Travelers

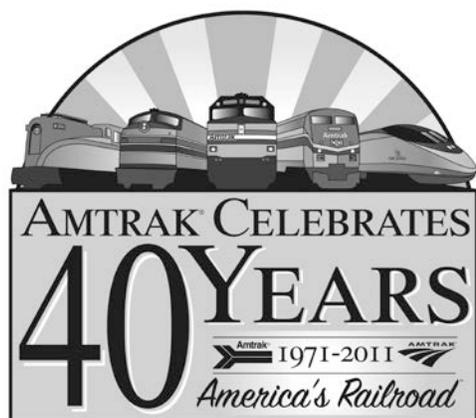
A charter train tour featuring country music superstar Martina McBride departed Los Angeles this morning, the first of its 11 stops on a cross-country journey.

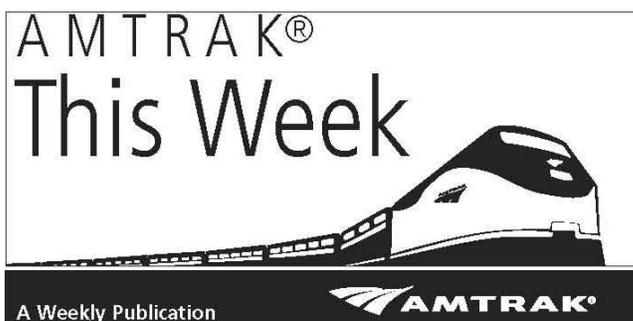
In partnership with McBride, Amtrak is operating “ELEVEN Across America Powered by Amtrak,” a four-day train ride to support the launch of her upcoming album titled “ELEVEN.”

In addition to Los Angeles, McBride’s tour will be making stops at Flagstaff, Ariz.; Albuquerque, N.M.; Newton, Kan.; Kansas City, Mo.; Chicago; Cleveland; Pittsburgh; Washington, D.C.; Philadelphia; and New York City. Fans will be treated to intimate performances in Albuquerque, Chicago and NYC.

The tour also supports Pink Together, an organization dedicated to supporting breast cancer awareness. The charter train initiative is an opportunity to reach millions of potential travelers and promote long-distance train travel on Amtrak.

To follow the journey and view photos and video, visit us on www.facebook.com/Amtrak or on Twitter @Amtrak.





Company Travel Cards: A new vendor has been selected for company-issued travel charge cards for eligible employees who travel frequently on Amtrak business. In November, GSA U.S. Bank MasterCard will be issued to employees who currently have corporate American Express cards. In a related move, employees will be eligible for GSA government-negotiated rates for hotels and rental cars for business travel. Both changes take effect Dec. 1. Letters detailing the changes have been mailed to employees who currently hold corporate charge cards for business travel. For more information, contact Francis Murphy, director, Corporate Support Services — Travel, at MurphyF@Amtrak.com.

Safe-2-Safer Survey: Don't forget to provide your input by completing the Safe-2-Safer survey. Safe-2-Safer Facilitators and Steering Committees are distributing the paper copies at many job locations, or you can complete the survey by going to <http://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?JD926E>. The link is also posted on the home page of the intranet, in the "Employee Info" box. The survey is open to Amtrak employees only and concludes Oct. 28.

Employee Security — Did You Know?

Amtrak Police Department officers are available to escort employees and passengers to their personal vehicles, local parking lots or nearby train stations in many Amtrak locations.

The added safety assistance is available wherever Amtrak police are stationed. To arrange for an escort at any time, day or night, call (800) 331-0008.

Posters are being posted starting this week to remind employees and passengers about this police service.

Employees Honored at President's Service and Safety Awards This Week

Congratulations to the employees from across the country who will be joined by family, friends and co-workers at the 2011 President's Service and Safety Awards in Washington, D.C., this Wednesday.

The annual recognition program celebrates the accomplishments of employees who surpass expectations, and represent a high degree of dedication and commitment.

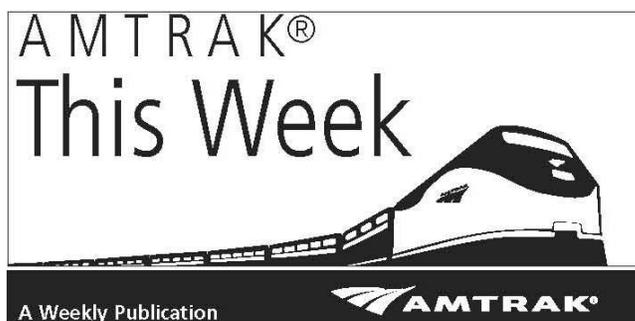
This year's 217 award winners include 208 employees from 10 departments, two state partners, one external Champion of the Rails and six contractors.

PSSA is an annual employee-driven recognition program; recipients are nominated by their co-workers, and their accomplishments are researched and evaluated by a committee comprised of management and agreement-covered employees from different departments across the country.

Tribute to Conductor Laurette Lee

On Wednesday, October 19, at 8:30 a.m. EDT, a brief ceremony will be held at the Employee Memorial Wall inside Washington Union Station to honor Conductor Laurette Lee. Lee died June 24 when the *California Zephyr* train she was working on was struck by a tractor trailer east of Reno, Nev.

In addition, a moment of silence will be dedicated to her and the others who perished as a result of the incident, at the President's Service and Safety Awards luncheon in Washington, D.C., on the same day.



Safe-2-Safer Survey Concludes Next Monday

There's only one week left to complete the Safe-2-Safer survey, which has been extended to Oct. 31. Employees are asked to complete the survey to provide their feedback; the responses will be used to evaluate progress to date in changing the culture and to determine how to modify Safe-2-Safer.

Environmental, Health and Safety: Amtrak encourages employees to support the Drug Enforcement Administration's National Prescription Drug Take Back Day on Oct. 29, 2011. This day provides a venue for people who want to dispose of unwanted and unused prescription drugs. To locate local community prescription drug collection sites visit, www.justice.gov/dea/ and click the "Got Drugs?" icon. The service is free and anonymous.

Radio City Holiday Spectacular: Amtrak employees qualify for a 25 percent discount on tickets for select performances to see the Rockettes and other performers at the Radio City Christmas Spectacular in New York, from Nov. 11 through Jan. 2. For more information and to purchase tickets, go to www.radiocitychristmas.com/amemp. Type in the code "AMEMP" on the purchase page to receive the discount.

Human Resources: Non-agreement covered employees should be on the lookout for materials that will be mailed to their homes over the next two weeks that provide more information on the new Cigna and CVS Caremark benefit partners, transition of care benefits, and more. In addition, employees may contact the vendors through temporary customer service numbers that will be in effect 24/7 from October 24 through December 31, 2011:

- Cigna: 800-564-7642
- CVS Caremark: 855-271-6604

Employees may also send questions via email to the Benefits Department at HR_Benefits@amtrak.com.

Year in Review: Do you have photos of your favorite 2011 Amtrak moments? If so, email them, along with a brief description, to Ecom@Amtrak.com for possible inclusion in the December/January issue of *Amtrak Ink*. The deadline for submissions is Nov. 25.

Safe-2-Safer Facilitators and Steering Committees are distributing the paper copies at many job locations, or employees can complete the survey by going to <http://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?JD926E>. The link is also posted on the home page of the intranet, in the "Employee Info" box.

The survey is open to Amtrak employees only. Please remember that the survey responses are anonymous, and no answers can be traced back to any individual. Only BST representatives (Behavioral Science Technology, who is helping us implement Safe-2-Safer) will see the individual surveys.

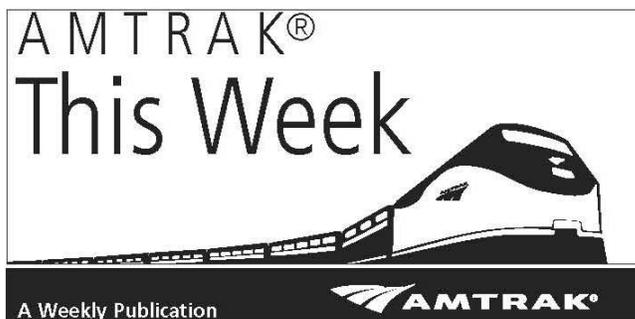
Washington Union Station Renovation Begins Today

Starting tonight, Washington Union Station will undergo interior restoration to repair damage done to the structure's ceilings as a result of the Aug. 23 earthquake.

While the project will not directly affect Amtrak ticket counter operations and boarding gate areas, it will affect traffic flow through the station. The project is expected to take six to 10 months to complete and will take place in the Main Hall and the adjoining ticketing concourse area and lower-level food court. Work will first begin on the ticketing concourse ceiling, followed by work on the Main Hall around Nov. 1. At this point, access to the Amtrak headquarters offices is not expected to be affected.

All station operations and businesses will continue as normal. During the project, steps will be taken to ensure the safety of employees, passengers and visitors, as well as to minimize the inconvenience to those who work in and visit the station. Way-finding signage will be posted to facilitate traffic inside the station as the project evolves.

Given the Columbus Plaza construction project taking place in front of the main entrance to the station and this restoration project, Amtrak is encouraging passengers to allow additional time to arrive at the station and make their way to the boarding gates. Union Station is the second-busiest station in the Amtrak system.



12 Additional Routes Now Offer Free Wi-Fi Service

In a major expansion of AmtrakConnectSM Wi-Fi service, passengers on a dozen East Coast routes now have access to the popular service.

The expansion covers the *Northeast Regional*, as well as the *Empire Service*, *Keystone Service*, *Carolinian*, *Downeaster*, *Ethan Allen Express*, *New Haven – Springfield Shuttle* and *Vermont*.

Four other routes — the *Adirondack*, *Maple Leaf*, *Palmetto and Pennsylvanian* — will also offer Wi-Fi, but only in select cars, which will be marked with hotspot window decals.

The latest move means nearly 60 percent of all Amtrak passengers now have the ability to connect to the Internet while on board. Installation is also currently underway for Wi-Fi on the California corridor services: the *San Joaquin*, *Capitol Corridor* and *Pacific Surfliner*. With the addition of these routes, 75 percent of Amtrak passengers will have access to on-board Wi-Fi before the end of the year.

The addition of Wi-Fi is estimated to help attract an additional 300,000 riders and \$15.2 million in ticket revenue this fiscal year on these routes.

Operations Update: On Saturday Nov. 5, through Sunday afternoon, Nov. 6, select *Northeast Regional* trains will be cancelled between New York and Boston to accommodate the East and West Harbor bridge replacement project in Stonington, Conn.

Safe-2-Safer: Today is the final day to complete the Safe-2-Safer survey. Facilitators and Steering Committees are distributing paper copies at many job locations. Employees also can complete the survey by going to <http://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?JD926E> or by following the link on the home page of the intranet, in the “Employee Info” box.

Flu Vaccinations Offered: Amtrak is offering employees flu shots at no charge at retail clinics across the country. For more information on clinic locations and online registration, go to the intranet under “Safety” → “Health and Medical Services” → “Wellness” → “Retail Flu Clinics.”

Open Enrollment Kits are in the Mail: Look out for your Open Enrollment benefits package being mailed this week.

Chicago Congress Center Employees Move: Beginning at 11 a.m. Friday, Nov. 4, through 8 a.m. Monday, Nov. 7 (Central Time), Chicago Congress Center employees will move to Chicago Union Station. The new address will be 500 West Jackson Boulevard, Chicago, Ill. 60661. During the move, all network services (i.e. servers, shared drive access, voice and data services) will be unavailable to Congress Center employees and all Intercity employees with home and share drive folders that are accessed via Chicago servers.

Daylight Saving Time Ends: Remember to set your clocks back one hour on Sunday (in all states except Arizona). Daylight Saving Time officially ends at 2 a.m. Sunday morning, Nov. 6.

Conductors to Begin Scanning eTickets on Downeaster Service

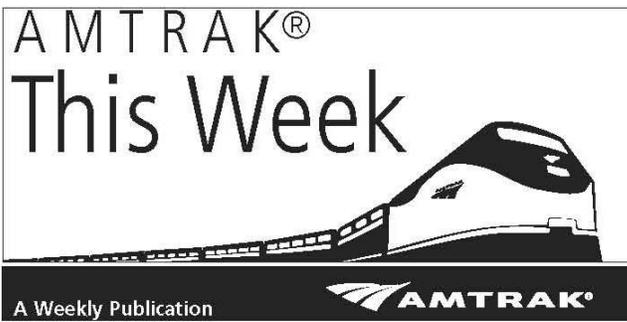
In the next step toward a nationwide eTicketing system, conductors on the *Downeaster* this week will begin scanning “print anywhere” eTickets using handheld mobile device.

eTicketing provides significant benefits over traditional paper tickets. Passengers no longer have to pick up their tickets at a station, and they do not have to worry about keeping up with paper tickets that would have to be repurchased if lost. They also can more easily make changes to their trip itineraries while on the go.

For the company and crews, the shift to eTicketing means a reduction in paper usage and access to real-time passenger manifests, which will help the company better manage capacity and revenue.

This pilot project on the *Downeaster* is being conducted in partnership with the Northern New England Passenger Rail Authority (NNEPRA).

The rollout of eTicketing will continue on the *Capitol Corridor*, *San Joaquin* and *City of New Orleans* routes in early 2012, and is slated to be adopted nationwide by next summer.



9/11 Moment of Remembrance: At 1 p.m. Eastern Daylight Time on September 11, we encourage Amtrak employees to participate in the National Moment of Remembrance by taking a moment to observe, in your own way, those who lost their lives during the terrorist attacks on our nation on September 11, 2001. This year, all of the engines on the system will sound their horns at 1 p.m. (EDT) time in memory of the lives that were lost.

High-Speed Rail: Amtrak took another step toward its next-generation high-speed rail plan featuring 220 mph service on the Northeast Corridor last week, when it selected a team led by KPMG to assist in developing the business and financial plan for the project. The plan, which would include opportunities to leverage private investment, is expected to be completed mid-year 2012.

Construction to Begin in Front Of Washington Union Station

The District of Columbia Department of Transportation is leading a construction project on Columbus Plaza in front of Washington Union Station that officially begins next week.

The project is a partnership between Amtrak, Union Station Redevelopment Corporation, National Park Service, the Architect of the Capitol, Washington Metro Transit Authority and DDOT.

While the details of the project schedule are currently being finalized, it is expected to last more than 540 days. Information about how vehicular and pedestrian traffic will be affected is expected to be available within the next week or two. Construction activities will be carried out in phases to help minimize the effect on the general public, passengers and employees.

More specific information for Washington-area employees will be provided in the coming weeks.

Bear and Wilmington Mechanical Shops Prepare for *Acela Express* Upgrades

About 36 employees from the Bear and Wilmington Mechanical facilities are currently undergoing training in advance of a major work program on the 20 *Acela Express* trainsets, which were first put into service in Dec. 2000.

The work is scheduled to begin in late October and will run through the next three years. Bear will perform work on the coaches, while Wilmington will perform overhaul work on the power cars.

“This major work program — done in partnership with the labor organizations — provides an excellent opportunity for this talented team of employees to learn and apply new skills, while enabling the company to keep the work and expertise in-house,” says Chief Mechanical Officer Mario Bergeron.

In addition to the 36 employees who will be dedicated to the effort full-time, another 15 or so who will fill in as part of a rotating pool.

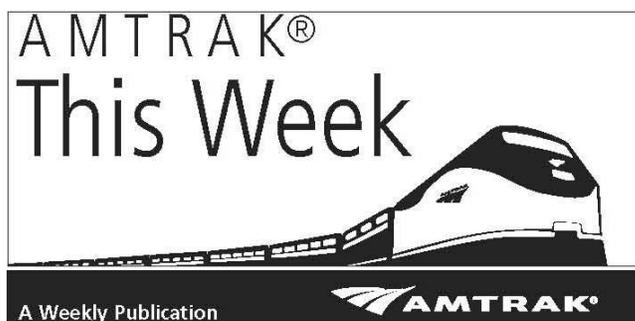
In addition to overhauling the air brakes, central and auxiliary blocks, blower motors, mechanical doors, air-conditioning and other systems, employees will fix any broken parts or make other repairs as needed based on problems identified through inspections just prior to the work.

Previously, trainsets 2 and 4 received less extensive updates than the other trainsets as part of an “age exploration” study to see how the air-brake equipment performs over time.

All of the trainsets will go through upgrades in this round.

Employees are currently participating in a 12-week training course, two of which are with the High-Speed Rail maintenance teams at Ivy City, in Washington, D.C., and Sunnyside Yard, in New York.

National Preparedness Month Tip: Check batteries in all smoke detectors, flashlights and transistor radios.



Happy 100th Birthday Baltimore Penn Station!

On Sept. 14, Baltimore's Penn Station will celebrate its 100th anniversary. Penn Station is the eighth busiest train station in Amtrak's system with more than two million passengers annually traveling along the Northeast Corridor or to and from work throughout the Washington/Baltimore area. The station services about 85 Amtrak and 56 MARC commuter trains daily, acting as an integral travel hub along the Northeast Corridor.

Baltimore's Penn Station has not only been an important element in our customers' travel experience but has also served as a catalyst for economic growth and revitalization in Baltimore. Currently, plans are underway to increase that station's role as an economic hub given its close proximity to Baltimore's business district and scenic Inner Harbor area. A hotel has also been proposed for the station's upper floors, as well as a commercial development to be constructed on Amtrak's current surface parking lot adjacent to the station.

Amtrak will celebrate the 100th anniversary of this historic station with a birthday cake, along with an exhibit comprising 40 enlarged historical photographs that will remain on display through the end of September. Amtrak is also proud to recognize some of the station's long-standing employees. The program includes several guest speakers, including local elected officials and a historian who will reminisce about some of the station's memorable moments.

IBB Ratifies Contract

Employees represented by the International Brotherhood of Boilermakers and Blacksmiths have overwhelmingly ratified their new five-year contract. This is patterned after others already reached and provides for wage increases that will be placed into effect shortly.

The majority of unions that represent Amtrak employees have reached new agreements; the remaining unions with which Labor Relations is meeting have already been presented with comprehensive proposals.

Security Volunteers: Thank you to those who volunteered last week in response to the request from the Amtrak Police Department. The increased visibility of Amtrak personnel in stations and on trains during the week around the 9/11 10-year anniversary was greatly appreciated.

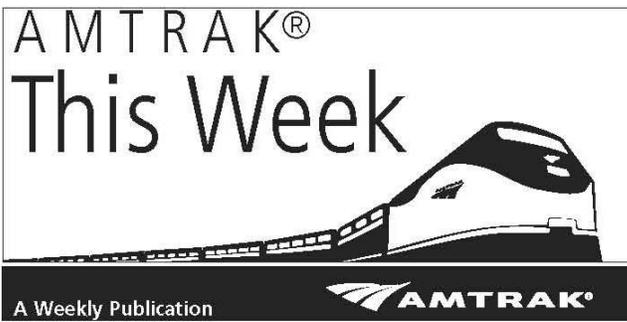
Unaccompanied Minor Policy Change: The following changes to the Unaccompanied Minor Policy will become effective for travel on or after Nov. 1: Passengers age 12 and under will no longer be permitted to travel unaccompanied. They must travel with another person who is at least 18 years old. Passengers 13, 14 and 15 years old must travel in accordance with the Unaccompanied Minor Policy guidelines. More information on this policy can be found on the intranet under "How We Work" → "Station Support" → "Policies" → "Reserving and Ticketing."

Government Affairs: On Sept. 14, President and CEO Joe Boardman will testify before the Senate Commerce Committee on the implementation of PRIIA legislation.

Flu Vaccinations Offered: For the third year in a row, Amtrak is offering employees flu shots at no charge. On-site immunization clinics will be set up at larger work sites around the country, and vouchers also will be provided for employees to use at select national pharmacy chains. Dates and times for the clinics will be posted in coming weeks on the intranet under "Safety" → "Health."

National Preparedness Month Tip: Create a desk emergency kit to include: First aid supplies, food bars, medicines, walking shoes, dust mask and flashlight.

California Zephyr Crews Test Customer-Service Pilot



Marketing: The “Great Dome” car will operate on the *Adirondack* from Sept. 15 through Oct. 23 on Train 69 on Thursdays, Saturdays and Mondays; and Train 68 on Fridays, Sundays and Tuesdays. It will then operate on the *Cardinal* from Oct. 29 through Nov. 11 on Train 51 originating on Fridays and Train 50 originating on Saturdays.

Human Resources: Employees may be eligible for a hardship withdrawal against their Amtrak Retirement Savings Plan 401(k) accounts to pay for home repairs caused by earthquakes, hurricanes and floods. Several conditions must be met to qualify, and the minimum withdrawal amount is \$500. Distributions are subject to ordinary income tax and 10 percent additional income tax if you are under age 59 ½. For additional information, contact Fidelity Investments at 1-877-477-AMTK (2685).

Finance: As part of the fiscal year closing process, it is imperative that all liabilities for FY 2011 be accounted for in the year in which they were incurred. Please make sure all invoices are submitted to Accounts Payable as soon as possible.

YEAR END A/P CUTOFF SCHEDULE	
Deliver invoices to A/P to ensure entry into SAP	COB SEPT. 16
PO Receivers (GRIR) Posting to SAP	COB SEPT. 30
eTrax Payment Request Accrual	COB OCT. 11
A/P Invoice Posting to FY 2011	COB OCT. 11
eTrax eAccrual - final day	3 PM OCT. 12
Reversal of all Sept. Accruals	COB OCT. 20

Three hundred on-board service employees, station personnel, conductors and assistant conductors involved with the *California Zephyr* route have been trained recently in a new customer-service model aimed at improving passenger satisfaction and loyalty while also increasing revenue.

The classes are based on research that shows that customers report the highest level of satisfaction when served by employees who:

- Perform random acts of kindness,
- Make an emotional connection,
- Follow “flawless processes,” and
- Pay attention to detail.

When these criteria are met, customers are more likely to seek out services from a company again and to talk about their experience with others, leading to increases in revenue.

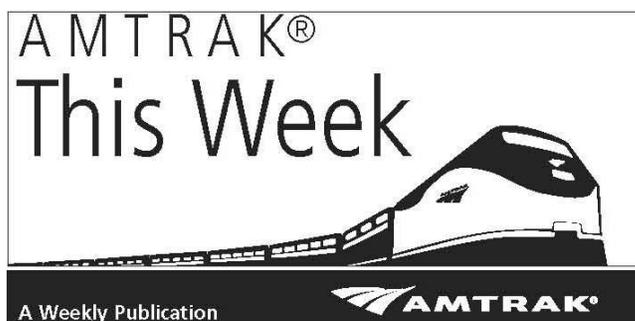
The most powerful component of this training is that it is led by *California Zephyr* employees and is being done in collaboration with Product Development, the Central and Pacific Divisions, and George Hall in Employee Development.

The recent training sessions grew out of recommendations in the FY '10 Performance Improvement Plan for the *California Zephyr*, which was developed in accordance with Section 210 of the Passenger Railroad Investment and Improvement Act (PRIIA).

The model — known as HumanSigma[®] — was developed by Gallup and has been adopted by Disney, Ritz-Carlton Hotels, Starbucks and other major corporations. The approach will be closely evaluated, and if successful, may be adopted for other routes in the future.

Full service on the *California Zephyr* was restored last week, after service disruptions due to flooding and a serious grade-crossing incident in June.

National Preparedness Month Tip: Prepare a car safety kit that includes a blanket, water, small tools, walking shoes, ice scraper and flares.



Mechanical: Amtrak will be showcasing its Mechanical Services at the American Public Transportation Association's (APTA) Expo in New Orleans on Oct. 3 - 5.

Philadelphia-area employees: A discount is available to Amtrak employees interested attending the PA Conference for Women. Enter code PACS23 when registering at PAConferenceForWomen.org.

National Preparedness Month Tip: *Learn what the common disasters and action plans are for your town or city.*

Amtrak Nears Record 30 Million in Ridership

Amtrak is on track to carry a record 30 million passengers this fiscal year, which ends on Friday. Check out the ridership counter on Amtrak.com or follow updates on Facebook www.facebook.com/amtrak and Twitter (www.twitter.com/amtrak).



Safe-2-Safer Survey Launches Next Week

Starting next week, employees will be asked to participate in a voluntary Safe-2-Safer survey (officially called the Organizational Culture Diagnostic Instrument). The responses from this survey will be used to evaluate our progress to date in changing the culture and to determine how to modify Safe-2-Safer to ensure even more progress.

Employees will have the opportunity to complete the survey in a number of ways, depending on location, craft and position. Safe-2-Safer Facilitators and Steering Committees will be disseminating paper copies at many job locations, while employees who have Amtrak email can take the same survey online via a secure external link hosted by a third party (a link will also be posted on the Amtrak intranet home page in the "Employee Info" box). The survey concludes on Oct. 28.

The OCDI survey is completely confidential and anonymous, and no answers can be traced back to any individual. The survey will take approximately 45 minutes to complete. As with the survey taken in 2009, the results will be shared with employees once they're available.

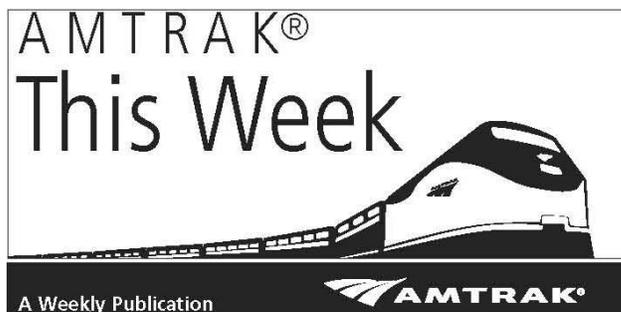
All employees are urged to complete the survey — it's an important vehicle to provide feedback, and change can't happen without your involvement.

Amtrak to Submit Route Performance Plan

A Performance Improvement Plan will be published this week for the *Crescent*, *Lake Shore Limited* and *Silver Service* (*Palmetto*, *Silver Star* and *Silver Meteor*), as required in the Passenger Rail Investment and Improvement Act of 2008.

PRIIA Section 210 requires that Amtrak embark on a comprehensive program to improve its long-distance services. Amtrak created cross-departmental Performance Improvement Teams to perform in-depth analysis on the routes to identify and make recommendations on route-specific improvements in customer service and product quality. The plan outlines recommendations for improvement; a number of factors, including funding, will determine whether all of them will be implemented. The previous year's Performance Improvement Plans focused on the *Sunset Limited/Texas Eagle*, *California Zephyr*, *Capitol Limited* and *Cardinal*.

This year's comprehensive Performance Improvement Plan will be available on Amtrak.com on Sept. 30 under "Inside Amtrak" → "Reports and Documents," and on the Amtrak intranet.



Executives Use Media Attention to Tout Amtrak

Amtrak's record ridership and ticket revenue during the 2010 fiscal year, along with the increasing profile of transportation issues in America, have led to continued media coverage from both industry and consumer news outlets. Amtrak executives are using this attention to further promote the company as the premier high-speed rail provider in the U.S. and an integral part of the nation's transportation system.

Following are excerpts from two items that have been published in recent weeks. For the full story, click the links or visit the website listed:

[President and CEO Joe] Boardman's position on the transit industry is plain and simple. "Rail needs to be and is the backbone of moving freight in this country. It needs to be the backbone of moving people in this country....And if there is not an intercity rail passenger transportation system, then you have failed your country. Period."

...Is Amtrak making the changes needed to become that backbone? Boardman says it already is.... "[We need] to look at both green field high-speed rail like California and Florida, and how we take our own incremental high-speed rail, like is being thought of in the Midwest, in New York and some other places.... What Amtrak is, is we operate railroads."

"Our strength, our key competitive advantages are our men and women and our national interconnectivity. Coast-to-coast, border-to-border."

[Mass Transit](http://www.MassTransitMag.com) (www.MassTransitMag.com)

Dec. 2010-Jan. 2011 Issue

The next half-century will be defined by the emergence of "megaregions" — extended corridors of interconnected metropolitan areas, with shared economic sectors and linked infrastructure. High-speed rail can and should be among those links.

Over the course of its 10 years, Acela high-speed service has improved the connectivity and mobility of the Northeast Corridor megaregion....Amtrak has a bold vision for next-generation high-speed rail in the Northeast, with trains operating at maximum speeds of 220 m.p.h. on a new, two-track route that would supplement the existing service. Such a network would save significant travel time, dramatically improve mobility, and mitigate congestion. ...

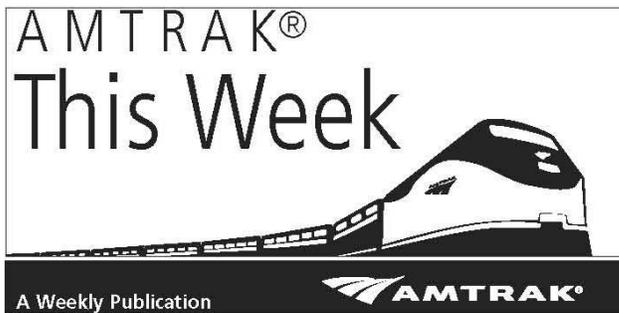
This is a revolutionary vision of the future, but one that is also attainable. Acela has shown that high-speed rail does work in America, and that prudent public investments in passenger rail can pay huge dividends. It also has shown Amtrak's ability to innovate and reinvent itself.

Op-Ed by Vice President of High-Speed Rail Al Engel
[Philadelphia Inquirer](http://www.philly.com/inquirer) (www.philly.com/inquirer)

Dec. 21, 2010

Operations Update: *Coast Starlight*, Amtrak *Cascades* and *Pacific Surfliner* began operating according to adjusted schedules on Jan. 2 due to significant track work being performed by Union Pacific Railroad. The adjusted schedules are set to remain in effect until early April.

Marketing: College students in Illinois, Michigan, Missouri and Wisconsin may enter the second annual Amtrak TRAINsportation Video Contest by submitting a train travel-themed video featuring *Lincoln Service*, *Wolverine Service*, *Missouri River Runner* or *Hiawatha Service*. Submissions must be made by Feb. 28, and winners will receive more than \$3,000 worth of prizes. For complete details and rules, visit www.AmtrakTransportationVideoContest.com.



Company Seeks Items for Amtrak Museum Train

As part of its 40th anniversary celebration, Amtrak will operate a special museum train through major employee hubs across the country, beginning on National Train Day in Washington, D.C., on May 7. Employees are asked to donate or loan Amtrak historical items to outfit the museum train so the company can best illustrate its 40-year history to employees and passengers throughout the nation.

“We’re retrofitting three baggage cars that will be pulled by restored F-40 and P-40 locomotives to make a rolling Amtrak museum,” explained Joe McHugh, vice president, Government Affairs and Corporate Communications. “We want it to be as rich with Amtrak history as possible so we are looking beyond our own archives and asking employees to donate or loan us items from their personal collections.”

Specific items needed for the museum train include china that has been used in dining cars; uniforms from various eras worn by passenger service representatives, red caps, on-board service crews and conductors; advertisements from across the country; ticket stock used throughout the years; and old menus from all trains.

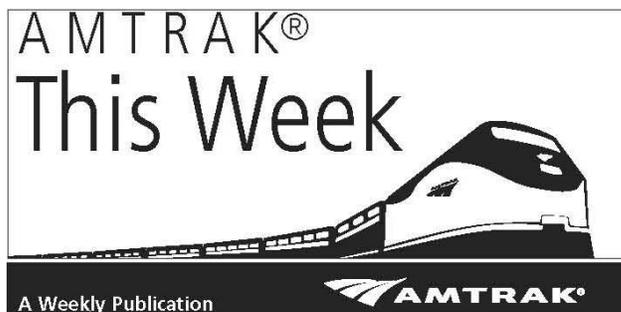
Donated items will be accompanied by a plaque noting the person(s) who made the contribution to the museum. Those who contribute items as a loan will have their name appear in the exhibit brochure. Items must be loaned for a period of at least one year and will be returned to the owner.

To make a donation or loan items to Amtrak for the museum train, contact Suzi Andiman at AndimaS@amtrak.com or 202-906-2537. Items should be clearly marked as either a donation or loan and sent through secure mail, FedEx or UPS along with the owner’s name, mailing address and phone number. Donated items are not tax deductible.

Operations Update: Due to weekend track improvements being performed near Parkesburg, Pa., from Jan. 22 through Feb. 6, westbound *Keystone Service* trains will operate according to later schedules at select stations. In addition, westbound trains will stop at eastbound platforms at Coatesville and Parkesburg during this project.

Operation Lifesaver: Amtrak has received a grant from the Illinois Commerce Commission through its Public Education and Enforcement Research Study (PEERS) to support Operation Lifesaver. The funds will be used to provide materials and close-caption Amtrak’s grade crossing safety video for hearing impaired students.

Marketing: Special \$89 roundtrip weekend fares for travel on Thursdays through Mondays are available for *Adirondack Service* trains now through April 28. Additionally, up to two children ages 2-15 may accompany each adult at a special discounted fare of \$44.50.



Marketing: Amtrak will be featured in the HBO series Real Sports with Bryant Gumbel at 10 p.m. EST on Tuesday, Jan. 25. A segment focusing on renowned football journalist Peter King includes his weekly trip from New York to Boston on *Acela Express*. King regularly uses his time aboard the train to write his columns. The episode will re-broadcast several times this week and will be available on HBO On Demand from Jan. 31 – Feb. 21.

Operational Update: In response to customer demand, the *Keystone Service* will add Quiet Car® service starting Jan. 24, providing passengers with a peaceful, quiet atmosphere to work or rest without distraction. *Keystone Service* trains are financed in part through funds made available by the Commonwealth of Pennsylvania Department of Transportation.

Correction: Last week's edition of Amtrak This Week included incorrect information about a grant awarded to Amtrak from the Illinois Commerce Commission to support Operation Lifesaver activities. Amtrak received a notice that the company is eligible for the award, but a grant agreement has not yet been executed. We regret the error

Diversity Training Underway

Amtrak's diversity training initiative for Fiscal Year 2011 is now underway, with the first class taking place on Feb. 15 in Wilmington. The diversity training program makes clear the corporation's position on diversity and provides the background and information necessary to work successfully in a diverse environment.

Diversity training is mandatory for all non-agreement employees as follows:

[Classroom Diversity Training](#) is mandatory for non-agreement employees who have no previous record of classroom diversity training. This includes recently hired employees, as well as employees promoted from agreement into non-agreement positions during the previous fiscal year.

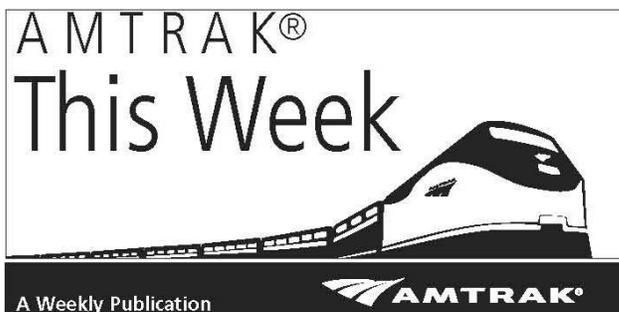
[Online Diversity Refresher](#) is mandatory for non-agreement employees who completed classroom and/or online diversity refresher training in FY '08 and prior. The online course is now available.

If you are unsure as to whether to attend a class session or complete the online refresher, please speak with your department's Diversity Training Representative (DT-Rep). [Click here for a list of DT-Reps](#), or refer to the intranet under "Employees" → "Business Diversity" → "Human Resources & Diversity Initiatives Menu" → "Educational Links" → "Amtrak's Diversity Training Initiative."

For a class schedule and complete Diversity Training information [click here](#), or refer to the intranet under "Employees" → "Business Diversity" → "Human Resources & Diversity Initiatives Menu" → "Educational Links" → "Amtrak's Diversity Training Initiative."

Smart IDs to Be Activated

Smart ID badges will be activated at Noon, EST on February 7. Amtrak personnel hired before Nov. 15, 2010, must pick up their Smart IDs before Feb. 7, when their old badges will no longer work. Amtrak personnel hired after Nov. 15 will receive their badges in the coming days, and can continue to use their old badges in the meantime. More information on Smart IDs is available on the intranet under "Police" → "Smart IDs".



Operational Update: The *Cascades*, which operates between Eugene, Ore., and Vancouver, B.C., is the latest route to offer Wi-Fi service to passengers as part of AmtrakConnect®. The service has been available on the *Acela* since March 2010. During the coming months, Amtrak plans to add Wi-Fi to additional routes, with the goal of making it available on all trains over the next few years.

Marketing: Listen to the Super Bowl halftime show on your local Westwood One radio station this Sunday to hear who will be awarded the tenth annual Amtrak Player of the Year Award.

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Dear RedBlock supporters,

The RedBlock dilemma is about confidentiality. It is not hard to understand that the name of someone marking off because they made a mistake should be kept in confidence. Everyone that I have talked to (Union, Management, Regulatory and Oversight agency) understands that and supports the confidentiality that protects those who have made those occasional mistakes. We all live with both a greater sense of confidence in the safety element of the RedBlock program and in the ability to maintain a compassionate program when a mistake is made. That compassion includes peer counselors that are available to help make sure a mistake does not become a habit.

A dilemma is a problem offering at least two solutions or possibilities, of which none are practically acceptable.

So what is the real problem?

It is the Code of Federal Regulations. Specifically its 49 C.F.R. Part 219, Subpart E, "Identification of Troubled Employees". And 49 C.F.R. 240.119(b), "a person who has an active substance abuse disorder may not be certified as a locomotive engineer".

And,

It is the requirement that only a "substance abuse professional" (SAP) can make determinations about whether or not a troubled employee has an active substance abuse disorder, in the case of Amtrak that is the EAP program. RedBlock does not evaluate or diagnose an employee with a substance abuse disorder, and does not mandate that an employee obtain counseling or treatment. Instead Red Block relies on peers, or lay volunteers, to intervene with employees and encourage them to seek assistance. In fact, the lynchpin of the program, and what encourages employees to use the mark-off procedure, is that the process is confidential and does not have any "consequences."

So what is the truth about confidentiality?

When a SAP, such as our EAP program (but includes any professional referral service) determines that we have a "Troubled Employee" with a substance abuse problem, that employee must follow a treatment program prescribed by a Substance Abuse Professional. This process is entirely confidential, by law, unless and until the employee refuses to cooperate in the recommended course of counseling or treatment, at which point, confidentiality may be waived in accordance with applicable regulations. Engineers would not be allowed to perform safety sensitive operations until they successfully complete the treatment recommendations. Everyone agrees with these requirements, including Red Block.

Then why is there a problem?

Because those who have been in charge of administering the Red Block program (all Amtrak Management employees) have been unable to provide the information that FRA has asked for, and the information that the Amtrak office of Inspector General has asked for that would document that Red Block is following the requirements of the regulations.

That set of circumstances has led to both the IG and FRA questioning the “due diligence” of Amtrak’s management in ensuring that the Federal Regulations on substance abuse in the workplace are being properly managed.

Red Block is a Union program. Management employees were being paid to operate that program. That put management at the center of the responsibility for the program, without control of the program. Both the FRA and the IG are holding Amtrak management accountable for the operation of the Red Block program. The IG findings and recommendations are all couched in and start with “The President and CEO must...”, that’s me.

I agree that this is a Union run program. I made a proposal this past December to labor to support that- run it. Amtrak would support the program by paying for three coordinators. Amtrak would make sure that the company meets the requirement of due diligence to prevent drug and alcohol violations under the Federal Regulations by tasking EAP with oversight of the counseling functions, which it is uniquely qualified to do..

I’ve received several emails and some personal comments on the changes, many of them were part of a “grassroots campaign” that just spoke about the confidentiality issue, and the fear that causes among employees. I understand that fear, and I think it has been confused by a lack of understanding about what that means. I have tried to address that in this letter.

It’s time to set this program on the right path, at least the right path as our oversight agencies believe. Fighting the issue of confidentiality for the very few folks that have a substance abuse problem is not the right path. We need to ensure not only safety as our highest calling, but also the tough love it takes to confront any troubled employees that we might have.

Thank you for your service on the Executive Steering Committee, as RedBlock Captains or peer counselors. Help me bring this program to the right path.

Joe Boardman

[Edits: Jen M.](#)

Sustained Excellence

Anthony Danella III

Assistant Supervisor, Track, Engineering, New Brunswick, N.J.

On September 1, 1976, Anthony Danella III began his Amtrak career as a trackman, moved into the role of track foreman in 1985 and then assistant track supervisor in 1987.

Tony's tenacity in all that he does has brought him to this point of recognition in his career. John Semliatschenko, assistant division engineer, describes Tony as consistent over the past 35 years they have known each other, a term oft-repeated by others. He always considers all aspects of a job to ensure a positive ending.

Tony is well respected by his team for being uncompromising when it comes to doing a job right the first time. He oversees seven inspectors and five maintenance foremen and their crews.

Colleagues say Tony is humble enough to listen to his employees, always protective of them and encourages them to follow all of the rules and safety measures. He doesn't hesitate to praise his team in public for a job well done.

Tony has taken the initiative to communicate with residents living near Amtrak rights-of-way to address issues such as downed trees caused by heavy storms. He has been known to actually knock on residents' doors to alert them to damaged trees on their property.

By inspiring a strong work ethic among those he manages, Anthony Danella helps ensure that the rails are safer, quieter and straighter and that passengers have a smooth ride. Adds Semliatschenko: "Tony carries his workload with ease. His tenacity to the very end is what impresses me the most. He is great under fire."

Dear Co-workers,

I know you are all busy doing your best to do your jobs. Those of you who stay on top of what's being reported in the media or the industry blogs, you're aware that there are a lot of proposals and ideas being considered about Amtrak's future, and that can be distracting. It's important for you to know what's being said about us, and I want to do my part to keep you informed.

There are Amtrak critics who will question our capabilities, suggest we lack vision and that Amtrak is not relevant to the country's future. Those views are misguided. Take a look at the Northeast Corridor — an excellent example of what we can do with a complex operation, even with limited resources.

Some of our critics argue that the Northeast Corridor operation should be privatized. The NEC represents a significant portion of our business, and we all have a big stake in the outcome of the Northeast Corridor discussion. I know many of you are not involved in the NEC operation, but it's important for you to know what the background is. This is a story worth knowing.

We own 363 miles of the 457-mile Northeast Corridor (and has a mortgage on the property that is held by US DOT). Fifty-five miles of the corridor are owned by New York and Connecticut and is controlled by Metro-North Railroad, not Amtrak. The 37 miles within Mass is owned by MBTA.

The decision to allow Amtrak to buy the NEC in 1976 needs to be understood in the proper context: The Railroad Revitalization and Regulatory Reform Act of 1976 enabled Amtrak to both acquire the line from the bankrupt Penn Central RR, and get the loan from USDOT. The NEC corridor spans nine states and D.C.; the challenge of retaining intercity rail could not be met with the proliferation of the public takeover of all the commuter rail services in the NEC by states and regional transportation authorities.

At the time the NEC was on the verge of shutdown after decades of deferred investment. One hundred and four of 124 interlocking were hand-operated; only 20 percent of the route had bi-directional signals; there were 49 at-grade-crossings; electrification only existed on the south end; and speeds were held down to 90 mph on the north end.

Leaders in 1976 seem to have understood back then — as do many leaders today — that a well-run NEC was (and is) vital to the region's and the nation's economic health. That is why they made it possible for Amtrak to take it over. They also know that no one state or a group of states are capable of running the corridor. If that were true it would have been set up that way or have evolved as such.

Today, the NEC is a vastly different version of the asset we were entrusted to manage. The entire corridor is electrified; maximum speed is 150 mph; nearly all signals are bidirectional and Positive Train Control will be completed three years before the law requires it; we now have centralized electrification and traffic control along with high-

density train control on Newark-Penn station line. In addition, ridership continues to grow, and air/rail market share is up and rising. In short Amtrak has been and continues to be a good steward of this asset, even with limited resources and year-to-year funding uncertainties.

But we're not finished with the Northeast Corridor. We cannot rest, and we have not rested. While it is difficult to operate a semi-public sector railroad with the uncertain support from the federal government that other railroads in the world also rely on, we continue to plan improvements and establish a vision for the future. Despite the uncertainty, we are not waiting for someone else to tell us what to do.

Under our leadership, we worked with all of the stakeholders — nine states and D.C., commuters and freights — to agree on an NEC Master Plan that provides a common-sense vision of what we need to do to bring the corridor to a state of good repair and make the most of the current infrastructure. The plan will help with capacity, it will increase speeds and it is vital for our commuter partners.

New rail leadership from President Obama and Vice President Biden reflects what we also know to be true. A state-of-good-repair vision is not enough for America to compete at the world-class level. Today, there is political recognition — as there was in 1976 — that advancing passenger rail is a matter of strategic national priority.

So we took the vision many steps further. We developed a vision for next-generation high-speed rail on the NEC that is in line with world-class systems and what is being proposed in Florida and California. We've created a High-Speed Rail department, we have partnered with SNCF and Bechtel in Florida, and we will be in the mix of the competition for California when the time comes.

Our NEC Next-Gen Plan will use the fastest technology available, and trip times from D.C. to Boston will be cut in half. Amtrak knows how to operate fast trains, and we are gaining experience with private-sector partnerships in both Florida and California.

That is the story we need to share about our stewardship of the Northeast Corridor. If provided the funding and political support we need, we can manage high-speed rail systems that rival those abroad. We still have our extreme critics who have not updated their understanding of the progress that this company is making every day, but we also are making believers out of many as well.

We are very capable, we have vision and are relevant to our country's future. We are ready to take on the challenges and opportunities in not just the Northeast Corridor, but in all our business lines from border to border and coast to coast. We are America's Railroad.

Thanks for reading this, and thanks for every thing you do for safety and for our customers.

Sincerely,
Joe B.

Dear Co-workers,

I know we you are all busy doing your best to do your jobs. For those of you who stay on top of what's being reported in the media or the industry blogs, you know there are a lot of proposals and ideas being considered about Amtrak's future, and that can be distracting. It's important for you to know what's being said about us, and I want to do my part to keep you informed.

In May, we'll celebrate our 40th anniversary.

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Amtrak owns those 363 miles of the NEC, and has a mortgage on the property that is held by the USDOT.

The decision to allow Amtrak to buy the NEC in 1976 needs to be understood in the proper context: The 4R Act authorized Amtrak to both acquire the line from the bankrupt Penn Central RR, and the loan from USDOT. The NEC corridor spans nine states and DC, the challenge of retaining intercity rail could not be met with the proliferation of the Public takeover of all the commuter rail services in the NEC and elsewhere by states and regional transportation authorities.

Leaders in 1976 seem to have understood back then as well as do many leaders today that a well-run NEC was and is vital to the region's and the nations' economic health. At the time the NEC was on the verge of shutdown after decades of deferred investment. 104 of 124 interlocking were hand-operated; only 20% of the route had bi-directional signals; there were 49 at-grade-crossings; electrification only existed on the south end; speeds were held down to 90 mph on the north end.

Today: The entire corridor is electrified; maximum speed is 150 mph; nearly all signals are bidirectional and Positive Train Control will be complete on the corridor three years before the law requires it; we now have centralized electrification and traffic control along with high-density train control on Newark-Penn station line. In short Amtrak has been and continues to be a good steward of this entrusted asset.

We can not rest, and we have not rested. While it is difficult to operate a semi-public sector railroad with the uncertain support from year to year we have continued to plan improvements during those times of uncertainty. We are not sitting still waiting for someone else to tell us what to do. We know what to do, we have a NEC Master Plan approved by all nine of the States and DC that will bring us to a State of Good of good repair (SOGR). It will help with capacity; it will increase speeds; it is vital for our commuter partners. It was started and completed with a common sense vision of SOGR.

New rail leadership from President Obama and Vice President Biden has emerged in the United States recognizing that a SOGR vision is not going to be good enough for America to compete at the World Class level. The collective vision of Amtrak and the states contained within the NEC Master Plan was not ready to compete for the investment that was available for High Speed Rail with the likes of California or Florida. That is no longer true.

Amtrak leadership reacted quickly with the NEC NextGen Plan, and in addition the Board of Directors approved the establishment of the Vice President of High Speed Rail. We now have partnered with SNCF and Bechtel in Florida, and we will be in the mix of the competition for California when the time comes. We have not yet decided on partners for California.

Amtrak's NEC NextGen Plan will use the fastest technology available, and trip times from DC to Boston will be cut in half. Amtrak knows how to operate fast trains, and we are gaining experience with private sector partnerships in both Florida and California. Amtrak has kept its focus on reducing Debt, cutting it in half over the last five years. We have had two upgrades in our credit rating over the past two years. We are procuring new equipment under a fleet plan that was only talked about two years ago.

We still have our extreme critics who have not updated their understanding of the progress that this company is making everyday, but we also are making believers out of many as well.

We are capable, relevant and ready to take on the challenges and opportunities in not just the Northeast corridor, but in all our business lines from border to border and coast to coast. We are America's Railroad. Thanks for reading this, and thanks for every thing you do for Safety and for our Customers.

Joe B.

Happy New Year Amtrak Employees!

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Tuesday February 15	10:00 A.M. to 4:00 P.M.	Washington, DC Ivy City 1 st Floor Conference Room
Wednesday February 16	9:00 A.M. to 3:00 P.M.	Washington, DC Union Station Starlight Room - Gate D
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February XX, 2011

Dear Co-workers,

I am writing to you about the SAM (Strategic Asset Management) Program and the importance of the SAM training which is now underway. The SAM Program is an example of an investment of great importance that we have made for the health of the company, and with which we need your continued support.

We need to improve our financial systems, make better business decisions based on good information, and compete in a new and more demanding marketplace to remain a leader in our field. The first “release” of the SAM Program, to be launched in early April, will put a new financial system in place that will form the backbone of an integrated system that will allow us to see how materials, time and money fit together in a way that we have not seen before. This system will tie in SAP with many other systems that you may already use such as Ariba, Exacta, Maximo, and Spear to form a comprehensive tool that will allow us to grow and compete effectively.

Your participation and commitment to learning how to make these tools work for you is critical to doing your job and to our success as a company. This means training and preparation, and the continued good business management and maintenance that will give us the professional edge we strive for. To that end, we are providing training of the highest caliber delivered by professionals and some of our own employees who have spent months preparing to aid in the training effort.

I strongly support the benefits that will come from SAM. I hope you will support SAM, participate fully in the training and implementation, and be a part of transformational change in the way we do business.

Thank you for what you do every day to make Amtrak a more efficient and competitive company.

Sincerely,

Joe Boardman
President and CEO

Dear Co-Workers,

For the last three days having difficulty deciding the best way to lead into this note to you. This is my third effort over three days. The subject is our long-distance network, our 15 routes that serve customers coast to coast and border to border.

I believe that the long-distance trains are going to be the subject of debate again. But I believe that the debate must now be different than in the past. Long distance trains provide national connectivity to this nation on the surface of our land in the same way that the nation's electric grid provides for an acceptable quality of life in the rural portions of our United States. The electrical grid operates to sub-stations and distribution points from the power plants so that local distribution companies and public utilities can make sure that all local customers have access. Amtrak's long distance trains do the same thing for the communities that we operate through, our stations become the distribution points for intercity buses, transit systems, taxi's, private auto's and even ferry boats and bikes. It allows our nation the communication and commerce that just is not available any other way.

Amtrak's National System provides for the common good, but today we have become a culture that demands more than the common good for what we will support with public money. Today we want to know what it contributes to our economic benefit. The national budget debate will see Congressional Districts and States adding up their Federal investment in their District and their State in comparison to what they contribute in federal taxes, and in what the Federal subsidy or investment generates in revenue and jobs. Not just for Transportation, but for all of the things we have decided to do with the resources of the nation.

We will not be exempt from needing to defend the support we receive for the national network, and I completely need your help in telling our story in every community that we serve. I need you to tell the story of connectivity; the story of jobs; the story of how the community benefits from having train service. And the story of how communities in a 75 mile radius also benefit from being able to Board an Amtrak train for a 500 mile journey or even journey from one corner of the Nation to anyone of the other three corners. It is our customers and the communities that we serve who will decide if we are worthy of continued support.

My view is that we run this national system complete and connected or we run no long distance trains at all.

I believe the choice is now all or nothing at all, and I know the fear that strikes in some. It is not the time to give in to that fear and debate which route should go or how we would do better if we went a different way. Nor is it the time to dredge up the questions about eliminating Sleepers or Diners. Those are all distractions and they have served nothing more than being ways to avoid the main question, they have been asked many times over the forty years of Amtrak. We have goals that are focused on keeping Food and Beverage costs in control, we have legal requirements to evaluate the performance of every long-

distance route on a three-year rotating basis. We have cut enough over our first forty years; we now have the minimum system that provides national connectivity and mobility. In fact the two routes that we operate three days a week need to be daily.

The main question is: Does the United States Congress and the American Private Freight Rail industry want to keep the bargain they made with the People of the United States in 1971 or don't they? Amtrak belongs to the people of this country, it belongs to every community large and small, it belongs to the "fly over" bread basket, the coastal borders, and our mega regions. We are the stewards for our owners. We know our focus and our jobs, please talk to those who need to know, please keep putting Safety and Customers first.

The truth is that we all know anything else is another series of survival exercises.

Thank you for everything you do to make Amtrak better every day.

Joe B.

Dear Co-workers,

I know that there is a feeling of uncertainty in the air for some of you, and that many of you have questions. I don't have all the answers that many of you are seeking, but I want to tell you where the company is going — knowing what the plan is will at least help reduce some concerns that I have heard expressed.

In October, our board of directors approved a Strategic Plan that sets a new course for our company. I recently asked you to read and become familiar with the Strategic Plan — I will ask you again to do so now — because it is our roadmap to shifting our focus to strengthening the bottom line. As we follow it our company will become stronger, more customer focused, and more bottom line business focused. Amtrak can no longer hunker down in survival mode, and we do not need to. We are a critical asset to this nation; we must serve our nation and our customers well.

Before I get into the changes that I'm seeking, I want you to know that there are no planned or expected service reductions anywhere. Similarly, there are no planned layoffs for agreement-covered employees, other than the normal seasonal adjustments that we go through each year. Nothing different there.

As you know, I am seeking to align how we do business with our Strategic Plan. As I've communicated before, this realignment will result in a reduction in the number of non-agreement employees across all departments. We are not going to reduce any management forces during the coming holidays other than those who have elected and have been approved for the recent Voluntary Separation Incentive Plan. A number of a little more than 150 non-agreement-covered management people have chosen to leave the company via the VSIP, several of them from the senior ranks of management. On behalf of the company, I am grateful for the contributions that they have made through the years. Many of those among the group were close to making a retirement decision, and this program provided the incentive they needed to make a positive affirmation that it was time. I saw many struggle with that choice, as so many have done in the past when it was time to enter into retirement.

Our Strategic Plan We have formally rolled out only one part of that plan from a Business Line point of view which is the Northeast Corridor Infrastructure and Investment Development under Stephen Gardner. Stephen Gardner is hard at work to make our vision for very high speed rail a reality and while doing so improve the infrastructure and its capacity in an incremental way. We must increase current Acela capacity, Commuter access to NYC and advance the State of Good Repair of our entire NEC infrastructure with a collaborative cross functional team of Mechanical, Engineering and Operational efforts that is goal oriented and customer focused. Stephen's success will be our success and he must not be alone in the effort.

Off-Corridor Operations do not cover their basic operating costs, and part of the strategy here is to minimize the costs that are not directly connected with operating the trains in a safe, customer focused, reliable manner. The question to be asked is how does the work

that is being done contribute to doing that, and can it be done differently so that cost is lower without hurting the safety, customer service or reliability? Even more importantly perhaps is; How can we do a better job? Why are we still doing things in a way that does not take advantage of all the improvements available today? What should we stop doing?

We don't have those answer, and no one grand plan is going to give those answers to us, if for no other reason that a grand plan does not allow for the creative ideas of those that are out there doing the work, or who have been asking these questions for years and have nothing but frustrations left.

So that's part of why we don't have all the answers that people are seeking yet.

But I said we have some, and I will give you some of them now:

In Off-Corridor Operations there will be one reporting senior level person that Transportation, Mechanical and Engineering staff will report to. We can not expect a reliable, on-time, customer focused railroad to operate if there is not a focused accountability for that. Further that senior level person while being held to account for both cost and revenue will need to meet the standards and the budgets that are set by the Chief Engineer, Chief Mechanical Officer and Chief Transportation Officer. That same senior level manager will report to the VP for Operations as will each of the Chiefs. This will not be a return to the Strategic Business Unit model. "Operations" is not the same as "Transportation" and I often see that confused in the company. The VP Operations will submit his plan for aligning under this structure in early February and I expect to have given him enough input along the way that it will begin to be implemented by mid to late summer. I expect it to provide fewer levels of management from the top to the bottom, and that will cause an impact to the number of positions.

NEC Operations is one of the Strategic business lines. It will operate differently than the Off-Corridor Structure. The detail on that will not come until after the Off-Corridor structure is set, although once that is know it will help define the boundaries of the Corridor. So this is an area that will need to wait awhile for answers.

There will be one centrally managed Legislative, Government, Policy and Public Affairs function, with a field presence that keeps major contact with our State partners and determines what if any planning needs to be done for a customer or State Partner. Today this function has been split up among too many departments, with a lack of focus and accountability. Some of that change has begun with the dissolution of the Policy and Development Department. We expect 10 to 15 positions will be eliminated with that change.

There will be three planning organizations in the company and they will be relatively small. Facility planning which will be within Real Estate under the CFO will become much more active in proper planning for our Real Estate Assets including our stations; Operations planning under the VP Operations will pick up the Development aspects of the old Policy and Development department along with Section 210 improvement plans and other requests from States and Communities that desire service, and following up and assisting in company identified business opportunities; Strategic Planning which will be

in the President and CEO office and will monitor the Strategic Plan, make adjustment in the plan to keep it current, update the plan or help define course corrections early by paying attention to economic and other business trends to keep Amtrak on top of its game.

Marketing and Product Development will be less marketing and more sales. Product Development will partly become part of operations planning and will partly be retained, but will be smaller. Social media will grow along with the use of other more up-to-date methods of improving our service to our customer. Field functions will be part of operations, part of Legislative, Government, Policy and Public Affairs, or will be a targeted sales function with sales goals or will not exist. The distribution function of the commissary will go to Operations but the Menu Development will stay with Marketing. Call centers will stay with Marketing, and Marketing will pick up accountability for Selling our Management Services to Commuter Operations, evaluating and responding to the solicitations for Commuter Contracts.

There are other changes that will occur as we respond to the requirements of such a new direction. Its often said that change is the only constant that we deal with. We see it in our families and we see it in the world around us.

We are doing these changes for a stronger future, and yet I know when it affects you directly that high minded idea gets lost. That's the tougher part of leading a change. I've tried to mitigate some of this with the VSIP, giving us some room and also allowing those who have other opportunities to pursue them without hurting the company or the people. That won't be enough, and it won't be quick or automatic that the positions that have been vacated will be filled, some will and some won't. When you see them posted and you qualify for them please apply, if your record is good and your skills are the ones that are needed you will stand in a good position to be competitive.

Amtrak costs continue to climb with additional direct salaries and wages, and while some revenue from ridership is up other revenue like federal operating assistance is down that is part of the reason we must cut. But frankly that is not the primary reason. We must operate a more competitive company in a more competitive environment today. We have Global competitors coming into our backyard and convincing members of Congress, State and Commuter Officials and others that they can do a better job than Amtrak. We also are in competition for Federal Assistance across modes, Airlines through the FAA, Highways and the Intercity Buses through the FHWA; Transit, Commuter Rail and Buses through the FTA. We also have to compete with the funding for USDOT Safety programs which comes out of the same appropriation funding.

Reid Joins Amtrak as Chief Corporate Liaison

Transportation industry veteran Peggy Reid joins Amtrak today as chief corporate liaison. This new executive-level position reports directly to President and CEO Joe Boardman. Reid has held multiple senior leadership positions within the U.S. Department of Transportation and will be responsible for improving internal coordination between Amtrak departments on administrative, financial and operational activities.

Prior to joining Amtrak, Reid served for eight years as the Federal Railroad Administration's associate administrator for financial management and administration. She directed all Information Technology, Acquisition and Grants programs and Human Resources, and was also responsible for financial performance and budgeting for the agency and its eight regional offices.

"We can't continue operating as a collection of individual departments if we want to reach our potential," said President and CEO Joe Boardman, noting that programs such as Safe-2-Safer and Strategic Asset Management are moving the company in the right direction. "Peggy's job is to serve as an internal consultant to coordinate the process improvements and strategic planning we need to best serve our passengers and partners."

Other duties Reid assumes are management of organizational development, leading top-priority programs to make sure they align with strategic needs, and advising the CEO and other executives on major policies and issues facing Amtrak.

Reid began her career in the Office of the U.S. Secretary of Transportation. During her tenure at the FRA, she also held the positions of Human Resources director and acting director of Information Technology. She graduated magna cum laude from the University of Maryland with a bachelor's degree in business and holds an associate's communications degree from George Washington University.

Playing politics with the nation's infrastructure

Handcuffs

The interested parties Private investors invited by the US DOT to produce high-speed rail proposals emphasized that a heavy investment by the federal government

a new direction for passenger rail transportation in the United States. Specifically, this proposal will include provisions to bring true high-speed rail to the nation's Northeast Corridor by using public-private partnerships, and inject competition into passenger rail service around the country.

Special to agreement employees on overtime

Dear Co-workers.

When our appropriations were approved by congress this year they put a provision in the legislation that required changed procedures for how the company manages overtime payments to agreement employees.

The new requirements came from a previous requirement for the company to provide a list of our highest paid employees many of which are among the agreement ranks rather than non-agreement management ranks. Congress decided that they would find a way to limit the payment of overtime and they established a limit of \$35,000.00 as the upper limit for overtime before a special approval would be required.

This provision does not begin until January 1, 2012, and we are now working to understand what we will need to do, and then communicate that to both Union Leadership and management staff. We will follow the law and the agreements as we manage this latest requirement.

I write this now because confusion has occurred about this. Overtime is still something that will be paid but we have restrictions when any one agreement person goes over \$35,000.00 in overtime payments.

In the last report we had on overtime we had 1,283 employees that reached that level. The point Congress is making is that we may need additional employees if that is the case.

Of course the unintended consequence Congress has caused with this approach is that very often our most ambitious and productive workers are the ones that are paid the overtime. In fact it is our sense that some of our most dedicated workers are the ones that come in when they are needed. It is unfortunate that has such a consequence. On the other hand there are some situations that seem very badly out of control due to unintended consequences of labor agreements or lack of ability to hire enough help to control the issue. Congress is telling us to fix those situations with this requirement.

When we know how we will manage the impact of this we will address it through your manager and ensure that Union Leadership is fully advised. However even though some postings have occurred that are incorrect please know that this is not the end of overtime, and also please know that I thank you for your work and your willingness to put more time in when business needs or the safety and welfare of the public we serve are at stake. We will get this done in a fair way.

Joe B.

Special to agreement employees on overtime

Dear Co-workers,

I want to clear up some confusion about overtime for agreement-covered employees, in light of a new legal requirement that becomes effective xxxxxx.

When our appropriation was approved by Congress this year, the legislation included a provision that required new procedures for how the company manages overtime payments to agreement employees, establishing a limit of \$35,000 per employee before special approval would be required.

The limit was put into the legislation after we were asked by Congress to submit a list of our highest-paid employees (or functions?), many more of which are among agreement-covered ranks, rather than non-agreement employees. The list included 1,283 employees who exceeded \$35,000 in overtime.

There's a rumor circulating that this is the end of overtime. It is not the end of overtime for agreement-covered employees. Overtime is still something that will be paid, given the nature of some of the work we do. The difference is that we have restrictions when any one agreement employee goes over \$35,000 in overtime payments.

Very often, our most ambitious and productive employees are the ones earning overtime. Some of our most dedicated workers answer the call to come in or stay late. For some of the crafts, overtime is a way for us to make sure we get the job done without affecting service. It is unfortunate that the inadvertent consequence of this obligation applies to some of our most hard-working employees trying to do the right thing.

On the other hand, with this new requirement Congress is telling Amtrak to fix situations in which overtime has been excessive. There are situations that seem out of control for a range of reasons, such as unintended consequences of stipulations in labor agreements, or our not hiring more employees to address gaps in manpower. But we also need to do a better job of managing this part of the business, especially considering our current financial situation and our objective to put more emphasis on our bottom line.

We are currently working to understand exactly what we need to do to manage this requirement. When we know how we will manage the impact of this we will ensure that union leadership is fully advised and we will address it through your manager.

Please know that I thank you for your work and your willingness to put more time in when business needs or the safety and welfare of the public we serve are at stake. We will get this done in a fair way.

Sincerely,

Joe Boardman

Strategic Plan / Voluntary Separation Incentive Program

- Using the Strategic Plan we released in October as our roadmap, we must shift our focus to strengthening the bottom line. The plan — which everyone should read — aligns organizational efforts, prioritizes resource allocation, and measures performance against goals and strategies to put us in a stronger financial and strategic position.
- This plan is centered on accountability for performance, and calls for a sense of discipline and direction that enables us to leave behind the state of survival that hampers our strategic growth. It puts us in a much better position to be an active participant in today's competitive industry and business world.
- As we move forward with this plan, you will see more detailed descriptions of the tactics we'll employ in the annual Budget and Business plan and the Five Year Financial Plan.
- The first realignment of functions under the recently released FY 2011 - 2015 Strategic Plan is the formal integration of ongoing Northeast Corridor planning and development work with Amtrak's efforts to develop a proposed 220 mph next-generation high-speed rail system within a new Northeast Corridor Infrastructure and Investment Development business line.
- This integrated business line will bring together all Amtrak funding, policy and planning decisions regarding NEC improvements to maximize the financial performance of the business line, and to support the current and future operations on the Corridor, including commuter and freight railroad service.
- A critical element of the business line is to ensure the ongoing development of 220 mph high-speed rail, including developing financial and business plans, and communicating the high-speed rail vision for the NEC with Amtrak's stakeholders.
- The truth of our finances will require difficult decisions in the weeks and months ahead.
- We have a great future and we cannot abandon our investments or our plans. We don't have that luxury, and our customers expect us to get better while some of our detractors expect us to fold our tent. We will not do that.
- We need to create an organization and a culture that can manage the ambiguity that comes from the annually changing government support. We will not lose sight of the Amtrak our customers need us to be. We will continue to make the investments that will yield a more efficient and reliable Amtrak.
- We will allocate our resources to continue long-lacking capital investments that have become critical for us in serving our customers, such as the next-generation reservation system and eTicketing; fulfilling our mandatory requirements for stations under the Americans with Disabilities Act; and proceeding with the acquisition of new equipment for our aging fleet.
- In November, Amtrak will be offering non-agreement-covered employees a Voluntary Separation Incentive Payment in order to better allocate its resources and align the structure of the company in accordance with its Strategic Plan and within the financial realities it faces.
- Because the realignment will result in a reduction in the number of non-agreement employees across all departments, the VSIP is being offered as a way to lessen the impact of future involuntary separations. The realignment is expected to occur throughout FY 2012. If the cost-reduction and organizational expectations are not achieved, a Reduction in Force will take place in January 2012.

Dear GC, etc.,

[Forward to Exec Comm and direct reports]

I spent all day yesterday on the Hill talking to our friends about funding for this year. I did not come away with a positive feeling that we will have the sufficient amount of funding we'd hoped for. As you probably know, the numbers vary, and it's not wise to become all-consumed by one number versus another at this point. While we don't know yet what the outcome will be, I think it's important that we all have a sober picture of what we may be facing.

I know that your legislative folks are also visiting and educating our friends and the new members on the Hill, and you are hearing the same numbers that we are.

I have tasked staff to look at how we can save money and yet continue to provide the service that we all know is critical for our customers and our nation. I want each of you to know that it is not a rumor that we are looking at something — we will be looking at as many things as we can. All categories of overhead will be looked at in a fairly short time frame.

Yet even with that, I know that overhead alone may not be sufficient to save enough with the numbers that are being discussed.

There will be financial questions that will be asked in all corners of our company, and it will cause employees to wonder what's up. To that end, I will be keeping employees informed as we learn more. I will be meeting with the full board of directors next week, and they will also want answers as to what this all means for us.

I know this will be a stressful time for all of us. I will do my best to keep you informed. I thank you for the work you and your legislative reps are doing to help educate policy makers about the importance of the service we provide.

Joe Boardman
President and CEO

JM draft 8/29; this is likely too long, but will cut to fit space.

***California Zephyr* Tests Customer-Service Pilot Project**

Some 300 on-board service employees, station personnel, conductors and assistant conductors involved with the *California Zephyr* route have been trained recently in a new customer-service model aimed at improving passenger satisfaction and loyalty while also increasing revenue.

The model — known as HumanSigma[®] — was developed by Gallup and has been adopted by Disney, Ritz-Carlton Hotels, Starbucks and other major corporations. Gallup's approach is based on research that identifies four major principles as having the strongest bearing on customer loyalty.

“This training has been a major undertaking,” says Jennifer Davis-Page, marketing and product development office in Chicago, noting the high number of on-board employees involved. She says recent service disruptions due to flooding and the two grade-crossing incidents, as well as summer vacations, did delay the training somewhat. This round's final class is now scheduled for the end of October.

Full service on the *California Zephyr* was restored last week

The classes are based on research that shows that customers report the highest level of satisfaction when served by employees who:

- Perform random acts of kindness;
- Make an emotional connection,
- Follow “flawless processes,” and
- Pay attention to detail.

When these criteria are met, customers are more likely to seek out services from a company again and to talk about their experience to others, leading to increases in revenue.

The recent training sessions grew out of recommendations in the FY '10 Performance Improvement Plan for the *California Zephyr*, which was prepared in response to the federal mandate in the Passenger Railroad Investment and Improvement Act, under Section 210.

The approach is being closely evaluated and may be adopted for other routes in the future.

2011

Collateral

special employee advisory

April 30, 2010 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today we come together at 46 different locations to celebrate our second annual Employee Appreciation Day. I hope that you'll take the time to participate and learn more about what's going on in the company.

We've made a lot of headway in the past year, but I'd like to focus on some of the things we're doing as a company to improve life at Amtrak.

Whether you are a locomotive engineer or a financial analyst, each employee is the power behind the Amtrak brand. You — your ideas, your energy, your know-how — are what makes us America's railroad. And our employees show a loyalty to Amtrak and to the Amtrak family that in my view is uncommon in today's world.

We have our own financial challenges, and as a government-supported business we are fully aware of the responsibilities that come with taxpayer support. But one of the most meaningful investments we can make is in our workforce.

Next month, we'll be unveiling three interconnected resources for employees: the new Human Resources Employee Service Center, the Employee Information Portal and access to the intranet from home for all employees.

Also next month, employees participating in the Fidelity 401(k) Retirement Savings plan will have new lower-cost options in which to invest, allowing you to save more for retirement. The new options are the direct result of the initiative of our Treasurer, Dale Stein, who made securing these new options for employees among his top priorities.

We're devoting resources toward implementing Safe-2-Safer because the

return on a safer working environment — saving a co-worker from an injury or worse — is employees going home to their families at the end of the work day. With Safe-2-Safer, we're also providing managers ongoing training and helping foster a more collaborative environment. While the full benefits of Safe-2-Safer will play out over time, the result is an enduring change in the way we relate to one another, and a safer and more pleasant place to work.

We also offer other resources that are unique to Amtrak. We are among few companies with its own Employee Assistance Program. The benefit of an in-house EAP is that our staff of professional counselors provides confidential support and guidance, but they also understand the unique Amtrak culture.

We also recently marked the 10th annual Operation RedBlock Day, aimed at educating employees about how to promote a drug- and alcohol-free workplace.

Next Saturday, approximately 170 locations in 44 states (including the events in Los Angeles, Chicago, Philadelphia, and Washington) will be hosting National Train Day events — an opportunity to celebrate the American railroad and the people behind it.

These are just a few examples of our efforts to show our commitment to you. We value and appreciate you, and the work you do every day. Thank you and keep working safely.

Sincerely,



Joe Boardman
President and CEO



Produced by
Employee Communications

ecom@amtrak.com

April 4th 2011

Dear Co-workers;

I spent part of last week in Nashville Tenn., where our Safe2Safer contractor was holding a conference with a broad cross-section of their clients, and those interested in the best practices for improving their safety culture and reducing accidents and injuries. I met many of our own S2S coordinators, and participants from other companies like Disney, and Arch Coal and BNSF and others. Many of Amtrak Senior and Mid managers also participated in the event. I was surprised at the energy, and interest there was by the participants which numbered near 3,000.

Amtrak also participated with the Safety Showcase where each company really tried to tell their story of Safety and the cultural changes that they were engaged in to make safety a way of life in their industry. All of you can be proud of our people, their enthusiasm and their message. Even our K9 unit with APD attended, it felt good to be there and support our Amtrak people as they move us toward a better place with Safety. There was also very strong Union Leadership support demonstrated with a significant number of Local and General Chairs in attendance. I believe that Amtrak is becoming the National Leader in Safety Cultural changes for our industry.

Amtrak is improving in so many ways toward a new vision for itself. Safety is and always will be our number one goal, but I see a much greater focus on our Customers, both our passengers, and our State and Commuter customers, the measure is both ridership which up, and CSI scores which over all are improving.

The Safer, Greener and Healthier Amtrak is appearing and its shaping our future in a positive way for those that will follow us. We are demonstrating leadership on the NEC with a vision for faster trains, along with improvements for our critical infrastructure. We are looking for ways to do more recycling, save more fuel, pay down our debts; improve our organizational structure, reduce our subsidies by raising our revenue and being smarter about costs.

Amtrak is becoming stronger because we are focused on the right things and its noticeable for those who take the time to look. I recently stopped into a NARP meeting and said something like this. “Isn’t it great that we have a “Fleet Plan” that can be criticized”. “After all it isn’t so long ago (before Feb of 2010) that we did not have a fleet plan to criticize”. Now we have 150 Long Distance Single level cars on order and 70 Electric Locomotives on order, and we have updated our first fleet plan once and are looking at added criticisms to update it again.

I see many successes by the men and women of Amtrak since I came here in late November of 2008 and I am thankful for them, but there is something we all must keep in mind as we complete things... I once read someplace that “life was an unfinished-ness” which I took to mean that we should not get discouraged by it, but just keep doing what needs to be done. Amtrak is like that... It will always have things that need to be done, or

re-done or changed... it will be “unfinished” but each day it is better, and will continue to be for the future. It is up to all of us to hand it off to the next person or people that follow us in the best condition that we can... Amtrak is an institution that belongs to America, for now we are its “Stewards”.

Thank you for all you do.

Joe b.

special employee advisory

April 26, 2011 • Page 1 of 1

Appointments Made to Realign Strategic Functions in Transportation Department

Operating department veterans Robin McDonough and Lois Cuning have been selected for two senior-level Transportation department appointments that are designed to better support the company's strategic initiatives by aligning functions, streamlining operations and strengthening relationships with partners and stakeholders. Both functions are effective as of April 15, and report directly to Vice President of Transportation Richard Phelps.

Robin McDonough has been selected to manage all major business improvements, technology enhancements and strategic planning and analysis. As chief, Business Operations and Technology, she will also oversee special train/private car moves and fuel management. She will put increased attention on planning and analysis, including the centralized review of all service changes and requests for new positions. She will also oversee crew management and train scheduling upon the retirement of Chief, System Operations Jon Tainow in June.

As chief Business Management and Customer Service, Lois Cuning will direct the development and implementation of strategic customer service initiatives and the implementation of initiatives, such as EIM and SAM. Lois will also advance the company's goal of improved connectivity and mobility by aligning the connecting services, like Thruway Bus service. Adding to her recent assumption of responsibility for customer service delivery, she will oversee the 24-hour customer service

desk at CNOC. Lois will continue to direct the financial and organizational management of the department. She will also be responsible for the revenue remittance function, joining together the on-board service, conductor and station audit functions.

Lois and Robin will work very closely together to gain efficiencies and implement strategies for the day-to-day and long-term operation of the department, including tending to the needs of strategic partners.

The appointments encompass two of a three-person management team at CNOC that will be in effect starting in June and reporting to the Vice President of Transportation.

Robin and Lois join Senior Director of System Operations Mike Frazier at CNOC, whose responsibilities center on train operations, service disruptions (and host railroad field coordination), space and equipment control, emergency preparedness and FEMA evacuation trains — making safety and customer service a focal point of all of those functions. Mike will begin reporting directly to Richard Phelps upon the retirement of Jon Tainow.



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August 11, 2011 • Page 1 of 1

Human Capital Management Chief Selected

President and CEO Joe Boardman announced today that Barry Melnkovic, a human resources professional with more than 25 years of experience, will join Amtrak as Chief Human Capital Officer on Aug. 15.

Mr. Melnkovic will be responsible for oversight of all human resources functions, diversity initiatives and labor relations. He will report directly to the President and CEO.

“Barry’s experience will advance and enrich an approach to HR that is more in line with our evolving culture,” said Boardman. “He is a leader who has a record of successfully implementing innovative human capital strategies.”

His areas of expertise include labor relations, operational strategic planning, recruitment, organizational development/training, leadership coaching, performance management and workforce development. He is also well-versed in Lean/Six Sigma process improvement methodology.

Mr. Melnkovic was most recently vice president of Talent Management and Business Development at Alistar Consulting, Inc., a global executive search and consulting company. Prior to that, he served as vice president in Human Resources at Owens Corning, Holland America Line, Motor Coach Industries and Lilly Industries.

The change in title and nomenclature from human resources to human capital management represents a change in the scope of responsibilities. Human capital management puts more emphasis on a comprehensive approach to managing the workforce, recognizing its critical role in the development of an organization.



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August 11, 2011 • Page 1 of 1

Human Resources Department Chief Selected

President and CEO Joe Boardman announced today that Barry Melnkovic, a human resources professional with more than 25 years of experience, will join Amtrak as the new head of the Human Resources department on Aug. 15.

As Chief Human Capital Officer, Mr. Melnkovic (pronounced MEL-KO-VIK ?) will be responsible for oversight of all human resource functions, diversity initiatives and labor relations. He will report directly to the President and CEO.

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August 16, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I've been struck by all of the discussion in the media these days about corporate or organizational culture. As I read news articles about inquiries into other organizations' business practices and what was or wasn't tolerated within their respective "cultures," I think about some of the changes we're making.

There is a very real relationship between culture ("how things really get done") and performance. And when things go wrong, what's often revealed is a culture that wasn't fostering the right values and/or steering the company in the right direction. If you don't believe me, just check the headlines lately.

I believe in Amtrak, and I believe that the investments we're making — including Safe-2-Safer and the Strategic Asset Management (SAM) — are helping cultivate a different Amtrak culture. The culture we're aiming for is one that thrives on collaboration and innovation; that makes decisions that make good business sense.

We're also pursuing a growth-oriented mission, and steering the company to better serve our state and commuter partners by providing them a higher level of customer service while always ensuring safe operations.

To that end, I want to update you on some of our activities on the commuter front. We're currently putting the finishing touches on our joint proposal with Bombardier to operate the Camden and Brunswick Lines of the Maryland Area Regional Commuter (MARC) service, in addition to the Penn Line, which we already operate.

We are also looking ahead to the release of a Request for Proposals to continue to operate Caltrain's Peninsula

Corridor Commuter Rail Service between San Jose and San Francisco. Keeping this contract will further strengthen our strategic partnerships in California — an important market given the state's commitment to expanding rail service.

Speaking of California, the Transportation department is ramping up to begin operating Metrolink service on June 26 and we expect to sign the official contract in the very near future.

And while we are preparing for the transition of the Virginia Railway Express business to a competitor, VRE is currently still our customer and they deserve nothing but our best efforts. When that relationship ends, the employees that have been serving VRE in a variety of roles can stay with Amtrak, without resulting in the loss of any jobs for others in the Washington area. I look forward to having them continue to be part of the Amtrak family, pursuing a career in similar or the many other jobs and opportunities throughout our national system, now and in the future.

As I've said before, in years past Amtrak seemed to be focused on survival. Today, our survival relies on being focused on growth. As America's railroad and the only high-speed rail operator in the country, we offer unique expertise and experience and are making investments to secure our position as the provider of choice.

I'll keep you updated on the opportunities we're pursuing and look to you to help us secure them. In the meantime, thank you for your dedication and please work safely.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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August 17, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I regret to inform you that another company has been chosen as the highest-ranked bidder to operate, and maintain track and equipment for, the Caltrain commuter rail service between San Jose and San Francisco.

Amtrak has provided train crews, and Engineering and Mechanical employees since 1992. Since then, our employees have contributed to major projects that have brought about transformational changes, including significantly expanding track and signal capacity, and service expansions. I thank all of the employees dedicated to Caltrain service for helping the Peninsula Corridor Joint Powers Board (JPB) achieve its goals and for serving the people of that region so well for so many years.

We will be preparing for the transition of the business to another company, which is projected to formally occur in early 2012. At this point, I don't have much more to share with you about the process, but we will learn more as we work out the details with the JPB. In the meantime, I know that our Caltrain-assigned employees will continue to provide the same professional, safe and reliable service they have for years.

We are naturally disappointed. We have enjoyed our relationship with the JPB and the many people in the area who rely on the service.

While there will be an opportunity for us to learn from this experience, we did put forward a strong proposal and I appreciate all the hard work many people put into it.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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August 31, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Since the official launch of Safe-2-Safer in August 2009, we've made some strides in creating a more collaborative environment in which employees are enabled to change at-risk behaviors to safe behaviors.

We have 28 steering committees and more than 500 trained volunteer observers in place across the system. In addition, more than 2,500 supervisors have participated in workshops to help make them more effective leaders.

Most of you were here when we invited all employees to participate in a voluntary survey in 2009. Those results did several things: They provided us with a current snapshot of how employees viewed Amtrak safety, security and leadership culture; provided a baseline from which we could measure improvement in employees' perceptions; and helped shape Safe-2-Safer to address the issues voiced by employees who completed the survey.

Now that we've put Safe-2-Safer in motion, we need your feedback about how it's going. Starting on Oct. 3, we will be asking you to take a voluntary survey, which will take approximately 45 minutes to complete. You will have the opportunity to complete the survey in a number of ways, depending on your location, craft and position. Safe-2-Safer facilitators and steering committees will be disseminating the

paper copies at your job location, while employees who have Amtrak email can take the same survey online via a secure external link hosted by a third party (a link will also be posted on the Amtrak intranet).

Please remember that the surveys are anonymous, and no answers can be traced back to any individual. Only BST representative (Behavioral Science Technologies, who are helping us implement Safe-2-Safer) will see the individual surveys. As we did with the survey taken in 2009, we will be sharing the results once they're available.

We have seen a lot of support for Safe-2-Safer throughout the company, and we have seen the signs that point to progress. I cannot overstate how important it is for us to hear from you about this — we need your participation to measure how far we've come and how far we have yet to go.

Thank you for your support, and look for more information about the survey as we get closer to Oct. 3.

Sincerely,



Joe Boardman
President and CEO



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Jan. 28, 2011 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

There is a lot of discussion going on — and more to come — about passenger rail in our country. During his State of the Union address this week, President Obama made specific reference to the critical role high-speed rail has in our country's infrastructure and future.

Yesterday there was a congressional field hearing held in New York City at Grand Central Station by the new Chairman of the House Transportation and Infrastructure Committee, Rep. John Mica. The subject of the hearing was about building “real” or “true” high-speed rail.

Al Engel, our new vice president for High-Speed Rail, and I joined a roundtable discussion of the issues after the official part of the hearing ended — we were not invited to testify before the committee. The addition of a discussion format in connection to a committee hearing was new for me. I guess it was Chairman Mica's way of trying to get the members of the committee and others engaged in a discussion about high-speed rail.

While it's not my intent to represent Chairman Mica's position, his basic argument — as I understand it — comprises three parts: 1. While he appreciates the efforts that have been made to bring high-speed rail to the Northeast, those efforts do not measure up to a world-class standard based on what is available in Europe, Japan and China. 2. The assets of the Northeast Corridor should be privatized with perhaps multiple operators or franchised with the intent of introducing competition as the way to bring this level of service. 3. The distribution of federal high-speed rail funding is too

widely dispersed and insufficient to accomplish the intended purpose of successfully constructing a world-class system, and further the only region of the United States that has the density to support that success is the Northeast.

You may have seen some of the stories in the media about the hearing, and we'll be seeing a lot more as the national debate about the future of passenger rail continues. I want to share with you our position.

In the context of these points of view — and I leave room for understanding them better as they develop — I believe: 1. Amtrak has proven to be a good steward of the Northeast Corridor since we were given that responsibility in 1976 for 363 miles of the 457 miles between Boston and Washington, D.C. Since 1976, we have electrified the entire route, we have nearly doubled the number of passenger trains per day, north-end speeds have gone up from a maximum of 90 mph to 150 mph, south-end speeds are up from 110 mph to 135 mph, travel time is down, ridership is up and continues to grow, Amtrak's air/rail market share is up and rising, and the number of grade crossings are down 80 percent. Given our challenges, we have made significant strides given the federal investment levels over the years.

2. In listening to other points of view, I think the core of their debate about high-speed rail is ultimately about who owns the property and/or operates it — a public entity like Amtrak or private sector entity. I think that's at the heart of the debate. Its major focus is not “real high-speed rail,” its “real estate.” Amtrak was created by Congress precisely because the privately owned railroads could no longer sustain the vital public service of intercity passenger rail. No other company is



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January 28, 2011 • Page 2 of 2

prepared to take over the Northeast Corridor. No other entity is equipped to cover the long-term capital and operating costs of the NEC.

3. Places other than the Northeast need trip-time competitive rail service. The demand for it is so great that many states received funding for worthy investments to help meet their regional transportation needs. But more funding is needed to rebuild our passenger rail network, and to improve the ability for the freights to accommodate that growth. It is vitally important for passenger rail and high-speed rail systems to provide the connectivity that is needed to make passenger rail viable in the United States. It is not only about having rail as an option for millions of Americans, there are other reasons of national import — reducing our dependence on foreign oil, sound use of our energy and environmental resources, economic recovery and stimulation, and congestion relief are among the others — for advancing passenger rail as a matter of strategic national priority. Putting Amtrak on a list for zero federal funding is both inconsistent with that need, and ill advised in the face of the issues we face domestically and globally.

As I told you last week, we are working hard to educate new members of Congress and the general public about the importance of Amtrak to our nation, and to our nation's future. But the reality is that we are facing a national budget-cutting climate. In the coming weeks we will be learning more about what our federal appropriation for this year will be, and we should be prepared for a lower funding level than we expected.

We may face uncertainty, and hear about cuts all around us, and, yes, there are some things we cannot control. But

there is a lot that we can control. We are a unique company, we are experts in the industry and we are making changes to the way we do business to become a more competitive and responsive partner. I need your help in working hard to stay focused on providing world-class service today. We need to remain prudent about how we invest the federal dollars we've been provided. Don't let the discourse distract you from taking initiative, thinking bold thoughts about how to better meet the needs of our passengers, never letting your eye off the safety of our passengers and one another.

Thank you for your support and for what you do every day.



Joe Boardman
President and CEO



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2. In listening to other points of view, I think the core of their debate about high-speed rail is ultimately about who owns the property and/or operates it — a public entity like Amtrak or private sector entity. I think that's at the heart of the debate. Its major focus is not "real high-speed rail," its "real estate." Amtrak was created by Congress precisely because the privately owned railroads could no longer sustain the vital public service of intercity passenger rail. No other company is prepared to take over the Northeast Corridor. No other entity is equipped to cover the long-term capital and operating costs of the NEC.

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As I told you last week, we are working hard to educate new members of Congress about the importance of Amtrak to our nation, and to our nation's future. More and more of the public is demonstrating their knowledge of the importance of rail with our increasing ridership.

We always face uncertainty, and we will hear about cuts all around us, there are just some things we cannot control. We can keep our faith that the right decisions will be made, and we can work hard for our customers...

Thank you for your support and for what you do every day.

Joe Boardman
President and CEO

special employee advisory

June 14, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

Last week, the board of directors and I recognized the contributions of Chief Information Officer Ed Trainor, as we offered him our best wishes for his retirement that begins this Friday.

Ed has served Amtrak twice in his career, from xxxx to xxxx, and then again when he returned in Dec. 2006. As CIO, Ed presided over a number of major initiatives in Information Technology, including significant investments in streamlining our systems with Strategic Asset Management and the establishment of group information officers to better meet the business needs of the company. I thank Ed for his perseverance with our technology challenges and for his dedicated service over the years.

While we bid Ed farewell this week, we welcome someone many of you already know to the CIO position. Group Information Officer, Operations, Maintenance and Engineering, Ron Sorozan, has been selected to take over as Chief Information Officer. Reporting directly to me, Ron will start in his new role on Monday, June 20.

Since he joined Amtrak about a year ago, Ron has shown the kind of leadership, skills and technical knowledge that the CIO function requires. Ron has 25 years of experience in IT, including CIO appointments to two companies, and in-depth knowledge of reservation systems. Ron's familiarity with Amtrak's operational and business needs, combined with the customer focus he has shown in his current position, will serve him well in his new function.

Please join me in thanking Ed for his service and welcoming Ron to his new role at Amtrak.

Sincerely,



Joe Boardman
President and CEO



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June xx, 2011 • Page 1 of 1

Message From Joe Boardman

Joe Boardman
President and CEO

Dear Co-workers,

I am very pleased to announce that we've selected Jeffrey Geary, a seasoned railroad industry professional, to lead our operating departments. Effective June 20, Jeffrey will join Amtrak as the vice president of Operations, overseeing the Transportation, Engineering and Mechanical departments.

Jeffrey will report directly to me and will be based in Wilmington, Del. As I've said before and as evidenced by some of the changes I've made, the people running the day-to-day operation of the railroad should be located in the field, closer to the employees they supervise. The vice president of Operations function is squarely focused on operations — Jeffrey will not serve as my deputy or absorb other “corporate” duties — and will have direct accountability for the keeping the railroad running across the system and across Transportation, Engineering and Mechanical functions. This means that he'll be managing our operations in a more integrated way and will

Jeffrey was selected because exhibits the mix of knowledge and qualities I'm looking for, and he shares my focus. We have a strong senior management team in place, and we will continue to evolve as we bring together people who put a premium on collaboration and service quality.

Thank you for your support and for the work you do every day.

Sincerely,



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Employee Communications

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special employee advisory

March 7, 2011 • Page 1 of 1

Senior Management Update

Dear Co-workers,

Ensuring that we have a good team in place to maintain the continuity and focus we need to reach our goals is critically important, so I want to update you on some senior management functions.

We will be hiring a vice president of Operations, and the job **has been /will be posted this week/tomorrow/today**. Based in Wilmington, this position will be squarely focused on Operations, and the heads of the Transportation, Mechanical and Engineering departments will report to this person. While the function will report directly to me, this job should not be confused with the formerly abolished chief operating officer function, which served a different role in the company and included a number of other responsibilities outside of Operations. As I've said before, it's important that the folks who operate the railroad day-in and day-out are in the field, so that they are closer to the operation.

I also want to let you know that Chief Information Officer Ed Trainor has announced that he will be retiring after the initial launch of the Strategic Asset Management project in June of this year. To ensure that we have ample overlap and a smooth transition, we will also be looking for CIO candidates in about two weeks.

In addition, **xxxxx xxxxx** has been selected to manage the Human Resources functions with the **[impending]** retirement of the current of the department, Lorraine Green, on April 1.

For those of you who work with him or his department, vice president of Policy and Development Stephen Gardner while be out on paternal leave (**insert timing?**). Vice president of Marketing and Product Management Emmett Fremaux and vice president of Government Affairs and Corporate Communications have both agreed to step in for him while he is on leave.

Thank you for your support and for the work you do every day.

Sincerely,



Joe Boardman
President and CEO



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March 17, 2011 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

I want you to know that I have asked our VP for Environmental Health and Safety, Roy Deitchman, to keep me advised about any issues or concerns that we should have in connection with the Japanese nuclear incident in the aftermath of the massive earthquake that took place there. Roy has worked on radiological health matters, and he is also consulting with our own medical director, Dr. Paul McCausland, who also has considerable experience with nuclear matters as a former nuclear engineer in the U.S. Navy.

The New York Times carried a story yesterday that indicated that the plume of radiation would reach Southern California tomorrow. I quote from the article: "Health and nuclear experts emphasize that radiation in the plume will be diluted as it travels and, at worst, would have extremely minor health consequences in the United States, even if hints of it are ultimately detectable." The article also quotes the head of the Nuclear Regulatory Commission, who stated that the plume posed no danger to the United States.

This is consistent with what Roy has advised both the Executive Committee and our board of directors. According to Roy and Dr. McCausland, since we expect potential exposures to be low, it would be extremely difficult to say what — if any — health effects might result. They added that there is currently no credible source that cites any projected health effects on the

U.S. population. We will continue to monitor the status of the situation.

On another note, we have developed a relationship with people at the East Japan Railway Company (JR East), and they have shared with us that none of their employees or customers perished or suffered major injuries because they had all evacuated safely. Sadly, one of their off-duty employees died and several others were injured. Although some conventional lines are operating at near normal levels, they are working through electrical power supply shortages to try to restore other service. It is heartening to hear them say that they feel restoration of service will encourage people. Our thoughts are with them — and any of our employees who may have family members in Japan — in this very difficult time.

I want you to know that we are keeping an eye on this issue. I hope this is helpful and reassuring to those who work, live and travel on the West Coast. If you want to learn more about this, you can find some good information on the World Health Organization website (www.who.org).

Thank you for your work and for treating our customers well. My best wishes to you and to your families.

Sincerely,



Joe Boardman
President and CEO



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May 27, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

For nearly 150 years, our nation has observed Memorial Day by honoring the men and women who have died in the service of our great country. As America's Railroadsm, we, too, will commemorate Memorial Day this year.

At 3 p.m. local time on Monday, we encourage all Amtrak employees to participate in the National Moment of Remembrance by taking a moment to observe, in your own way, the Americans who have died while defending our nation. This year, as in previous years, all of the engines on the system will sound their horns at 3 p.m. local time as a salute to those who died for our country.

Memorial Day is also a day to remember the men and women who are on active duty. Over the years, many Amtrak employees have served our nation to protect our freedoms and our way of life. I hope you will take a moment to think about the Amtrak employees who are on active duty with the Reserve or the National Guard and are deployed away from their families and friends.

For those uniformed crew members who will be working on Memorial Day, we want to remind you that Amtrak authorizes the wearing of appropriate lapel pins or badges that commemorate your military service. We encourage displaying service crests, unit badges and ribbon pins. Wearing of American flag pins or yellow ribbons is also appropriate.

Memorial Day often marks the start of the summer vacation season for most individuals and families and is greeted with celebration. I hope those of you

who are able to take the holiday enjoy your time off.

To those who are serving or have served, I share a special message: We are proud to support our veterans. I am proud of all of you and grateful for your service to our country.



Joe Boardman
President and CEO



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special employee advisory

September 7, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

The House Appropriations Subcommittee today released a proposal for FY '12 that would significantly reduce Amtrak's federal funding, specifically the operating support.

The proposal also prohibits the use of federal operating funds provided to Amtrak to be used for state-supported trains. If enacted by the full Congress, it would effectively eliminate nearly 150 weekday state-supported Amtrak trains and negatively impact the more than nine million passengers who ride those trains each year, and the communities they live in.

While I am intent on doing our very best to continue to carry out our mission of providing national service, the cuts in funding would mean job losses for Amtrak.

The House proposal is shortsighted and steers our national transportation policy down the wrong road. It will force states that have made decades of investment in passenger rail, and have made rail an important part of their future transportation plans, to eliminate service.

Under PRIIA, which was passed by Congress in 2008, we are already working cooperatively with our state partners to shift more of the costs of state-supported trains directly to the states.

Amtrak is part of the solution, not the problem. We're on the verge of setting new ridership and ticket revenue records. We serve as an economic engine for communities across the country, we help relieve congestion and we help reduce our nation's dependence on foreign oil. And we provide 15 states — nearly half of our departures — the service they want to meet their transportation needs.

We will continue to meet with members of Congress to make our case and explain the repercussions of this budget proposal. This is the start of the legislative process for FY '12, but don't expect this to be like other years in recent history. We are living in a very tough political and economic climate, and it's going to be a challenge.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

September xx, 2011 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Since the official launch of Safe-2-Safer in August 2009, we've made some strides in creating a more collaborative environment in which employees are enabled to change at-risk behaviors to safe behaviors.

We have 28 steering committees and more than 500 trained volunteer observers in place across the system. In addition, more than 2,500 supervisors have participated in workshops to help make them more effective leaders.

Most of you were here when we invited all employees to participate in a voluntary survey in 2009. Those results did several things: They provided us with a current snapshot of how employees viewed Amtrak safety, security and leadership culture; provided a baseline from which we could measure improvement in employees' perceptions; and helped shape Safe-2-Safer to address the issues voiced by employees who completed the survey.

Now that we've put Safe-2-Safer in motion, we need your feedback about how it's going. Everyone's participation is needed and valued, as we will use the responses to determine how to modify Safe-2-Safer to better ensure that it's helping create a safer workplace. Starting on Oct. 3, we will be asking you to take a voluntary survey, which will take approximately 45 minutes to complete. You will have

the opportunity to complete the survey in a number of ways, depending on your location, craft and position. Safe-2-Safer facilitators and steering committees will be disseminating the paper copies at your job location, while employees who have Amtrak email can take the same survey online via a secure external link hosted by a third party (a link will also be posted on the Amtrak intranet).

Please remember that the surveys are anonymous, and no answers can be traced back to any individual. Only BST representatives (Behavioral Science Technology, who is helping us implement Safe-2-Safer) will see the individual surveys. As we did with the survey taken in 2009, we will be sharing the results once they're available.

We have seen a lot of support for Safe-2-Safer throughout the company, and we have seen the signs that point to progress. I cannot overstate how important it is for us to hear from you about this — we need your participation to measure how far we've come and how far we have yet to go.

Thank you for your support, and look for more information about the survey as we get closer to Oct. 3.

Sincerely,



Joe Boardman
President and CEO



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April 11, 2011

Preparations for Amtrak to Continue Operations during Government Shutdown

Over the weekend, the President and Congress announced a shutdown of the federal government. The shutdown is slated to last until they come to a resolution on the current fiscal budget. However, we do not expect the shutdown to last very long.

Amtrak will continue operations as normal. While the company relies on the government for some funding, the company also uses revenue from ticket sales and other sources to fund operations, and has the resources available to continue service.

Funding Update: Congress has passed legislation to continue funding federal agencies, Amtrak and others that rely on federal support this fiscal year. Final details of the FY '11 budget are being ironed out this week.

Ridership Operations Update: March marked 17 consecutive months of year-over-year ridership growth for Amtrak and the next March on record. Halfway through the fiscal year, it appears that the company remains on track to set another annual ridership record. Ridership has grown more than 36 percent since 2000 and the trend is expected to continue. This strong performance is part of a long-term trend that has seen Amtrak set annual ridership records in seven of the last eight fiscal years, including more than 28.7 million passengers in FY 2010.

PSSA: The President's Service and Safety Awards (PSSA) Committee is currently accepting nominations for the 2011 President's Service and Safety Awards. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms." The nomination period ends Friday, May 13.

Environmental Update: The Medical and Environmental Health and Safety department continue to monitor the releases from the damaged Japanese nuclear plant. The reports indicate there is no health risk to the United States though measurements have found very low levels of radiation. Additional information can be found at www.epa.gov/radiation

Amtrak Gears Up for 40th Anniversary, Employee Appreciation Day & National Train Day in Full Swing

May will be a busy month, as the company kicks off its 40th anniversary, honors its employees contributions, and celebrates national Train Day in the first week of May.

Special employee events, festivities will be held at more than 50 locations across the country on May 2 to celebrate Amtrak's 3rd Annual Employee Appreciation Day. This year is especially significant as the company begins to celebrate its 40th anniversary and honor the long-standing dedication and service of employees over the years.

Employee Appreciation Day events will vary depending on the your location, but most will provide access to local community vendors offering employee discounts on products and services; on-site human resource partners such as Fidelity and Aetna; a number of resources you can use to become safer, greener and healthier; and best of all – free food.

A few days after Employee Appreciation Day, on May 7, Amtrak's fourth annual National Train Day event will take place at Amtrak stations in Washington, D.C., Philadelphia, Chicago, and Los Angeles. Employees, passengers, and railroad enthusiasts will be able to come together to celebrate the history and tradition of railroads in America. There will also be hundreds of local events taking place across the country.

In addition, as part of Amtrak's 40th Anniversary celebration, a special exhibit train will be unveiled to employees and the media on Employee Appreciation Day (May 2) and to the public on National Train Day (May 7) in Washington, D.C. The exhibit train, which is comprised of restored equipment and customized display cars, will embark on a year-long cross

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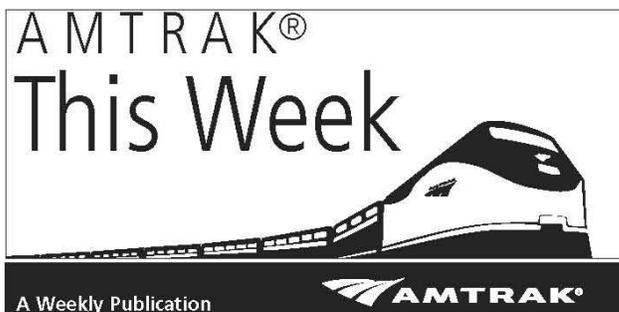
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Participate in the National Train Day Contest

The National Train Day employee trivia contest is now open at www.TrainDay411.com. Employees can enter the contest for the opportunity to win prizes and to be included in the May issue of



Preparations for 40th Anniversary, Employee Appreciation Day and National Train Day in Full Swing

Next Month will be a busy month, as the company kicks off its 40th anniversary, honors its employees' contributions, and celebrates National Train Day, all in the first week of May.

Funding Update: Congress has passed legislation to continue funding federal agencies, Amtrak and others that rely on federal support this fiscal year. Final details of the FY '11 budget are being ironed out this week.

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National Train Day Contest Winner

Congratulations to the first winner of this year's National Train Day trivia contest, Elizabeth Thornton, Customer Support Representative, Philadelphia!

A new question for the National Train Day employee trivia contest is posted on www.TrainDay411.com through April 18. Employees can enter the contest for the opportunity to win prizes and to be included in the May issue of *Amtrak Ink*. The contest launched on March 21, and a new question will be posted every two weeks leading up to May 7.

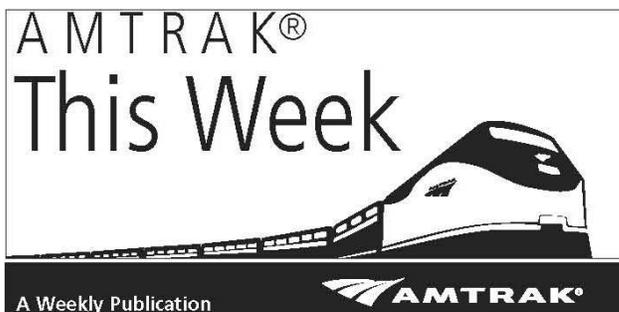
Employees are also encouraged to volunteer at a National Train Day event by signing up online.

Special employee events will be held at more than 50 locations across the country on May 2 to celebrate Amtrak's third annual Employee Appreciation Day. Events will vary depending on the location, but most will include food, access to local vendors offering employee discounts on products and services and on-site human resource partners such as Fidelity and Aetna, in addition to a number of other resources employees can use to become safer, greener and healthier.

In addition, as Amtrak kicks off its 40th Anniversary celebration, a special exhibit train will be unveiled to employees and the media in Washington, D.C. on Employee Appreciation Day. Comprised of restored equipment and customized display cars, the exhibit train will embark on a year-long, cross-country journey after its debut in Washington. Created by and for employees, the train is an opportunity to showcase Amtrak's history to employees and the communities it serves.

Employees located in Washington, D.C., or traveling to the District the week of May 2 may also view the exhibit train throughout the week. The exhibit train will make its official public debut at the National Train Day event in Washington, D.C. More information about the train's schedule, **including viewing hours the week of May 2, will be posted on www.amtrak40th.com starting when?**

On May 7, the fourth annual National Train Day will take place at Amtrak stations in Washington, D.C., Philadelphia, Chicago, and Los Angeles, where employees, passengers, and railroad enthusiasts will come together to celebrate the history and tradition of railroads in America. There will also be hundreds of local events taking place across the country. For more information about all of the celebrations, including a list of events, go to www.TrainDay411.com.



Amtrak to Continue Operations during Government Shutdown

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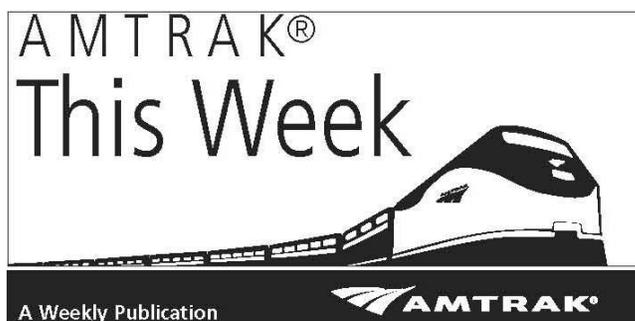
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Employees located in Washington, D.C., or traveling to the District at that time will be able to view the exhibit train throughout the week; an employee badge is required for entry to the train.

The tour is an opportunity to showcase Amtrak’s remarkable history to employees and the communities we serve.

Participate in the National Train Day Contest

The National Train Day employee trivia contest is now open at www.TrainDay411.com. Employees can enter the contest for the opportunity to win prizes and to be included in the May issue of *Amtrak Ink*. The trivia contest launched on March 21st and a new question will be posted every two weeks. Employees are also encouraged to volunteer at a National Train Day event by signing up online.



Amtrak.com Posts Record in June, July Achieves Highest Increase in Growth According to Industry Report

Amtrak.com hopefully hit records in June and July that we can point to, and say something else about. The growth the site is experiencing will lead to its strongest year on record, and is projected to reach an internal goal of generating \$1 billion in online bookings later this month.

According to comScore Media Metrix data, travel websites saw record activity in June. Amtrak.com topped the list of travel sector sites with the highest growth in the month of June, increasing 14 percent over ***the previous month.***

“We’re on track for exceeding 30 million passengers this fiscal year, and approximately *xx* percent of them are booking through Amtrak.com,” said ***Matt or Roger.*** “For many of our customers, Amtrak.com is the first step in the Amtrak journey, so we’re extremely focused on making it easy to use, accessible and very customer service oriented.”

Amtrak’s eCommerce group leads innovations that have helped the site come first in other areas. Five years ago, Amtrak was the first in the travel industry to launch a site designed for mobile phones. The site, Amtrak2Go, offers customers the ability to book tickets and conduct other transactions on their mobile phone. ***Insert award info somewhere in this graph***

A couple of years later, the group improved functionality of the site, including an interactive route atlas that depicts Amtrak’s national system that is another industry first.

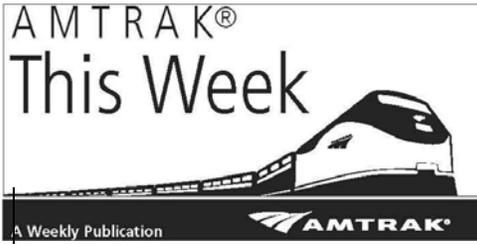
Business travelers are credited for being among the early adopters of smartphones, so it’s no wonder that the travel industry sees this as a valuable sales channel. The employees behind Amtrak.com continue to explore the possibilities — keep an eye out for more news on this front.

Heat Advisories: Heat advisories for many areas of the country this week are reminders to take steps to prevent heat stress. Preventive tips include eating well-balanced meals (avoid heavy meals), getting sufficient sleep, wearing loose-fitting clothing, and drinking plenty of fluids (avoid sugary and caffeinated drinks). Please look out for signs of heat stress in co-workers and passengers.

The Great Migration of African Americans Exhibit Returns to Philadelphia’s 30th Street Station

TO BE EDITED

This display was a major attraction at 30th Street Station during National Train Day and many employees who were not able to view the exhibit due to work schedules have requested it’s return. The exhibit chronicles the Great Migration of African Americans from the rural south to the industrial Northeast, Midwest and West via passenger (and sometimes freight) trains. The migration which took place primarily during 1910 - 1930 was a major step in the full nationalization of the African-American population. The exhibit recognizes and honors the important role that the railroad played in the Great Migration. It will remain on display at the station until August 19, 2011. The exhibit was designed with the help of the Schomburg Center for Research in Black Culture, New York Public Library, African American Museum of Philadelphia, Library of Congress, The Henry Ford®, and University of Chicago and Florida State Archives.



May 2, 2011

Message From Joe Boardman

Dear Co-workers,

I invite you to join the employees at more than 50 offices, crew bases and facilities who will be celebrating our third annual Employee Appreciation Day and marking Amtrak's 40th anniversary today.

Four decades ago, Congress created a company to provide passenger rail service for our nation. Thanks to you and those who have come before us, we have built America's Railroad comprising long-distance, corridor and high-speed rail service that is setting ridership records.

Our accomplishments are a testament to the fortitude, dedication and know-how that you offer every day. It's important to remember that supervisors and peers should take the time to appreciate hard work, not just on an anniversary or Employee Appreciation Day.

While we celebrate our accomplishments, we must continue to build on our strengths, recognize what binds — not what separates — us and, with humility, learn from our successes and our mistakes. I want to cordially invite you to participate in Amtrak's third annual Employee Appreciation Day events taking place in over 50 locations across the country. As Amtrak kicks off its 40th Anniversary celebration this week, Employee Appreciation Day could not have come at a better time. The company certainly would not be the icon it is American culture were it not for each and every dedicated and hard working individual that makes up the Amtrak family.

Like family, it's important that we take care of each other. I encourage you and your co-workers to participate in the Employee Appreciation Day events being held in your area. Make it a priority to

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Marketing Update: You can now receive *Amtrak Ink*, *Amtrak This Week* and *Special Employee Advisories* at your personal email rather than receiving paper copies by hand or mail. Sign up on the News & Info section of the Intranet.

Unaccompanied Minor Policy Change: Operations Update: Effective **May 6**, no minors under age 13 will be allowed to travel unaccompanied. They must travel with another person at least 16 years old. Passengers aged 14 and 15 can travel under the current unaccompanied passenger rules. Passengers age 16 and older travel without restriction. The new policy will help Amtrak ensure the safety and security of minor passengers. More information about the policy will be posted on the Intranet.

Safety Update: The National Association of Railroad Passengers (NARP) will hold its annual Capitol Hill Reception on Tuesday, May 3 from 5:30-7:30 p.m. at the Rayburn House Office Building, Rm. B-354. **Blair Slaughter**, Amtrak principal engineer, industrial design, will be presented with the Burch Memorial Safety Award during the reception. If you would like to attend and did not receive a direct invitation, please send a text message to 301-385-6438. this should be more about the award and congratulating him that the reception itself. I would swap this brief with the box (an employee accomplishment and condense what's in the box as a brief)

Security Update: Effective May 2, eAmtrak Police will be checking to make sure that all employees and contractors are wearing proper identification while on Amtrak property. Employees and contractors will no longer be able to access Amtrak property using the old blue and the white identification cards. Amtrak police have been instructed to collect them and advise employees to get proper identification as soon as possible. Proper identification includes Smart IDs, yellow Temporary Identification cards and a Day Pass issued by an Amtrak security guard or police officer. Waiting to hear back from MA Lorimer about this, but it's way too long as it is -anyway. I had a concern about the language (APD stopping people, etc.) and so we shouldn't repeat that here.

Boardman to Testify Before Senate on FY '12 Budget

Amtrak President and CEO Joe Boardman is scheduled to testify before the Senate Subcommittee on Transportation, Housing and Urban Development on Thursday, May 5 to make a case for Amtrak's federal FY '12 funding.

Amtrak has requested a total of \$2.22 billion for FY '12, divided into \$616 million to support operations, \$1.285 billion for capital programs, and \$271 million for debt service. The Grant and Legislative Request for FY '12 also seeks funding for the purchase of 40 additional *Acela Express* cars and an additional \$50 million to begin design and preliminary engineering work for the Gateway Project.

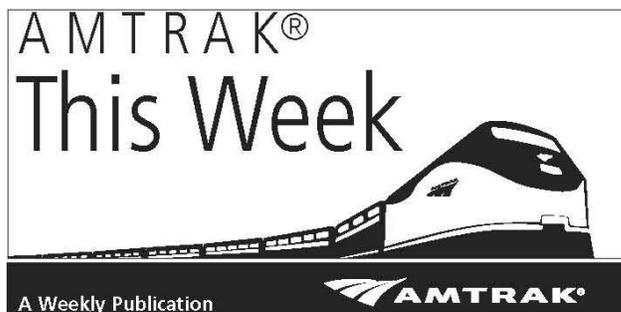
Mr. Boardman provided similar testimony before the House Subcommittee on Transportation, Housing and Urban Development on April 7.

The Both testimony ies will be are posted on the Intranet under "News" → "Legislative" → "Testimonies,:" on May 5.

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May 9, 2011



April 2011 Ridership Best on Record

April marked 18 consecutive months of year-over-year ridership growth and was the best April ever for the company. Ridership increased by 9 percent in April 2011 vs. April 2010, or more than 243,190 passengers. Insert info on the Northeast Regional service (forwarded email).

40th Anniversary Update: The 40th Anniversary kick-off event video is now available on Amtrak's YouTube channel at www.youtube.com/amtrak. Pls add this to the story 40th piece

Health & Wellness Update: The second round of the *Stay on Track...Keep Walking* program started yesterday, May 8, for individuals who have already received pedometers. That competition will run through June 18. For those who registered but have not received a pedometer, the program will run from May 15 through June 25. Contact Malva Reid for more information at mreid@amtrak.com.

Timetable Update: The 2011 Spring/Summer System Timetable takes effect today, May 9.

PSSA Deadline Extension: The President's Service and Safety Awards (PSSA) Committee is accepting nominations for the 2011 awards. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms." The nomination period ends Tuesday, May 31. (did this date change?)

Add Transportation video

Brief about bberry usage

Amtrak Officer of the Year

Det. J. Christopher Glass will be honored as the Amtrak Police Department's Officer of the Year for 2010 at a special ceremony on May 12.

Det. Glass is receiving this prestigious award for his numerous and significant contributions to the Amtrak community. He has served the Amtrak Police Department for 18 years, and is currently assigned as a detective in Riverside, CA.

Amtrak's 40th Anniversary Celebration, Employee Appreciation Day, and National Train Day Kick-Off Successfully

Last week, on May 2, more than a hundred Employee Appreciation Day events (is this number correct – we advertised 50) took place across the country, in conjunction with the kick-off of Amtrak's 40th anniversary on May 1. National Train Day closely followed with four major Amtrak-sponsored events in Washington, D.C., Chicago, Los Angeles, and Philadelphia on May 7 and hundreds more in communities across the nation. An estimated **35,000** people participated in NTD events.

Carolyn Stagger, Recognition Program Manager, who headed up the Employee Appreciation Day activity, said that the program would not have been possible without all the teamwork from the various departments and individuals who volunteered their time and efforts.

This sentiment remains true for the individuals and departments who assisted, volunteered and participated in activities for the 40th anniversary celebration and National Train Day as well. (combine the second and third grafs to save space) **Thank You to everyone who gave of their time and effort for these important events!**

Philadelphia Inquirer Highlights Amtrak's 40th

(Seeing this together, I think it may work better if this is incorporated into the 40th piece)

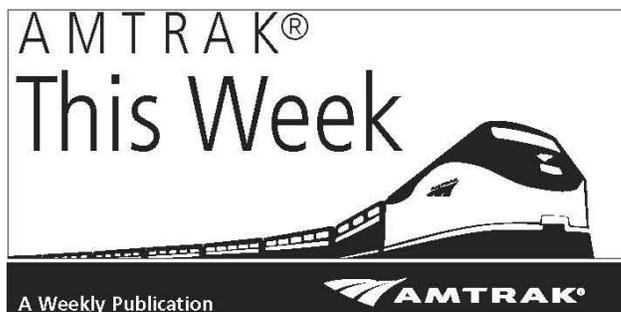
An article published in the Philadelphia Inquirer on May 5 highlights Amtrak's 40th anniversary and provides readers with a detailed look at where the company is now compared to its beginnings. Below are some excerpts from the article.

"Amtrak turned 40 this week, and the national railroad is finally growing up. With ridership back to a record-setting pace and a rail-friendly president (and vice president) in Washington, Amtrak is no longer limping along the brink of extinction."

"...in recent years, Amtrak has enjoyed unprecedented rider support, and newfound political backing. With outspoken support from President Obama and Vice President Biden (a well-known Amtrak commuter), Boardman has pushed for growth and modernization of Amtrak."

To read the full story, visit:

http://www.philly.com/philly/insights/in_politics/20110505_Now_40_Amtrak_is_finally_growing_up.html



Health & Wellness Update: The second round of the *Stay on Track...Keep Walking* program started yesterday, May 8, for individuals who have already received pedometers. That competition will run through June 18. For those who registered but have not received a pedometer, the program will run from May 15 through June 25. Contact Malva Reid for more information at mreid@amtrak.com.

Timetable Update: The 2011 Spring/Summer System Timetable takes effect today, May 9.

PSSA Deadline Extension: The President's Service and Safety Awards (PSSA) Committee is accepting nominations for the 2011 awards. Nomination forms are available on the Intranet at "Employees" → "Awards and Achievements" → "2011 PSSA Nomination Forms." The nomination period has been extended to Tuesday, May 31.

Information Technology: The use of Amtrak computers, facilities or equipment in any manner that could be considered abusive, unethical or inappropriate is not permitted. Read more about Amtrak's policies on computer, Internet, Blackberry, and phone usage on the Intranet at "Library" → "Policies" → "Information Security Policies."

Marketing Update: The winner of the 2nd Annual Amtrak TRAINSpotation Video Contest is James Shanek of Oakland Community College in Bloomfield Hills, MI. His video is being featured today during National Train Day at Chicago Union Station.

40th Anniversary Update: To view the 40th Anniversary kick-off event video visit Amtrak's YouTube channel at www.youtube.com/amtrak.

Amtrak Officer of the Year

Det. J. Christopher Glass will be honored as the Amtrak Police Department's Officer of the Year for 2010 at a special ceremony on May 12.

Det. Glass is receiving this prestigious award for his numerous and significant contributions to the Amtrak community. He has served the Amtrak Police Department for 18 years, and is currently assigned as a detective in Riverside, CA.

April 2011 Ridership Best on Record

April marked 18 consecutive months of year-over-year ridership growth and was the best April ever for the company. Ridership increased by 9 percent in April 2011 vs. April 2010, or more than 243,190 passengers. Insert Northeast Regional Service per my previous draft

Today, U.S. Department of Transportation Secretary Ray LaHood announced plans to award \$2 billion to improve high-speed rail across the country. From the \$2 billion, the Federal Railroad Administration awarded Amtrak \$450 million to upgrade its rail infrastructure to support faster and more frequent high-speed rail service, and to improve reliability of service between New York and Washington.

The DOT also awarded \$345 million to several states for other NEC-related projects that will help enhance capability of the current network. Additional funding given to states in the Northeast, the Midwest and California will also benefit Amtrak services through projects to expand service and provide higher-speed intercity passenger rail service.

Amtrak's 40th Anniversary Celebration, Employee Appreciation Day, and National Train Day Kick-Off Successfully

Last week, on May 2, more than a hundred Employee Appreciation Day events took place across the country, in conjunction with the kick-off of Amtrak's 40th anniversary on May 1. National Train Day closely followed with four major Amtrak-sponsored events in Washington, D.C., Chicago, Los Angeles, and Philadelphia on May 7 and hundreds more in communities across the nation. An estimated 38,500 people participated in NTD events.

An article published in the Philadelphia Inquirer on May 5 highlighted Amtrak's 40th anniversary and provides readers with a detailed look at where the company is now compared to its beginnings. Below are some excerpts from the article.

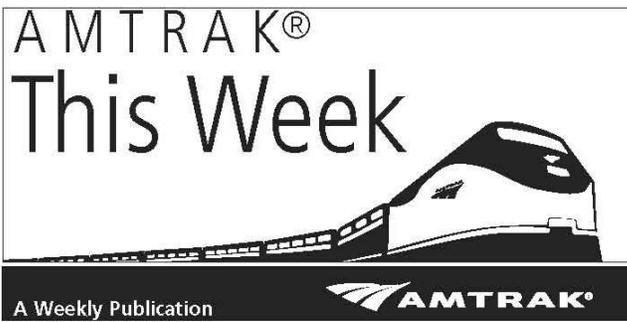
"Amtrak turned 40 this week, and the national railroad is finally growing up. With ridership back to a record-setting pace and a rail-friendly president (and vice president) in Washington, Amtrak is no longer limping along the brink of extinction.

...in recent years, Amtrak has enjoyed unprecedented rider support, and newfound political backing. With outspoken support from President Obama and Vice President Biden (a well-known Amtrak commuter), Boardman has pushed for growth and modernization of Amtrak."

To read the full story, visit:

http://www.philly.com/philly/insights/in_politics/20110505_Now_40_Amtrak_is_finally_growing_up.html

Carolyn Stagger, Recognition Program Manager, who headed up the Employee Appreciation Day activity, said the program would not have been possible without all the teamwork from the various departments and individuals who volunteered their time and effort. This sentiment remains true for the individuals and departments who assisted, volunteered and participated in activities for the 40th anniversary celebration and National Train Day as well. **Thank You to everyone who gave of their time and effort for these important events!**



Message from Joe Boardman

Dear Co-workers,

In times of fiscal austerity and uncertainty, it can become easy to get swept up in day-to-day events.

That's one of the reasons Thanksgiving has become my favorite holiday. It reminds me how necessary and beneficial it is to pause and reflect on what we have achieved, sometimes despite tough times.

This has been a period of high energy, achievement and innovation for Amtrak. In our 40th year, we posted record ridership and ticket-revenue — on all of our services, not just the Northeast Corridor. We made major investments in our infrastructure and technology and are in the process of upgrading our fleet with new locomotives and cars. We are moving toward eTicketing on all of our routes.

None of this would have been possible without the talent, dedication and commitment of each of you.

Three years into my job as CEO of this company, I remain humbled by the trust you have invested in me. We have many hard and important decisions ahead of us as we continue to strengthen this company, and I renew my commitment to each of you to lead with integrity and vision, backed by your collective wisdom and input.

As we head into one of the busiest travel times of the year, let's embrace this opportunity to showcase our strengths as America's Railroad®. We'll be adding extra service to accommodate demand on many routes, including along the Northeast Corridor, Amtrak Cascades and the Pacific Surfliner. The historic "Great Dome" car is being added to trains running to and from Chicago. And we'll be offering a traditional Thanksgiving feast on long-distance routes — complete with pumpkin pie — for passengers and for our employees working during the holiday.

Many travelers will be riding Amtrak for the first time, and our efforts to provide efficient and caring service that anticipates and responds to their wants and needs will be the deciding factor in turning these passengers into loyal longtime customers.

Thank you for all that you do. I wish you and your families and friends a festive, relaxed and safe Thanksgiving season.

Sincerely,

Joe Boardman
President and CEO

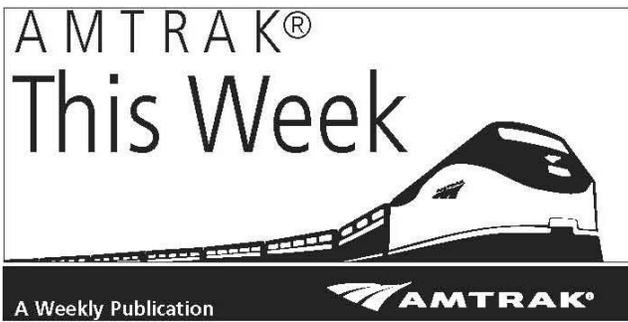
Thanksgiving Timetable: Thanksgiving timetables for the Northeast and Amtrak Cascades are posted on Amtrak.com. As in prior years, both the *Pacific Surfliner* and *Keystone Service* will be all-reserved throughout the holiday period, which runs Nov. 22-28. **After that time, the Fall-Winter timetable will go back into effect.**

Government Affairs: ***H.R. 2112 - the Consolidated and Further Continuing Appropriations Act, 2012 (Rep. Rogers -Appropriations)***

Last Week to Participate in the Voluntary Separation Incentive Plan

Non-agreement employees interested in participating in the Voluntary Separation Incentive Plan may send a completed Election to Participate form to Michael Ramirez via fax at (202) 906-3558 or email ramirem@amtrak.com until Nov. 25.

Non-agreement employees interested in the VSIP may call the Employee Service Center at (888) 694-7372.



Environmental, Health and Safety: Amtrak encourages employees to support the Drug Enforcement Administration's National Prescription Drug Take Back Day on Oct. 29, 2011. This day provides a venue for persons who want to dispose of unwanted and unused prescription drugs. To locate local community prescription drug collection sites visit, www.justice.gov/dea and click the "Got Drugs?" icon. The service is free and anonymous.

Safe-2-Safer Survey: Don't forget to provide your input by completing the Safe-2-Safer survey. Safe-2-Safer Facilitators and Steering Committees are distributing the paper copies at many job locations, or you can complete the survey by going to <http://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?JD926E>. The link is also posted on the home page of the intranet, in the "Employee Info" box. The survey is open to Amtrak employees only and concludes Oct. 28.

Employee Security — Did You Know?

Amtrak Police Department officers are available to escort employees and passengers to their personal vehicles, local parking lots or nearby train stations in many Amtrak locations.

The added safety assistance is available wherever Amtrak police are stationed. To arrange for an escort at any time, day or night, call (800) 331-0008.

Posters are being posted starting this week to remind employees and passengers about this police service.

Employees Honored at President's Service and Safety Awards This Week

Congratulations to the employees from across the country who will be joined by family, friends and co-workers at the 2011 President's Service and Safety Awards in Washington, D.C., this Wednesday.

The annual recognition program celebrates the accomplishments of employees who surpass expectations, and represent a high degree of dedication and commitment.

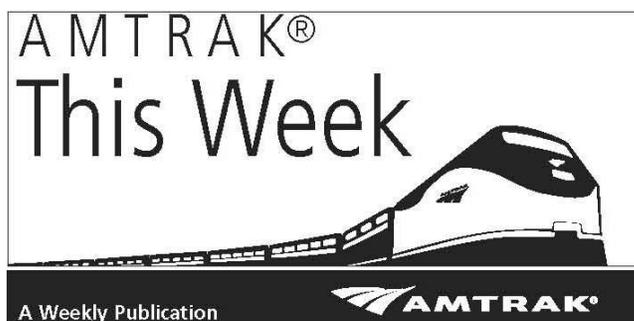
This year's 217 award winners include 208 employees from 10 departments, two state partners, one external Champion of the Rails and six contractors.

PSSA is an annual employee-driven recognition program; recipients are nominated by their co-workers, and their accomplishments are researched and evaluated by a committee comprised of management and agreement-covered employees from different departments across the country.

Tribute to Conductor Laurette Lee

On Wednesday, October 19, at 8:30 a.m. EDT, a brief ceremony will be held at the Employee Memorial Wall inside Washington Union Station to honor Conductor Laurette Lee. Lee died June 24 when the *California Zephyr* train she was working on was struck by a tractor trailer east of Reno, Nev.

In addition, a moment of silence will be dedicated to her and the others who perished as a result of the incident, at the President's Service and Safety Awards luncheon in Washington, D.C., on the same day.



Safe-2-Safer Survey Concludes Next Monday

There's only one week left to complete the Safe-2-Safer survey, which has been extended to Oct. 31. Employees are asked to complete the survey to provide their feedback; the responses survey will be used to evaluate progress to date in changing the culture and to determine how to modify Safe-2-Safer.

Safe-2-Safer Facilitators and Steering Committees are distributing the paper copies at many job locations, or employees can complete the survey by going to <http://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?JD926E>. The link is also posted on the home page of the intranet, in the "Employee Info" box.

The survey is open to Amtrak employees only. Please remember that the surveys responses are anonymous, and no answers can be traced back to any individual. Only BST representatives (Behavioral Science Technology, who is helping us implement Safe-2-Safer) will see the individual surveys.

Washington Union Station Renovation Begins Today

Starting tonight, Washington Union Station will undergo interior restoration to repair damage done to the structure's ceilings as a result of the Aug. 23 earthquake.

While the project will not directly affect Amtrak ticket counter operations and boarding gate areas, it will affect traffic flow through the station. The project is expected to take six to 10 months to complete and will take place in the Main Hall and the adjoining ticketing concourse area and lower-level food court. Work will first begin on the ticketing concourse ceiling, followed by work on the Main Hall around Nov. 1. At this point, access to the Amtrak headquarters offices is not expected to be affected.

All station operations and businesses will continue as normal. During the project, steps will be taken to ensure the safety of employees, passengers and visitors, as well as to minimize the inconvenience to those who work in and visit the station. Way-finding signage will be posted to facilitate traffic inside the station as the project evolves.

Given the Columbus Plaza construction project taking place in front of the main entrance to the station and this restoration project, Amtrak is encouraging passengers to allow additional time to arrive at the station and make their way to the boarding gates. Union Station is the second-busiest station in the Amtrak system.

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Radio City Holiday Spectacular: Amtrak employees qualify for a 25 percent discount on tickets for select performances to see the Rockettes and other performers at the Radio City Christmas Spectacular in New York, from Nov. 11 through Jan. 2. For more information and to purchase tickets, go to www.radiocitychristmas.com/amemp. Type in the code "AMEMP" on the purchase page to receive the discount.

Human Resources: Non-agreement covered employees should be on the lookout for materials mailed to their homes WHEN that provide more information on the new CIGNA and CVS Caremark benefit partners, transition of care benefits, and more. In addition, employees may contact them through temporary customer service numbers that will be in effect 24/7 from October 24 through December 31, 2011:

- Cigna: 800-564-7642
- CVS Caremark: XXX-XXX-XXXX

Employees may also send questions via email to the Benefits Department at HR_Benefits@amtrak.com.

Year in Review: Do you have photos of your favorite 2011 Amtrak moments? If so, email them, along with a brief description, to Ecom@Amtrak.com for possible inclusion in the December/January issue of *Amtrak Ink*. The deadline for submissions is Nov. 25.

2012



Amtrak Relief Fund Payroll Deduction Form

I voluntarily authorize the National Railroad Passenger Corporation (Amtrak) to deduct from my paycheck the amount shown below as a donation to the Amtrak Relief Fund. I understand that my donation will be used to provide financial assistance to Amtrak employees who have a financial need due to **Hurricane Sandy**.

Contribution

I wish to make a **one time only** contribution to the Amtrak Relief Fund of \$ _____

I wish to make a contribution **each pay period** of \$ _____
for a **total** of \$ _____

I understand my deduction will stop when my total contribution has been reached.

Employee Information

Employee Name		Department	
Employee ID/SAP	Work Telephone Number	Home Telephone Number	
Employee's Signature		Date	

Complete and **sign** this form and return or fax to:

Amtrak Payroll Operations
10 G Street NE 3W-110
Washington, DC 20002
FAX 202-906-4617

special employee advisory

April 26, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As we continue executing our strategic plan, it is critical that we align the various functions within the company in a way that allows us to most efficiently achieve our goals through better collaboration and less bureaucracy. One area where we have identified significant opportunities to improve is emergency management and corporate security.

Currently, we have teams and groups spread across many departments that have responsibilities in these areas. We are creating a new Emergency Management and Corporate Security department to integrate these existing teams into a single, cohesive unit. By doing so, we can more effectively prepare for emergencies and disasters, mitigating their effects and allowing for fast and efficient response and recovery.

Our first and most important goal in the strategic plan is ensuring the safety and security of our employees and customers. The new team will be tasked with identifying opportunities for Amtrak to strategically coordinate, train and put into practice consistent and efficient response and recovery efforts designed to serve our employees and customers in the best way possible.

There are eight functions currently in various departments that I believe are focused in one way or another on emergency management. These are:

1. Station Action Team Coordinators (Amtrak Police)
2. Emergency Preparedness (Transportation)
3. Rail Evacuation Planning (Transportation)
4. Go Team Planning (Transportation)
5. Security Awareness Strategy (Amtrak Police)
6. Corporate Security Strategy (Amtrak Police)
7. Recovery and Resilience Exercise Program (President's Office)
8. Continuity of Operations (President's Office)

These functions will be integrated into a department whose primary focus will be emergency preparedness, continuity of operations and corporate security risk strategy. I believe that combining these functions will provide a framework in which to plan for, respond to and recover from incidents while also establishing and maintaining a uniform corporate security strategy.

Susan Reinertson, who currently oversees our recovery and resiliency exercise program as well as continuity of operations planning, will lead the new Emergency Management and Corporate Security department. She will continue to report to me. I believe Susan's background in homeland security and emergency management consulting as well as her leadership experience at



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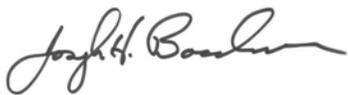
April 26, 2012 • Page 2 of 2

the Federal Emergency Management Agency makes her the ideal person for this role. She will continue to work closely with the Amtrak Police Department to protect our customers, trains and stations.

Safety and security is always our top priority. Please continue to lend support to Susan and others who may call upon you for assistance as we work together to streamline our emergency planning capabilities.

Thank you for all that you do.

Sincerely,



Joe Boardman
CEO and President



special employee advisory

April 26, 2012 • Page 1 of 1

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April 26, 2012 • Page 2 of 2

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special employee advisory

August 6, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I believe you need to understand the truth about our Food and Beverage costs and revenues. To our detriment, the facts of our progress and of our failings have been ignored or, in some cases, misstated.

As I travel throughout our system, I find that most of our employees have their heads in the right place, and are aware that there is room for improvement. We can do better and I hear that from you when we talk. Many of you are properly frustrated that management allows some of our staff to throw away whole sugar packet boxes and salt and pepper and spoons knives and forks... That is wasteful and needs to stop.

I recently read a customer complaint that said whomever sold the customer coffee receipted it at a cost of zero; that is stealing. And it is one of the reasons that we will be conducting a test of cashless sales even though I believe that we will always have customers who will need to use cash. Regardless, employees who steal from the company will be fired. You have good jobs. I ask you to join the majority of the employees in this company and properly sell our products. The overwhelming majority of you come to work everyday and deliver the best product you can with the tools you have been given. Thank you for that.

We do not charge \$9.50 for a hamburger as was alleged by Congressman Mica in a hearing on Food and Beverage held on August 2. We charge \$6.00 in both the *Regional* and *Acela Express Café Car*. I wished I had known that during the hearing. The \$9.50 is the price of a lunch meal served in one of our diners

and includes your drink, a dressed burger and chips.

The Office of Inspector General (OIG) said that our management of Food and Beverage is fragmented. This is true and we are addressing that. Sometimes when the OIG states the obvious it is embarrassing for me as I've been working toward moving the commissary operations from Marketing to Operations for awhile now so that all of Food and Beverage resides in the same department. This change will occur in October. It is important to note that I think that our Inspector General (IG) Ted Alves is committed to helping this company improve and I am glad for it.

Food and Beverage is important to our customers, and it's very tough to make it profitable. We would, however, lose customers and therefore lose more money if we eliminate food and beverage on our Long Distance trains. Overall we have improved greatly in recovering our costs since 2006, moving from recovering 49 percent then to 59 percent in 2011. Thank you for that.

What we lose is largely dependent on the business line. We cover 78 percent of our food and beverage costs on a direct basis in the Northeast Corridor. Keep selling. We can do even better.

I believe that Mr. Mica's visit to a Washington, D.C., McDonald's last Friday afternoon did damage our reputation. We only cover 44 percent of our direct costs on Long Distance services and its where our biggest expenses in provisions, support and labor are so it skews the numbers and sets the stage for stunts like Mr. Mica's and people do not really know what to believe.

We are the most efficient passenger railroad in the United States when



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August 6, 2012 • Page 2 of 2

compared with all of the other providers of passenger rail service. We cover 85 percent of our operating costs. Our ridership is up, our revenue is up, we have reduced our debt, we have had our credit rating upgraded and we have a plan for the future that can be fulfilled with the dedication of this workforce, and business and political leadership. Food and Beverage has a good story to tell in its improvement. Unfortunately, our ability to tell that story is being thwarted, but our ability to continue to improve is not. We will improve.

I was joined by three people on the hearing panel who know the truth about what is good and not so good about OBS. Ted Alves, our IG, about whom I have already spoken. Patricia Quinn, Executive Director of the Downeaster rail service in Maine and good partner for Amtrak and Amtrak's own Dwayne Bateman, the vice general chairman of Unite-HERE, Local 43, which represents Amtrak's on-board service workers and a veteran OBS employee. I just want you to know that Dwayne did a great job and understood what he was up against in this hearing. I have to tell you that I am proud to work here with people like Dwayne.

A copy of my testimony before the House Transportation & Infrastructure Committee is available at <http://www.amtrak.com/ccurl/136/822/Amtrak-CEO-Boardman-House-T&I-testimony-Aug-02-2012.pdf>

I know this has been too long and I thank you for bearing with me. Even though this is not upbeat, we are committed to improving our business and helping to contribute to both a stronger nation and stronger competitive business advantage for the communities and businesses we serve.

Thank you for all you do.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

August 6, 2012 • Page 1 of 1

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August 6, 2012 • Page 2 of 2

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Joe Boardman
President and CEO



special employee advisory

December 7, 2012 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

Yesterday, I had an opportunity to go up to Capitol Hill again, this time to testify before the Senate Commerce Committee. The committee had invited me there along with the leadership of the New York and New Jersey Port Authority, New Jersey Transit, and the Metropolitan Transportation Authority to discuss the impact of Hurricane Sandy on the region's transportation system.

While you can't call it a happy situation, I did come away with a renewed appreciation for the hard work we've put into Amtrak over the last couple of years, and a stronger belief than ever that we are on the right course. At this point, we're all pretty much aware of what the impacts from Sandy to our system could be: possibly as much as \$60 million in damage and lost revenues. But it might easily have been several times that much, and all of us who worked on the capital investment program funded by the American Recovery and Reinvestment Act can take some justified pride in the thought that some of the least exciting aspects of the work – things like tree clearance and ditch and right-of-way cleaning – did the most to limit the damage. Similarly, all of the hard work we've put into our fire and life safety program in the New York tunnels made a big difference, and helped us restore service quickly.

While I think we can all take a little justified pride in that work, we should take even more in the cooperative and collaborative relationship we've forged with our partners. The damage that the New York area carriers suffered was simply amazing – New Jersey Transit is asking the Federal government for about \$400 million to fund their recovery from Sandy. That's about what it takes to fund Amtrak's operations for a year. This isn't a reflection on NJT – it's just that in the most affected areas they had so much more to lose than we did, they were squarely in the path of the surge.

I'm pleased at the work you did to help them, and the collaborative spirit with which we undertook to help Transit, Long Island Rail Road, and Metro-North recover from this hurricane. I know it meant a lot to the leaders of those companies, and I think over the long run it's going to help us build and sustain the collaborative relationship we're going to need with the other carriers if we are to develop some of the regional solutions we need to keep traffic moving in New York. I explained what the costs of our Gateway project are going to be, and both the committee and our partners were supportive of the plans. That's going to be very important in the months and years ahead, because we are going to need that support to build more track, tunnel and terminal



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December 7, 2012 • Page 2 of 2

capacity in the New York metro area, and to make sure we've got the resilience we need to survive our next big weather event.

At the end of the day, there's a reason for the work we're doing in trying to build a culture of collaboration at Amtrak, and better relationships with our passengers and our business partners are a big part of that. Hearing the kind words that the leadership of our partners had to say about our efforts, I could not have been prouder of this company, and of all of you.

Thanks for everything you did, and continue to do – because you're making a difference every single day.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

December 11, 2012 • Page 1 of 1

Employee Appreciation

We received this heartwarming email last week and we were asked to share it with you.

*"Unless you have experienced it, and I know many of you did when Katrina hit New Orleans, you cannot fathom the devastation and utter hopelessness you feel seeing your house and your belongings washed away. For many days after Hurricane Sandy hit the New York/New Jersey area, most of us walked around in a daze, trying to understand the loss and not knowing what to do. The support and donations given by our fellow Amtrak employees was amazing, words cannot express the gratitude and appreciation that was felt by those hit hard by the hurricane. We know we speak for everyone when we say **thank you from the bottom of our hearts!** You helped make a traumatic situation that much better with your love and support. **THANK YOU!!!**"*

Amtrak employees, Penn Station NY - Debbi Hoeler, Felix Martinez, Ellen Rizzo, Tom McClinchy, Dan Borisuck, Jessica Guastella, Naomi Miller and the many others who fell victim to Sandy's rage.

We would like to continue easing the pain that this hurricane produced. You can lend your support to your fellow co-workers by donating to the Amtrak Employee Relief Fund.

Amtrak Employee Relief Fund

A month ago our company established the Amtrak Employee Relief Fund, a peer-to-peer fund, allowing you to make donations via payroll deductions to help our colleagues impacted by Hurricane Sandy. We have collected close to \$11,000 to date in payroll pledges. Donations may be made by completing *NRPC 3238 Amtrak Relief Fund Payroll Deduction* (attached) or sending a check to our lockbox.

Relief Fund Application

The Amtrak Employee Relief Fund application form (*NRPC 3382 A*) for those employees affected by Hurricane Sandy, is now available on the Intranet and is attached. Please note that applications are due by January 18.

We know that you have numerous questions regarding how the funds will be disbursed, how this fund is administered and deadline and contact information. Frequently asked questions (FAQs) and answers are attached as well.

Thanks for all of your generosity and concern.



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special employee advisory

July 30, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very proud to announce that today at 9 a.m. Eastern time, Amtrak launched its eTicketing program to all trains within our national network. The activation of this program provides passengers with the convenience of skipping the ticket line and going straight to the gate by printing their tickets anytime, anywhere or by using a smartphone to present the eTicket to the conductor. The eTicketing technology also allows passengers increased flexibility to make or change reservations.

This launch represents a significant step forward for us in improving customer service through more convenient reservation and ticketing options, passenger safety through a near real-time onboard passenger manifest and improves our business and allows for more efficient financial reporting resulting in improved financial performance.

eTicketing has been in place on five pilot routes for several months and the results have quickly exceeded our expectations as rapid acceptance by passengers resulted in shorter lines at ticket counters, reduced use of self-serve Quik-Trak ticket kiosks, fewer lost tickets and less tickets sold onboard the train. Conductors have also provided positive feedback on this initiative as the new eTicketing Mobile Devices (eMD) provides them with more accurate real time passenger information.

This program also allows for en route reporting of equipment problems such as a broken seat which will result in a faster resolution of these problems.

Today's activation is the culmination of over five years of work which has involved groups from throughout the company including Marketing and Product Development, Transportation, IT and Finance. The success we have seen so far could not have been achieved without intense cooperation and coordination with each of these groups. Everyone involved in this program should be extremely proud of what we have achieved and I commend all of you on this considerable milestone in Amtrak's history.

This innovative program places Amtrak among the first passenger rail operators in the world to have successfully deployed a fully electronic ticketing solution for our passengers. For more information on eTicketing, please visit Amtrak.com/eTicketing or refer to this [video](#).

Thank you for all you do.

Sincerely,

Joe Boardman
CEO and President



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July 30, 2012 • Page 1 of 1

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Sincerely,

Joe Boardman
CEO and President



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special employee advisory

June 06, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

On June 15 we will bid farewell to our Chief of Police John O' Connor as he transitions into retirement. I want to take the opportunity to offer Chief O' Connor our best wishes for his retirement and thank him for his service.

Chief O' Connor has served in the Amtrak Police Department for the last 14 years. Through his time here he has raised the profile of the Amtrak Police Department and has facilitated relationships with local, state and federal partners that make Amtrak better prepared to protect the traveling public. I thank the Chief for his commitment to the safety of our system and for his years of dedicated service.

To support this transition, Assistant Chief of Police Lisa Ann Shahade will report directly to me as of June 16 and will oversee all functions of the Amtrak Police Department as the company begins its search for a permanent replacement for the Chief.

Shahade is a 24-year veteran of the Amtrak Police Department and has served as a Police Officer, Special Agent, Captain, Inspector and Deputy Chief. In her time as Assistant Chief of Police she has directed the 430-member Patrol Division and reported directly to Vice President and Chief of Police O' Connor.

Please join me in thanking Chief O' Connor for his time at Amtrak. In addition, also please provide your full support to Assistant Chief of Police Shahade as she serves in this capacity.

Sincerely,



Joe Boardman
President and CEO



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June 06, 2012 • Page 1 of 1

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Sincerely,



Joe Boardman
President and CEO



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May 25, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

May 28 is the commemoration of Memorial Day. As you probably know, the custom and the observance of Memorial Day grew out of the Civil War. Originally, the northern and southern states observed different days, but over time, that practice ended.

Today, on a single day, we honor all of the Americans who have died in service to our country regardless of the conflict they fought in or the side they took. While we now observe it on the last Monday of the month of May, the date originally chosen was May 30th – a date free of association with any particular battle or occasion.

At 3:00 p.m. local time on Monday, we encourage all Amtrak employees to participate in the National Moment of Remembrance by taking a moment to observe, each in our own way, the Americans who have died while defending our great nation. This year, as in the past, all of the engines on the system will sound one long whistle at this time, where safe operation permits, as a salute to those who died for our country.

Over the years, Amtrak has been proud to welcome veterans from all of our nation's armed services. In recent years, members of our company have been mobilized to serve overseas in the current conflict, as well as those that have

preceded it. We are grateful for their service, and were happy to welcome them home when they returned. And we think about the Amtrak employees who are currently on active duty and are deployed away from their families and friends.

Chairman Carper and I are veterans of the Vietnam War and we are proud of our service. As I travel the Amtrak system I am united in pride with all of our veterans who have served this great nation.

I hope that everyone will be able to take a second this weekend, in the midst of the sometimes hectic joys of a new summer's beginning, to remember those who helped make it possible for us to enjoy prosperous and useful lives.

I wish you a happy, a safe, and above all, a peaceful Memorial Day.

Sincerely,



Joe Boardman
CEO and President



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May 25, 2012 • Page 1 of 1

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Sincerely,

Joe Boardman
CEO and President



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special employee advisory

November 5, 2012 • Page 1 of 1

Inclement Weather Policy

We would like to extend our appreciation to all employees who reported during the inclement weather and continue to work to return the railroad to normal operating conditions.

We are grateful for the feedback we received on the Special Employee Advisory – Hurricane Sandy Update #5 which discussed the corporate inclement weather policy for those non-agreement employees who did not report to work last Monday and Tuesday. The decision regarding taking leave and the clarity of the inclement weather policy have both been reviewed bearing in mind the safety of our employees and the lack of precedence in requesting employees to not report to work.

Non-agreement employees **will** be paid for October 29 and October 30. The only exceptions are for those employees who had already input vacation or personal day leave prior to the inclement weather days. Those leave days will remain in EIP. If you had input paid or unpaid leave, please retract it in EIP and this leave will be adjusted in the next payroll cycle (payroll already closed for this period).

Many of our employees worked from home and we are very grateful for that effort put forth. That spirit is one of those unique attributes that sets us apart from so many other companies.

The Human Capital department will review the inclement weather policy and other related policies. Responsibilities and procedures will be made clearer and communicated to you when available.

We appreciate your dedication to Amtrak.



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special employee advisory

November 5, 2012 • Page 1 of 1

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November 7, 2012 • Page 1 of 2

Nor'easter Impacts

A strong Nor'easter will affect the East Coast from this evening through tomorrow. This storm will have greater impact than usual because of the serious impacts of Hurricane Sandy. There are potential wind gusts as high as 60 mph along the coast and accumulating snow in the interior New England area. The wind could bring down more trees leading to additional power outages. Please exercise caution when driving and be prepared for potential loss of power.

Amtrak-to-Amtrak

A number of you have asked how you can help our fellow employees affected by Hurricane Sandy in an effort similar to what was done after Hurricane Katrina.

You are welcome to donate clothing and other much needed items through an Amtrak program being led by the Northeast Corridor business line.

All donated items should be packed in sturdy cardboard boxes and clearly marked with the contents on the outside of the box (children's clothing for example). Please do not use plastic or paper bags as they easily rip and contents could be lost. If you must pack items together, please indicate a summary of the contents on the box exterior. All boxes should be forwarded to:

Michael J. Gallagher
Superintendent, Passenger Services
New York Penn Station

Once received at Penn Station, volunteers will sort the contents for distribution to our affected division employees. We are looking at having all donations at Penn Station by the close of business on November 16.

The following items need not be new (except as indicated by an asterisk), but must be clean and in good condition. Please donate only the following items:

- personal hygiene and grooming items
- school supplies
- men's clothing
- women's clothing
- children's clothing
- toddler's and infant's clothing
- Diapers



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special employee advisory

November 7, 2012 • Page 2 of 2

- Flashlights / batteries
- Blankets
- Towels/linens*

We are sure that you understand that food and other perishable items cannot be accepted for donation.

Employees should check with the office of the appropriate superintendent, passenger services for exact collection locations in your area. The superintendents are:

- Washington – Linda Davenport
- Miami – Tom Guerin
- Chicago – Joy Smith
- Seattle – Gay Olson
- Oakland – Anthony Chapa
- Los Angeles – Mike Dwyer

The cities and collection deadlines are:

- Baltimore – November 15 until the departure of #66
- Boston – November 15 until departure of # 67
- Chicago- November 15 until the departure of #48
- Jacksonville- November 15 until the departure of # 97
- Los Angeles - collection will be determined by superintendent for transport on # 48 (15) from Chicago
- New York - November 14 and 15
- Miami – November 14 until departure of #98 (15)
- Oakland - collection will be determined by superintendent for transport on # 48 (15) from Chicago
- Philadelphia - November 15 until departure of # 66
- Portland/Sacramento/Seattle - collection to be determined by superintendent for transport on # 48 (15) from Chicago
- Washington - November 15 all day until departure of # 66

Your support of your fellow employees is very much appreciated.



special employee advisory

November 7, 2012 • Page 1 of 2

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special employee advisory

November 9, 2012 • Page 1 of 1

A Message from Joe Boardman

Sunday is Veteran's Day. This day was originally known as Armistice Day, and it was established by Congress to mark the end of the end of the World War I, which came at the eleventh hour of the eleventh day of the eleventh month. We are not the only ones who observe it: November 11 is also commemorated in France, Belgium, and all of the countries of the British Commonwealth as Remembrance Day. It is a measure of the staying power of history and of people that the last veteran of that war died earlier this year at the age of 110, 94 years after its end.

Since 1954, America has celebrated this date as Veteran's Day, and we commemorate all of those men and women who have served our nation in time of war and time of peace. It's easy to comprehend that war zones carry enormous hazards, but it's sometimes a little harder to remember what risks the men and women of our Armed Forces face on a daily basis, both at home and abroad.

We are all thankful for these brave souls, but in the wake of Hurricane Sandy, we are all vividly aware of their courage and energy. You have to wonder, when you read the story of the Coast Guard helicopter crew flying into the teeth of the storm to rescue the crew of a sinking ship, where we find such people. The answer is that we find them on the streets and in the homes

of every town in America. Some have made the service a career, and some particularly hardy spirits elect to do it in their spare time, when they might be resting or playing, but all of the men and women of the Armed Forces are selfless and courageous, and we are lucky to have them as our defenders.

I wish you all a safe, and peaceful Veteran's Day – and I thank all of you who have worn the uniform for the work you have done in defending our country.

Sincerely,



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November 9, 2012 • Page 1 of 1

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Joe Boardman
President and CEO



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November 16, 2012 • Page 1 of 1

Relief Fund to be Established for Amtrak Employees

The outpouring among Amtrak employees in the aftermath of Superstorm Sandy has been inspiring. Many employees have worked around the clock to restore service to the water-soaked Northeast and others have donated essential items and clothing to Sandy victims.

The spirit of that generosity will not be weakened. As the company did in the wake of Hurricane Katrina, Amtrak will again establish a peer-to-peer donation fund, allowing employees across the country to make donations via payroll deductions to help their Amtrak colleagues.

The full details of the Amtrak Employee Relief Fund will be released early next week, including how to make direct donations or to enroll in a payroll deduction to benefit Sandy victims employed by Amtrak. Details on how to apply for the financial assistance will follow that message.

An organization's true character is revealed in the wake of such tragedies. Amtrak employees coast to coast can take pride in the humility and selflessness displayed by their colleagues over the last two weeks. That kindness will carry on through the Amtrak Employee Relief Fund, helping victims restore their homes and heal their hearts.

Full details of the Fund will be announced next week.

Please distribute at all safety meetings and post on all employee bulletin boards.



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November 20, 2012 • Page 1 of 2

A Message from Joe Boardman

Thanksgiving is typically the start of the holiday season. It is usually a time of family gatherings, festive meals, and appreciation for our many blessings. I ask that this year you pause for a moment of reflection for those in our Amtrak family and those in the greater New York-New Jersey region whose lives are irrevocably altered. Family members have been lost, property damaged and residences destroyed.

Communities were affected by the powerful, slow-moving storm and were battered by winds, pelted with rains and inundated by storm surges unlike anything in living memory. The Northeast Corridor (NEC), North America's busiest stretch of railroad, also experienced unprecedented damage. Four of the six tunnels under the Hudson and East Rivers, constructed more than a century ago, flooded for the first time with almost 11 million gallons of water. Felled trees blocked tracks and pulled down catenaries while salt water destroyed sensitive electronic signal systems.

Our employees reacted to Hurricane Sandy in a manner that made me extremely proud. I want to thank all of you who took preventative measures to prepare for the hurricane, and especially to those who sprang into action to assess damage, prioritize repairs and coordinate our response across the region. Employees on the ground inspected the entire right-of-way between Boston and Washington, including all movable bridges. Those at CNOC, the Reservation Sales and Call Centers, and corporate headquarters worked to keep you, our passengers and our rail and state partners informed of our progress and the fluidity of the situation. Some of you lost power to your homes and left your families to work many hours to restore the railroad. This dedication in the face of such an unprecedented event is appreciated by all.

Our crews worked to restore service as soon as possible and we are now fully operational. As evidenced by an all time record of 11.4 million passengers in Fiscal Year 2012, the NEC is vital to the region's economy and mobility. We are committed to the long-term maintenance and enhancement of this critical infrastructure to serve today's customers and those of future generations. And we are committed to our employees in the following ways:

Relief Fund

Amtrak has established the Amtrak Employees' Relief Fund to enable all employees to make monetary donations to other employees who have suffered as a result of Hurricane Sandy. You may make a direct contribution by check or through a payroll deduction. Checks should be made out to the National Railroad Passenger Corporation (Amtrak) Employee Relief Fund and sent to the lockbox at:

National Railroad Passenger Corporation (Amtrak) Employee Relief Fund
26462 Network Place
Chicago, IL 60672-1264

Donations may be made by payroll deduction by filling out form *NRPC 3238 Amtrak Relief Fund Payroll Deduction Form*, which can be found on the Intranet home page under "Library" and then "Forms." The form is also attached to this advisory. Employees have the choice of donating a one-time amount or choosing an amount to be deducted from each paycheck until the designated amount is reached.

Lisa Coleman, EEO compliance officer, Law, Kathy Huss, business partner, Human Capital and Keith Warchol, senior treasury associate, Finance have been asked to serve as fund trustees. Details on how employees may apply for financial assistance from the fund will be announced once the process is finalized.



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special employee advisory

November 20, 2012 • Page 2 of 2

Amtrak has applied to the Internal Revenue Service (IRS) for non-profit status for the fund so that donations can be claimed as a charitable contribution by employees when filing income tax returns. If and when the IRS approves the application, the approval will be retroactive to the application date, and employees will be advised.

Northeast Corridor Business Line Donation Effort

On November 7 employees nationally were invited to donate clothing and other needed items through a collection effort led by the Northeast Corridor business line and coordinated by the superintendents, passenger services in their respective areas. In just one week 800 boxes of donations were received in New York. An advisory was distributed to New York Penn Station staff on November 16 announcing that donations would be ready for distribution beginning yesterday. Personal phone calls and one-on-one conversations have been held with all Hurricane Sandy affected employees to advise them that these donations are available to them.

After our own employees' needs are met we are hope to expand this donation distribution effort to employees of both the Metropolitan Transportation Authority and New Jersey Transit. Preliminary conversations have already been held with both the MTA and NJT representatives.

Train of Hope

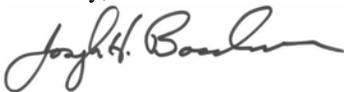
Immediately after the hurricane, two officials in Louisiana discussed how well they understood the heartache that people on the East Coast felt in the aftermath of the hurricane. They had experienced Hurricane Katrina and were so appreciative of the outpouring of donations and support that this nation provided following that devastating event that they wanted to pay it forward in some manner. They developed the concept of "The Train of Hope" and with the assistance of the office of Senator David Vitter of Louisiana, other state officials and Amtrak the concept became a reality.

It took a lot of work from a dedicated group of Amtrak employees to make this happen both logistically and operationally and much physical labor was required to prepare, load and unload the donations that were delivered to the New Orleans station for transport north in a dedicated baggage car on the *Crescent*. Once received at the Newark station, our employees again unloaded more than 30 pallets of donations for residents of hard hit towns in New Jersey.

We and the city of Slidell received a significant amount of local and national press coverage for the Train of Hope. This type of coverage is important for us, but more importantly, we were able to help others in a time of need.

Thank you for all you do everyday, but especially during these last few weeks. Please have a safe holiday.

Sincerely,



Joe Boardman
President and CEO

special employee advisory

November 20, 2012 • Page 1 of 2

A Message from Joe Boardman

Thanksgiving is typically the start of the holiday season. It is usually a time of family gatherings, festive meals, and appreciation for our many blessings. I ask that this year you pause for a moment of reflection for those in our Amtrak family and those in the greater New York-New Jersey region whose lives are irrevocably altered. Family members have been lost, property damaged and residences destroyed.

Communities were affected by the powerful, slow-moving storm and were battered by winds, pelted with rains and inundated by storm surges unlike anything in living memory. The Northeast Corridor (NEC), North America's busiest stretch of railroad, also experienced unprecedented damage. Four of the six tunnels under the Hudson and East Rivers, constructed more than a century ago, flooded for the first time with almost 11 million gallons of water. Felled trees blocked tracks and pulled down catenaries while salt water destroyed sensitive electronic signal systems.

Our employees reacted to Hurricane Sandy in a manner that made me extremely proud. I want to thank all of you who took preventative measures to prepare for the hurricane, and especially to those who sprang into action to assess damage, prioritize repairs and coordinate our response across the region. Employees on the ground inspected the entire right-of-way between Boston and Washington, including all movable bridges. Those at CNOC, the Reservation Sales and Call Centers, and corporate headquarters worked to keep you, our passengers and our rail and state partners informed of our progress and the fluidity of the situation. Some of you lost power to your homes and left your families to work many hours to restore the railroad. This dedication in the face of such an unprecedented event is appreciated by all.

Our crews worked to restore service as soon as possible and we are now fully operational. As evidenced by an all time record of 11.4 million passengers in Fiscal Year 2012, the NEC is vital to the region's economy and mobility. We are committed to the long-term maintenance and enhancement of this critical infrastructure to serve today's customers and those of future generations. And we are committed to our employees in the following ways:

Relief Fund

Amtrak has established the Amtrak Employees' Relief Fund to enable all employees to make monetary donations to other employees who have suffered as a result of Hurricane Sandy. You may make a direct contribution by check or through a payroll deduction. Checks should be made out to the National Railroad Passenger Corporation (Amtrak) Employee Relief Fund and sent to the lockbox at:

National Railroad Passenger Corporation (Amtrak) Employee Relief Fund
26462 Network Place
Chicago, IL 60672-1264

Donations may be made by payroll deduction by filling out form *NRPC 3238 Amtrak Relief Fund Payroll Deduction Form*, which can be found on the Intranet home page under "Library" and then "Forms." The form is also attached to this advisory. Employees have the choice of donating a one-time amount or choosing an amount to be deducted from each paycheck until the designated amount is reached.

Lisa Coleman, EEO compliance officer, Law, Kathy Huss, business partner, Human Capital and Keith Warchol, senior treasury associate, Finance have been asked to serve as fund trustees. Details on how employees may apply for financial assistance from the fund will be announced once the process is finalized.



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special employee advisory

November 20, 2012 • Page 2 of 2

Amtrak has applied to the Internal Revenue Service (IRS) for non-profit status for the fund so that donations can be claimed as a charitable contribution by employees when filing income tax returns. If and when the IRS approves the application, the approval will be retroactive to the application date, and employees will be advised.

Northeast Corridor Business Line Donation Effort

On November 7 employees nationally were invited to donate clothing and other needed items through a collection effort led by the Northeast Corridor business line and coordinated by the superintendents, passenger services in their respective areas. In just one week 800 boxes of donations were received in New York. An advisory was distributed to New York Penn Station staff on November 16 announcing that donations would be ready for distribution beginning yesterday. Personal phone calls and one-on-one conversations have been held with all Hurricane Sandy affected employees to advise them that these donations are available to them.

After our own employees' needs are met we are hope to expand this donation distribution effort to employees of both the Metropolitan Transportation Authority and New Jersey Transit. Preliminary conversations have already been held with both the MTA and NJT representatives.

Train of Hope

Immediately after the hurricane, two officials in Louisiana discussed how well they understood the heartache that people on the East Coast felt in the aftermath of the hurricane. They had experienced Hurricane Katrina and were so appreciative of the outpouring of donations and support that this nation provided following that devastating event that they wanted to pay it forward in some manner. They developed the concept of "The Train of Hope" and with the assistance of the office of Senator David Vitter of Louisiana, other state officials and Amtrak the concept became a reality.

It took a lot of work from a dedicated group of Amtrak employees to make this happen both logistically and operationally and much physical labor was required to prepare, load and unload the donations that were delivered to the New Orleans station for transport north in a dedicated baggage car on the *Crescent*. Once received at the Newark station, our employees again unloaded more than 30 pallets of donations for residents of hard hit towns in New Jersey.

We and the city of Slidell received a significant amount of local and national press coverage for the Train of Hope. This type of coverage is important for us, but more importantly, we were able to help others in a time of need.

Thank you for all you do everyday, but especially during these last few weeks. Please have a safe holiday.

Sincerely,



Joe Boardman
President and CEO

special employee advisory

November 21, 2012 • Page 1 of 1

A Message from Operation RedBlock

Greetings from Operation RedBlock,

Operation RedBlock would like to wish everyone a safe and happy holiday. “Saving jobs and saving lives” is our motto. Operation RedBlock is a labor-developed, company-adopted drug and alcohol prevention and intervention program. Please remember Operation RedBlock is here to help. Our Labor Coordinators are available 24/7 to provide assistance. Operation RedBlock is offered to all Amtrak employees.

For **CONFIDENTIAL** mark-offs please call 1-800-44R-BLOC (1-800-447-2562).

Have a safe, happy and sober holiday,
The Operation RedBlock Team



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November 21, 2012 • Page 1 of 1

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November 26, 2012 • Page 1 of 1

Amtrak Harassment Policy

Amtrak is committed to complying with the Federal Railroad Administration's accident reporting regulations **as set forth in 49 CFR Part 225** and the Federal Rail Safety Act's whistleblower protections set forth in **49 U.S.C. 20109**.

Accordingly, Amtrak requires the accurate reporting of all accidents, incidents, injuries and occupational illnesses arising from the operation of the railroad completely and in a timely manner. Amtrak will, under no circumstances, tolerate harassing or intimidating conduct by any employee that is calculated to discourage or prevent any individual from receiving proper medical treatment or from reporting an accident, incident, injury or occupational illness. Amtrak will not tolerate retaliation for accident, incident, injury or occupational illness or avoidance (or attempted avoidance) of FRA reportability through coercion, medical interference or other improper means.

Any employee who engages in harassment, intimidation, retaliation, interference or other prohibited conduct described above will be subject to discipline, up to and including termination. In addition, civil monetary penalties can be assessed, by the Federal Railroad Administration, against any railroad employee, executive, manager or supervisor, who willfully causes a violation of or non-compliance with any part of **49 CFR Part 225**. Furthermore, Amtrak will take immediate disciplinary action, up to and including termination, against any employee who disciplines an individual in retaliation for reporting an injury or who makes any attempt to deny, delay or interfere with medical treatment, which are both prohibited

activities under the FRSA, 49 U.S.C. 20109.

Any employee who has reasonable grounds to believe this policy statement has been violated should contact the **toll-free Ethics and Compliance Hotline at (866) 908-7231**. Amtrak's Dispute Resolution Office (DRO) will conduct an inquiry immediately following the receipt of the complaint. Employees may also contact the Office of the Inspector General at (800) 468-5469 or write to:

Amtrak
Office of the Inspector General
P.O. Box 76654
Washington, DC 20013

If the assigned investigator finds that sufficient evidence exists to support the complaint, a comprehensive investigation will be initiated. Should the inquiry determine that insufficient information exists to support the complaint, the employee will be notified and the case administratively closed.

Employees will be provided whistleblower protection from any retaliatory action taken as the result of reporting conduct they reasonably believe violates this policy. Employees shall be free from restraint, interference, coercion or reprisal for communicating directly or indirectly, information that they believe indicates violation of law or company policy.



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November 26, 2012 • Page 1 of 1

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November 27, 2012 • Page 1 of 1

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activities under the FRSA, 49 U.S.C. 20109.

Any employee who has reasonable grounds to believe this policy statement has been violated should contact the **toll-free Amtrak Helpline at (866) 908-7231**. Equal Employment Opportunity Compliance Office (EEOC) will conduct an inquiry immediately following the receipt of the complaint.

If the assigned investigator finds that sufficient evidence exists to support the complaint, a comprehensive investigation will be initiated. Should the inquiry determine that insufficient information exists to support the complaint, the employee will be notified and the case administratively closed.

Employees will be provided whistleblower protection from any retaliatory action taken as the result of reporting conduct they reasonably believe violates this policy. Employees shall be free from restraint, interference, coercion or reprisal for communicating directly or indirectly, information that they believe indicates violation of law or company policy.



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special employee advisory

November 30, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear co-workers,

Earlier this week I spoke at a Congressional hearing that focused on our reorganization efforts. In the face of tough questions about our financial performance, criticisms of our employees and doubts about the company's longevity, I defended our reorganization process and most importantly you—the employees.

Throughout the six months of this reorganization, I've met many employees who already embody Amtrak's continual-improvement attitude and are customer-focused. We're continually working to better our safety, our customer satisfaction and our bottom line, and that work will never be done. We can always improve, and that's what this reorganization is all about.

Despite the inquiries from Capitol Hill, Amtrak is performing the best in our 41-year history. The testimony offered us a chance to showcase all the hard work we've been doing recently. For example, in light of questions about our financial responsibility, I shared the fact that we've cut our debt by half. We also experienced our best fiscal year for on-time performance and ridership in FY2012. These are real achievements that allow us the stability and resources we need to take the next steps in this reorganization.

Those next steps include bringing accountability and reliability to every position at Amtrak. In my meetings with employees coast to coast, this is one of the biggest points that I stress. This reorganization is not just an operational change, but a cultural change. Many of you are already there, going above and beyond your traditional responsibilities

to improve the organization. I thank you for that, and earlier this week I reminded the Congressional committee of all that you do.

As key positions continue to be filled in this reorganization, changes seem to come daily. But they're all made with the goal of improving our safety, customer satisfaction and financial standing. You have done a great job meeting our milestones so far, and I was proud to announce our achievements to members of our nation's Congressional oversight committees. There's promise in what we all can achieve together, and I know you're prepared for the work ahead.

If you'd like to read the [testimony in full](#), please visit Capitolhearings.org under the House Committee on Transportation and Infrastructure link. Through that link you can also watch a video of the hearing.

Thank you for everything you do everyday for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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October 24, 2012 • Page 1 of 2

2012 PSSA Recipients Announced

We are pleased to announce the recipients of the 2012 President's Service and Safety Awards (PSSA). The company annually honors employees and external partners who have made exceptional contributions to Amtrak. The following award winners will be honored a ceremony in Washington, D.C., on November 8.

Achievement

Douglas Konn
Minot Team
Andrew Maragos
Doneta Skinn
Dan Valley

Champion of the Rails

Judy and Harold Bryant (Team)
Tom Heard
Carey Maynard Moody

Environmental Achievement

Robert Jones and John Tull (Team)

Project Excellence

40th Anniversary Train Team

Frank Anderson
I. Suzi Andiman
Francine Berk
Helen Butler
J. Bruce Carlton
Gerald Cherico
Matt Donnelly
Seth Geist
John Grey
Christopher Jagodzinski
Patrick Kidd

David Milenbaugh
James Monaghan
Jeffrey Osborne
Steven Ostrowski
Ann Owens
John Skalski
Deborah Varnado

ETicketing Pilot Team

Anthony Flynn
Donald Hancock
John Herring
Justin Jose
Amir Khan
Douglas Konn
Victor Machado
Wanda McQueen
Mark Musselwhite
Geoffrey Nelson
Penelope Porter
Natividad Risley
Thomas Vidnovic
Xiaoyuan (Sharon) Yu

Train Communications Team

Sarabpreet Bumra
Sean Cronin
Brian Erny
Christopher Jagodzinski
Clifford Kendall
Kevin Koppel
Kevin Landrigan
Stevan Lebo
Lenetta McCampbell
William Rossetti
Michael Scaringe
Glenn Selby
Nicholas Troiano
George Warren
Onping Yu

Safety Achievement

William White
J. Bruce Carlton and Brian Dallas
(Team)



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October 24, 2012 • Page 2 of 2

Riverside Statistical Office Team

Joann Hemesath
Gail Johnson
Juan Morales
Jonnie Washington

James Pilley
Betty Purich
Donald Thomas
Dave Thompson
Stephanie Utt
Antonio Watson
Denise White

Safety Committee of the Year

Baltimore Safety Committee

Elliott Benton
Timeka Caldwell
Raymond Geisendaffer
Tracy Hart
Michael Jones
Paul Mallon
Anthony Mobley
Joseph Prochaska
Matthew Rohlfing
Miriam Suddoo-Morgan
Charles Sweeney
Maria Torres
Patricia Ussery

Valor

Jimmie Wright
California Zephyr Team
Alexandra Curtis
Richard D'Alessandro
Lana Dickerson
Daniel Foley
Evelyn Johnson
Ronald Kaminkow
Kurt Krucine
Laurette Lee*
John Little
Sandra Phillips
Samir Tamer
Ron Werckenthien
Cherry Williams
Dionne Williams Green

State Partner

William Bronte
Lee Goldenberg

Sustained Excellence

Mary Rose Barbara
Randy Benfer
Julie Byrne
Delora Davis
Michele Detrick
Bernard Grant
Joannie Gunpat
Kenneth Homko
Charles Ingram
Marilyn Jamison
Michael Jenkins
Mildred Johnson
Elaine Meister
Michael O'Connell
Nancy Olsen

* In Memoriam



special employee advisory

October 24, 2012 • Page 1 of 2

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Patrick Kidd

David Milenbaugh
James Monaghan
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October 24, 2012 • Page 2 of 2

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Maria Torres
Patricia Ussery

Valor

Jimmie Wright
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Alexandra Curtis
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Lana Dickerson
Daniel Foley
Evelyn Johnson
Ronald Kaminkow
Kurt Krucine
Laurette Lee*
John Little
Sandra Phillips
Samir Tamer
Ron Werckenthien
Cherry Williams
Dionne Williams Green

State Partner

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Lee Goldenberg

Sustained Excellence

Mary Rose Barbara
Randy Benfer
Julie Byrne
Delora Davis
Michele Detrick
Bernard Grant
Joannie Gunpat
Kenneth Homko
Charles Ingram
Marilyn Jamison
Michael Jenkins
Mildred Johnson
Elaine Meister
Michael O'Connell
Nancy Olsen

* In Memoriam



special employee advisory

October 28, 2012 • Page 1 of 1

Hurricane Sandy Update

Safety and security are our number one corporate goals and please keep that in mind over the next few days as the storm intensity increases. Service operations will continually be reviewed and updated communications will be issued as necessary.

Questions will certainly arise about how to handle late arrivals and absences during this period of inclement weather. A summary of our current policy is explained below:

- As long as your Amtrak facility is open and operational, employees are expected to report to work.
- Agreement-covered employees will be covered under your respective collective bargaining agreements; please refer to the applicable section of your agreement.
- If a non-agreement employee cannot report to work, you should notify your supervisor as soon as possible and must take an unused personal day, an unused vacation day or take the day off without pay.

At this point in time, Amtrak has not announced the closing of any facility. This is a very fluid situation and as soon as the potential effects of Hurricane Sandy become clearer we will issue another advisory.

Please check with your usual communication channels and supervisors for updates.

Thank you.



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October 28, 2012 • Page 1 of 1

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October 29, 2012 • Page 1 of 1

Hurricane Sandy Update #3

Amtrak Northeast Corridor services are cancelled through Tuesday, October 30 due to the continuing effects of Hurricane Sandy. Most up to date information can be located at Amtrak.com/Alerts

Engineering, Operations, Mechanical and Amtrak Police department employees are again expected to report to work tomorrow. Other positions have been or will be annulled or reduced and you are not expected to report for work unless specifically requested by your supervisor. If you have questions on your status for service, please contact your supervisor.

Please continue to check Amtrak.com for any service changes and monitor the Intranet for any employee updates.

Please continue to be safe.

Thanks.



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special employee advisory

October 30, 2012 • Page 1 of 1

Hurricane Sandy Update #4

We hope that this finds you safe, warm and dry.

On Wednesday, October 31, Amtrak plans on operating modified *Northeast Regional* service from Newark, N.J., to points south, *Keystone*, *Shuttle* and *Downeaster* service to operate and overnight trains will, in some cases, be restored. We ask that you continue to check Amtrak.com for any additional service changes and monitor the Intranet for any employee updates.

All employees should plan on reporting to work tomorrow according to your usual work schedules unless your supervisor informs you differently.

If you have questions on your status for service, please contact your supervisor.

Thanks for all that you have done these past few days.



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October xx, 2012 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

Last week, our Inspector General (IG) released a report entitled *Railroad Safety: Amtrak is not Adequately Addressing Rising Drug and Alcohol Use by Employees in Safety-Sensitive Positions* (<http://www.amtrakoig.gov/reading-room>). In part, the IG found that “Amtrak’s hours-of-service (HOS) employees are testing positive for drugs and alcohol more frequently than their peers in the railroad industry. Our analysis of Amtrak’s random drug and alcohol test results shows that these employees have been testing positive for drugs and alcohol at a rate that has been generally trending upward since 2006, and this rate has exceeded the industry average for the past 5 years. The majority of Amtrak’s positive tests since 2006 were for drugs, primarily cocaine and marijuana.”

Amtrak has over 4,400 hours-of-service (HOS) employees, including locomotive engineers, conductors, and train dispatchers, and also some employees who maintain signals equipment (signals employees) and some employees who operate locomotives within the mechanical yard or maintain locomotive cab signal equipment (mechanical employees).

As you must realize, these results are both personally and professionally disturbing. Amtrak is a drug- and alcohol-free workplace and there is no middle ground for this. It is the responsibility of all employees to be knowledgeable of our policy and procedures for maintaining a safe work environment for employees and our customers. One positive test is one too many. No Amtrak employee should be under the influence of illegal drugs or alcohol at work at anytime. It simply will not be tolerated.

The IG made a number of recommendations and we will be working to implement them in a timely manner. These include:

- The percentage of random drug tests will increase from the current 33 percent to 50 percent for all of our HOS employees for Fiscal Year 2013. This will improve our ability to detect and deter drug and alcohol use.
- We will compare drug and alcohol testing results against company goals and industry averages and Amtrak will issue a quarterly report to senior managers in the Operations department starting in January 2013.
- A senior management oversight group will be organized by January 2013 and will meet quarterly with the first meeting scheduled to take place in February 2013. The Drug and Alcohol Prevention Executive Oversight Committee will be chaired by the vice president of Operations.
- We will ensure that the physical observation program meets or exceeds FRA’s guidance by:
 - revising Amtrak’s policy on the frequency of conducting observations to meet or exceed FRA guidance, and ensuring that all HOS supervisors are advised of this change;
 - holding supervisors accountable for performing the required number of observations each quarter;
 - improving the efficiency of the process and/or system used to record the physical observations; and



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special employee advisory

October xx, 2012 • Page 2 of 2

- routinely reporting on the number of observations recorded against the company goals and FRA guidance.
- Management will begin drug and alcohol training and/or re-training HOS supervisors beginning March 2013 with a target completion date of March 2014. In connection with this training, management will make sure training is properly documented by individual name and date of the training within SAP.

We run a safe railroad today. No Amtrak locomotive engineer has tested positive in post-accident drug and alcohol testing since the Federal Railroad Administration (FRA) began maintaining records in 1989. And no Amtrak engineers failed the Random Drug and Alcohol testing in 2011.

Furthermore, as recently as June 2011, the FRA has praised our alcohol and drug program. However, the IG has pointed out critical areas for improvement and we are committed to doing so for you and our 30 million customers. If you or a colleague would like confidential and free assistance with a drug or alcohol issue, please call Operation RedBlock at 1-800-44RBLOC (447-2562) or contact your local Employee Assistance Program (EAP) representative (<http://wiki.intranet.nrpc/display/EAP/Home>).

We can and will improve in these critical areas and we are committed to doing so for you and our customers.

Thank you for all you do and for your commitment to maintaining a drug-free and alcohol-free workplace.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

October xx, 2012 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

Last week, our Inspector General (IG) released a report entitled *Railroad Safety: Amtrak is not Adequately Addressing Rising Drug and Alcohol Use by Employees in Safety-Sensitive Positions* (<http://www.amtrakoig.gov/reading-room>). In part, the IG found that “Amtrak’s hours-of-service (HOS) employees are testing positive for drugs and alcohol more frequently than their peers in the railroad industry. Our analysis of Amtrak’s random drug and alcohol test results shows that these employees have been testing positive for drugs and alcohol at a rate that has been generally trending upward since 2006, and this rate has exceeded the industry average for the past 5 years. The majority of Amtrak’s positive tests since 2006 were for drugs, primarily cocaine and marijuana.”

Amtrak has over 4,400 hours-of-service (HOS) employees, including locomotive engineers, conductors, and train dispatchers, and also some employees who maintain signals equipment (signals employees) and some employees who operate locomotives within the mechanical yard or maintain locomotive cab signal equipment (mechanical employees).

As you must realize, these results are both personally and professionally disturbing. **Amtrak is a drug- and alcohol-free workplace and there is no middle ground for this.** It is the responsibility of all employees to be knowledgeable of our policy and procedures for maintaining a safe work environment for employees and our customers. No Amtrak employee should be under the influence of illegal drugs or alcohol at work at anytime or test positive for illegal drugs while working. Any employees who abuse drugs and/or alcohol at work are not just a danger to themselves, they are also putting the lives of their fellow workers and the traveling public in danger. This will simply not be tolerated.

The IG made a number of recommendations and we will be working to implement them in a timely manner. These include:

- The percentage of random drug tests will increase from the current 33 percent to 50 percent for all of our HOS employees for Fiscal Year 2013. This will improve our ability to detect and deter drug and alcohol use.
- We will compare drug and alcohol testing results against company goals and industry averages and Amtrak will issue a quarterly report to senior managers in the Operations department starting in January 2013.
- A senior management oversight group will be organized by January 2013 and will meet quarterly with the first meeting scheduled to take place in February 2013. The Drug and Alcohol Prevention Executive Oversight Committee will be chaired by the vice president of Operations.
- We will ensure that the physical observation program meets or exceeds FRA’s guidance by:
 - revising Amtrak’s policy on the frequency of conducting observations to meet or exceed FRA guidance, and ensuring that all HOS supervisors are advised of this change;
 - holding supervisors accountable for performing the required number of observations each quarter;



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special employee advisory

October xx, 2012 • Page 2 of 2

- improving the efficiency of the process and/or system used to record the physical observations; and
- routinely reporting on the number of observations recorded against the company goals and FRA guidance.
- Management will begin drug and alcohol training and/or re-training HOS supervisors beginning March 2013 with a target completion date of March 2014. In connection with this training, management will make sure training is properly documented by individual name and date of the training within SAP.

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We can and will improve in these areas and we are committed to doing so for you and our customers.

Thank you for all you do and for your commitment to maintaining a drug-free and alcohol-free workplace.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

October 26, 2012 • Page 1 of 2

Dear Co-workers,

Amtrak has completed another successful year. Once again we have achieved record ridership — in nine of the last 10 years — and had the opportunity to serve the travel needs of more than 31.2 million customers. Our ridership is up 49 percent since FY 2000. Your hard work combined with these additional customers and the revenue they produced resulted in the lowest operating subsidy requirements since the company was founded more than 41 years ago. Passenger revenue covered more than 79 percent of our operating expenses. Another 6 percent was covered by the money we made from real estate and other commercial activities. The total 85 percent coverage of operating expenses is far and away the best for any passenger railroad, including commuter services, in this country. Few in the world could top this.

Additionally, our operating subsidy requirement over this last fiscal year was 38 percent less than in 2004 as measured in actual dollars expended, and almost 49 percent less when accounting for inflation.

Our achievements since Amtrak was created 41 years ago have been significant — even more so when it is remembered that during this time there have been eight U.S. presidents, nine Amtrak presidents, several turnovers of our board of directors and a fluctuating congressional leadership. What has been constant has been the dedication of the men and women of Amtrak. Your greatest accomplishment has been preserving intercity passenger rail service in the face of many challenges, infrequent appreciation and frequent second guessing by our critics.

This accomplishment is so important at a time when this country needs a safe, efficient, environmentally friendly and cost-effective means of transportation that is viewed as critical to our quality of life. I would like to say that we won't have to deal with the challenges we have had in the past. Unfortunately, that will not be the case. The debate over the federal budget in the coming years will intensify the scrutiny we're under, regardless of the outcome of the election in November. The implementation of Section 209 of the Passenger Rail Investment and Improvement Act of 2008 means we will have to compete to operate short-distance trains off the Northeast Corridor similar to the way we have competed to operate commuter services. Throughout all of this, our customers remain the most important part of our business. The tickets they buy provide the revenue that makes up the largest portion of our paychecks. We must remember they have transportation choices, and we need to earn their business every day.

We are not sitting idly. We are preparing Amtrak to meet these challenges by running Amtrak like a business. Some have asked what "run Amtrak like a business" means. It means that we must provide service that consistently meets or exceeds the expectations of our customers. It also means we are



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special employee advisory

October 26, 2012 • Page 2 of 2

always looking for ways to increase our revenues and provide our service at the lowest possible cost. Profit and loss are important principles to us, just as safety, customer service and respect for one another are also foundations of our business.

Some of you are already involved in these initiatives and many of you have heard about them. Others will be rolling out in the coming months. The first was our Strategic Plan that is now a year old. It identified our vision. You can find the specific plan on the Intranet, but it was best summed up by someone I met in my travels across the railroad. When I asked him what he thought our vision was, he said, "Our vision is to be the best in passenger transportation." That means the best in customer service and the best value to our customers, whether they're the people who travel on our trains, our state partners or the federal government that helps fund us.

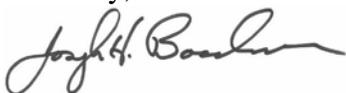
The challenge with strategic plans is making them something more than a dust collector on a bookshelf. We will make ours a living document. The first step in implementing our Strategic Plan is developing the new organizational structure for Operations. This will bring together Transportation, Mechanical and Engineering with a strong focus on exceeding the customers' expectations and increasing efficiency.

Each executive committee member will also be responsible for supporting the corporation's vision and goals and achieving those goals within their own departments. This will initially focus on non-agreement employees who will have new performance plans that are tied to our corporate goals during Fiscal Year 2013. As a result, you will know more clearly how you contribute to our future success.

Every day working as a team, we will be looking for both improvements and new ways to deliver a better travel experience while increasing our revenue and lowering our cost. Providing superior service at the lowest possible cost will be the best way to successfully meet the challenges we will face in the years ahead.

Thank you for everything you did to make Fiscal Year 2012 a success. Let's make 2013 even better.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

September 10, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very proud to announce that we have begun the rollout of an exciting new program for employees on long-distance trains, which will extend to all other Amtrak trains and stations in 2013. This program is designed to help us strengthen our customer focus by providing stellar customer service on every route.

To our customers, *you* are the face of Amtrak. Your actions directly impact how passengers perceive our service. Customers frequently tell us directly about their trip, but as a company we can improve on sharing this feedback with those on the front lines. You deserve to know when a customer praises your service, and likewise, customer feedback about deficiencies in service helps us improve.

Part of the effort to get you more customer feedback is the “Wall of Fame,” a program that I saw in action when I visited Miami a few months ago and which we are now expanding throughout the company. Assistant Superintendent Karen Shannon showed me how she uses new technology that Amtrak recently developed to put customer feedback where it belongs— in the crew base with the crews. And we can do it quickly. We can get feedback from each trip you make back to you on a daily basis. In addition to customer comments, our service managers now have access to employee metrics such as LSA remittances, employee praise rankings and other data of interest to you.

The general superintendents and superintendents of passenger services and operations are also an important

part of the Wall of Fame program, and they’re excited to see it in action.

Over the next several months, managers from Transportation and the CSPMI team will be meeting with local crew base management to fully explain the program and help set it in motion. At that time, you will see three things: a “Wall of Fame” or similarly named display that posts customer praise for crew members in their crew bases; a “Wall of Shame” or similarly named board highlighting customer complaints and tips for addressing them; and a wall with performance metrics including rankings of our top employees.

Please be on the lookout in the coming months for this new program. You’ll continue to hear about the program’s progress in company communications, and *Amtrak Ink* will regularly feature our customer service superstars.

Like everything else we do in our rail system, this program took team work. It took cooperation from a variety of departments, and I thank them for their hard work.

Thank you for everything you do for Amtrak everyday.

Sincerely,



Joe Boardman
CEO and President



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September 10, 2012 • Page 1 of 1

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Joe Boardman
CEO and President



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September 24, 2012 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

There are about seven weeks remaining until the election and I wanted to remind you of Amtrak's policy on political contributions and communications.

Amtrak employees may engage in political activities on their own behalf, on their own time and away from Amtrak premises. You may also make financial contributions of your personal funds to candidates and political entities of your choice, as long as it complies with Amtrak policies, including our Ethical Conduct and Conflict of Interest Policy. Employees, however, may not engage in any political activity on Amtrak premises or use Amtrak property for these purposes, and you cannot be reimbursed for any campaign contributions made from personal funds.

Amtrak Contributions to Candidates for Office

Use of company money for candidate contributions is prohibited. Amtrak may not and does not use company money for any candidate campaign funds including candidate campaign committees, political parties, caucuses or independent expenditure committees.

Use of Amtrak Funds for Political Activities

Laws regulating lobbying and issue advocacy are complicated and change frequently. Violation of these laws can involve significant compliance and reputation risk, which can result in fines or other sanctions. Factors used to evaluate the decision to participate in advocacy groups include the business needs of all Amtrak partners in the market as well as the political risks and benefits.

To manage these risks, Amtrak Government Affairs must be informed of any Amtrak employee activity related to elections campaigns, or communications with elected or other officials, or with advocacy groups, regarding political issues.

Personal Contributions

Nothing in this policy is intended to interfere with the rights of Amtrak employees to make voluntary personal contributions on their own behalf to candidates, political entities and/or advocacy groups of your choice. However, these contributions cannot be expensed to Amtrak.

Personal contributions to candidates or their related entities doing business with Amtrak may require disclosure or have other implications if you are also involved in a procurement involving that business. Please consult with Procurement and/or DJ Stadler, Vice President of Operations and Chief Ethics Officer with any questions about this.

Communications with Amtrak Employees

Employee use of Amtrak's communications systems, including telephones and e-mail, is restricted to business use. You may not use e-mail or other Amtrak communications systems to discuss or disseminate information involving political, candidate or ballot initiatives. Sending e-mails via the Amtrak e-mail system or computers that support or criticize a candidate for political office is prohibited.



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September 24 2012 • Page 2 of 2

Social Media

Amtrak employees should use caution when participating in social media sites involving political campaigns to ensure that you are not speaking on behalf of our company.

Questions

Please contact Amtrak General Counsel Eldie Acheson, (achesoe@amtrak.com), with any questions and she will coordinate with Joe McHugh, Vice President, Government Affairs and Corporate Communications and DJ Stadtler, Vice President, Operations and Chief Ethics Officer as necessary.

Thank you for all you do.

Sincerely,

Joe Boardman
CEO and President



special employee advisory

September 24, 2012 • Page 1 of 2

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September 24 2012 • Page 2 of 2

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Thank you for all you do.

Sincerely,

Joe Boardman
CEO and President



special employee advisory

April 12, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I have not talked about Operation RedBlock (ORB) recently. This is a note to tell you that there has been no change in your ability to mark-off. If you feel the need to do so, do it and call 1-800-44RBLOC (447-2562). And when you do it, it will be confidential.



Union leadership is working on a consistent message for every General Chairman involved in ORB which will be available soon.

Thanks for all you do to keep our customers and our fellow employees safe.

Sincerely,

A handwritten signature in black ink that reads "Joe Boardman".

Joe Boardman
President and CEO



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April 12, 2012 • Page 1 of 1

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April 19, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very pleased to announce that DJ Stadler, the current acting vice president of operations, will continue his role overseeing the transportation, engineering and mechanical departments as the vice president of operations effective immediately.

The time DJ spent at Amtrak as chief financial officer, prior to assuming the role of acting vice president of operations at my request, enabled him to see how Amtrak functions, and having been involved in the details of operations budgets has given him tremendous insight. In the months since his transition in December, DJ has spent time working with senior leaders throughout the operations department to develop a structure that is in line with the Strategic Plan.

In his role as vice president of operations, DJ will be focused on implementing a structure within the operations departments that allows for inter-departmental collaboration, and that better supports the efforts to deliver high-speed, Northeast Corridor, state-supported and long-distance service that meets the expectations of our customers.

Please join me in welcoming DJ into this role and give him your support. Thank you for the work you do every day.

Sincerely,



Joe Boardman
President and CEO



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April 19, 2012 • Page 1 of 1

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Please join me in welcoming DJ into this role and give him your support. Thank you for the work you do every day.

Sincerely,



Joe Boardman
President and CEO



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August 1, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to announce the selection of Barry Eveland, labor coordinator-east, Marlynn (Molly) Turner-Byrdsong, labor coordinator-central, and Martha Henderson, labor coordinator-west to the Operation RedBlock (ORB) Program.

In addition to the three Labor Coordinator appointments, Michael Oathout will serve as the ORB Manager and Arlicia Jones will be the ORB Analyst.

Barry, Michael and Arlicia will be located in Philadelphia. Molly will cover the Central region from Beech Grove, Ind., and Martha will work from Los Angeles, Calif.

Operation RedBlock is a labor developed, joint labor/management company adopted drug and alcohol safety prevention program. ORB emphasizes awareness, education and prevention of drug and alcohol use through union-led prevention committees. Its policy is directed by an Executive Steering Committee consisting of both labor and management representatives. As I advised in my April 12 Advisory, the mark-off process remains confidential and steps have been taken to enhance data security.

Please join me in welcoming Barry, Molly, Martha, Michael and Arlicia to the ORB team on America's Railroad.



Thanks for all you do to keep our customers and our fellow employees safe.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Boardman".

Joe Boardman
President and CEO



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June 25, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to announce that Jason D. Molfetas is joining Amtrak today as chief information officer (CIO) to lead the company's information technology (IT) team, and develop and implement world-class state-of-the art systems to support customer service initiatives, enhance business operations and improve financial performance. He will report directly to me.

Mr. Molfetas brings to Amtrak more than 28 years of experience in the IT industry. He most recently served as senior vice president and CIO for Recall, an Australian-based global company involved in secure information management and logistics, digital media and data protection. He simultaneously held the position of general manager for its Brazilian operations.

Prior to joining Recall, Mr. Molfetas served as CIO at Westcon Group and has held global executive positions at Xerox Corporation and Pearson, Publishing, PLC.

His leadership skills and expertise in the IT field will allow us to continue building the partnerships and the new technology systems to advance Amtrak into our bright future.

I would like to express my appreciation to Dee Waddell, acting chief information officer. Being in an acting position is not easy and Dee's leadership and technical knowledge has served us well.

Please join me in thanking Dee and welcoming Jason to America's Railroad.

Sincerely,



Joe Boardman
President and CEO



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Joe Boardman
President and CEO



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June 27, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to announce that effective June 25 Mark Yachmetz, a seasoned rail policy professional, joined Amtrak as Chief, Corporate Research and Strategy.

Mr. Yachmetz will play an integral leadership role within the Office of the President and CEO and will be directly involved in developing and implementing the strategic missions set forth in the FY2011 - FY2015 Strategic Plan.

I have known Mark since I was Commissioner of Transportation for the state of New York, all the way through my years at the Federal Railroad Administration (FRA) and then here as CEO. Amtrak has been well served with Mark's dedication and commitment to making passenger rail better from every view point I have had of him. I am very pleased that he decided to come to this new venue and head this group with the depth of knowledge that he has demonstrated and his complete commitment to Amtrak's mission.

Most recently Mr. Yachmetz was employed at the FRA as the Associate Administrator for Railroad Policy and Development. In this role he was responsible for providing policy direction, executive leadership and oversight for federal railroad investment programs including capital investments promoting the development of high-speed intercity passenger rail service; capital investments and operating assistance provide to Amtrak and the \$35 billion Railroad Rehabilitation and Improvement Financing (RRIF) program of loans and guarantees to the rail industry.

From 1994 until the end of 2011, he also served as the staff to and representative of the Secretary of Transportation in the Secretary's role as an *ex officio* member of Amtrak's Board of Directors.

Please join me in welcoming Mark into this critical role.

Sincerely,



Joe Boardman
President and CEO



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Joe Boardman
President and CEO



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June 29, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As the July 4 holiday draws near, it is important to remember the service men and women at home and abroad who secure our freedoms and protect this great nation. Their leadership, selflessness and dedication are a source of pride for our country and for our company.

I am proud to say that I am a Vietnam veteran, and I reserve a special place in my heart for holidays like Independence Day. Beyond barbecues and baseball games, this weekend offers us the opportunity to reflect on the sacrifices military families have made to secure our way of life.

Since our inception we've had a close relationship with the armed services, spanning several international conflicts and multiple generations. Amtrak employs more than 1,500 military veterans from all of our nation's armed services and is a member of the Employer Partnership of the Armed Forces program, recruiting at numerous military job fairs across the country. In fact, since January more than 14 percent of our new hires have been veterans.

Throughout our business, the hard work of military veterans, reservists and active military personnel is what truly makes Amtrak an essential part of the American experience.

Today I want to speak directly to my brothers and sisters in arms and say thank you for your service and for feeling Amtrak was worthy of your skills upon your return home. For the families and friends of those who made the ultimate sacrifice, I am humbled by the high price they had to pay for our freedom.

I hope you'll join me in showing appreciation to the Amtrak employees who are currently serving our country around the globe and those that have served in the past.

Thank you for your service.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 29, 2011 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As the July 4 holiday draws near, it is important to remember the service men and women at home and abroad who secure our freedoms and protect this great nation. Their leadership, selflessness and dedication are a source of pride for our country and for our company.

I am proud to say that I am a Vietnam veteran, and I reserve a special place in my heart for holidays like Independence Day. Beyond barbecues and baseball games, this weekend offers us the opportunity to reflect on the sacrifices military families have made to secure our way of life.

Since our inception we've had a close relationship with the armed services, spanning several international conflicts and multiple generations. Amtrak employs more than 1,500 military veterans from all of our nation's armed services and is a member of the Employer Partnership of the Armed Forces program, recruiting at numerous military job fairs across the country. In fact, since January more than 14 percent of our new hires have been veterans.

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Joe Boardman
President and CEO



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May 01, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

The U.S House of Representatives has recently adopted a budget resolution for fiscal year 2013. Accompanying the budget resolution is an illustrative report which includes various proposals from the House Budget Committee designed to save \$122.5 billion over 10 years. One proposal references Railroad Retirement Tier I benefits. The proposal states that railroad retirement benefits “are more generous than Social Security in many ways.” The Budget Committee goes on to recommend that legislation adjust Railroad Retirement Tier I benefits “so that its benefits would equal that of Social Security, with an estimated savings to taxpayers of \$2 billion over 10 years.”

Although these proposals have been made by the Budget Committee, legislation has not been introduced to make this change happen, nor would such legislation be under that committee’s jurisdiction. Also, the excess Tier I benefits are paid out of the Tier II Trust fund, which consists of contributions by rail employees and rail employers. The government does not pay for the benefits therefore there would be no savings to the government from the proposed changes.

Historically changes in Railroad Retirement have only been made when management and labor have come to an agreement on changes. To date, neither management nor

labor has been aware of proposed changes and neither would be in support of such changes.

We want employees to be assured that as of now your Railroad Retirement benefits are not endangered or slated for change. If we believe changes to Railroad Retirement benefits become imminent we will promptly let you know.

Sincerely,



Joe Boardman
President and CEO



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May 01, 2012 • Page 1 of 1

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Sincerely,



Joe Boardman
President and CEO



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May 03, 2012 • Page 1 of 1

Dear Co-workers:

When I joined Amtrak in August 2011, my first priority was to understand how the existing Human Resources department worked, what its priorities were and how we could improve. As I met with numerous teammates in HR as well as other departments, I heard so many great ideas about what we could be doing differently to add value to Amtrak.

Our highest priority is to ensure that we have the right employees, now and in the future, to carry out the Amtrak Strategic Plan and realize our vision. Doing that means serving as business enablers that help departments and business lines recruit, retain and develop talented employees — it's a much different approach than what we've had in the past.

Instead of being focused on personnel transactions and policy, which is still necessary, the new Human Capital department is organized around modern best practices from top companies around the world. This includes delivering "total rewards" and wellness benefits to employees; serving as a business partner to other departments and business lines; continuously improving organizational effectiveness and developing leaders throughout the company. We will also focus on finding opportunities to improve business processes so employees in all departments have to do less administrative work and can focus on their core function.

In addition to other recent changes, I'm happy to announce that we have hired two new leaders to help implement our Human Capital transformation and execute the Amtrak Strategic Plan.

Uzma Burki has joined us as Director, Organization Effectiveness and Leadership Development, where she will lead talent management, change management and learning development initiatives. Uzma has more than 20 years of human capital experience with some of the most well-known organizations in the world. Additionally, she has held profit and loss responsibilities in the financial service sector. She holds master's degrees from Columbia University, Kansas State and Tufts University. She is also a Master Black Belt in Lean Six Sigma.

Scot Naparstek will serve as Director of Human Capital Business Partners. His group will work collaboratively across all functions to execute Human Capital strategies in support of the business. Scot has served manufacturing and financial companies in both human resources and operations leadership positions. He holds an MBA from St. Bonaventure University and an engineering degree from Columbia University.

Please join me in welcoming Uzma and Scot to Amtrak. I look forward to keeping you updated on our progress.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer



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November 2, 2012 • Page 1 of 1

Hurricane Sandy Update #6

Current Service Information

Amtrak will provide *Acela Express* and *Northeast Regional* regular weekend service on the Northeast Corridor between Boston and Washington, D.C., via New York City, on Saturday, November 3 and Sunday, November 4. Amtrak services to and from New York City are subject to delay while repairs continue. Most overnight service is restored.

Employee Disaster Assistance Information

Our employees have been impacted by Hurricane Sandy in numerous ways; the tragic loss of loved ones, homes destroyed or severely damaged. Many of our employee families in the hard-hit regions are without power and were forced to evacuate from their homes.

President Obama declared major disasters for New York and New Jersey, making disaster assistance available to those in the heaviest hit areas affected by the storm. Individuals and business owners in the declared areas (counties that have declared a state of emergency) in New York, Connecticut and New Jersey can begin applying for assistance by:

- registering online at www.disasterassistance.gov
- applying via a smartphone at <http://m.fema.gov>
- applying via a phone by calling (800) 621-3362 or TTY (800) 462-7585

In addition to these three ways to apply, you can visit a [disaster recovery center in your area](#) and search for [disaster recovery centers on your smartphone](#).

The American Red Cross has emergency shelters in many states. You can search for open shelters by visiting [the Red Cross website](#), downloading the [FEMA smartphone app](#), or by texting the word “shelter” and a **zip code** to 43362 (4FEMA). For example, if you’re searching for a shelter in the 01234 zip code, you would text **Shelter 01234**.

New York and New Jersey have established some additional contacts:

- New York has the following contacts:
 - a. Hurricane Sandy Helpline for general assistance and applications for disaster assistance 855-NYS-SANDY
 - b. Additional helpline for information on other resources 888-769-7243



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November 2, 2012 • Page 2 of 2

- c. Food and water distribution points in NYC
<http://www.nyc.gov/html/misc/html/2012/foodandwater.html>
- New Jersey:
 - a. www.state.nj.us/njoem

Employee Assistance Program

It is critical that if you have not seen or heard from a fellow employee in several days, please call our 24-hour EAP Hotline at 1-800-327-6448 and report this information.

We know that in such devastating situations employees may have numerous issues which may need to be addressed. EAP is available to help you with crisis support and please don't hesitate to reach out. This number is for our employees only.

Union Relief and Assistance

There are three important documents being sent to you along with this advisory. They include information on disaster assistance resources, prescription and medical information and links by union on specific disaster relief assistance.

How to Help

Many employees have asked how they can help. At this time we are encouraging donations to the American Red Cross and other relief organizations.

Numerous blood drives have been cancelled as a result of the storm and the Red Cross has a need for blood donations. To schedule a blood donation or for more information about giving blood or platelets, please visit redcrossblood.org or call 1-800-RED CROSS (1-800-733-2767).



special employee advisory

October 28, 2012 • Page 1 of 1

Hurricane Sandy Update #2

We wanted to inform you that all *Acela Express*, *Northeast Regional*, *Keystone* service and shuttle services are cancelled for trains originating on Monday, October 29. Also the *Empire Service*, *Adirondack*, *Vermont*, *Ethan Allen* and *Pennsylvanian* train services are also suspended, along with overnight services to and from the East Coast. At this point in time, resumption of service is unknown.

Metro North, New York City subways and the Long Island Rail Road will shut down at 7 p.m. this evening. NYC bus service will suspend operation at 9 p.m. tonight. New Jersey Transit, SEPTA, MARC, and VRE will not be operational on Monday, October 29.

Engineering, Operations, Mechanical and Amtrak Police department employees are expected to report to work. Other positions have been or will be annulled or reduced. If you have questions on your status for service, please contact your supervisor.

During this Hurricane Sandy event, arrangements have been made with the local law enforcement agencies that Amtrak **employees with proper company** identification, going to or coming from work, or responding to calls **on railroad business** should be considered essential personnel and should be permitted travel if necessary. Any agency with questions or requiring confirmation of this information should call the Amtrak Police National Communications Center at 1-800-331-0008.

While every possible arrangement is being made for food and housing for those on extended stay, needed employees should be prepared with additional clothing and personal items such as required medication and cash in the event that the ATMs are not operational.

Please check Amtrak.com for any service changes. All other information in this morning's Special Employee Advisory not addressed here remains in effect.

We will continue to keep you advised of any important developments as they are known.

Thank you and please be safe.



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October 28, 2012 • Page 1 of 1

Hurricane Sandy Update #2

The predicted landfall of Hurricane Sandy, with associated high winds and heavy rains in the mid-Atlantic region, combined with emergency declarations in several states, has led Amtrak to cancel Northeast Corridor service north of New York starting at 7:00 p.m. on Sunday, October 28, and to cancel nearly all service on the eastern seaboard on Monday, October 29. At this point in time, resumption of service is unknown.

Metro North, New York City subways and the Long Island Rail Road will shut down at 7 p.m. this evening. NYC bus service will suspend operation at 9 p.m. tonight. New Jersey Transit, SEPTA, MARC, and VRE will not be operational on Monday, October 29.

For Amtrak locations within the Northeast Corridor, Engineering, Operations, Mechanical and Amtrak Police department employees are expected to report to work. Other positions have been or will be annulled or reduced and you are not expected to report for work unless specifically discussed or communicated by your supervisor. If you have questions on your status for service, please contact your supervisor.

During this Hurricane Sandy event, arrangements have been made with the local law enforcement agencies that Amtrak **employees with proper company** identification, going to or coming from work, or responding to calls **on railroad business** should be considered essential personnel and should be permitted travel if necessary. Any agency with questions or requiring confirmation of this information should call the Amtrak Police National Communications Center at 1-800-331-0008.

While every possible arrangement is being made for food and housing for those employees working during this period of time, reporting employees should be prepared with additional clothing and personal items such as required medication and cash in the event that the ATMs are not operational.

Please check Amtrak.com for any service changes. All other information in this morning's Special Employee Advisory not addressed here remains in effect.

We will continue to keep you advised of any important developments as they are known.

Thank you and please be safe.



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November 1, 2012 • Page 1 of 1

Hurricane Sandy Update #5

Current Service Information

Amtrak engineering and transportation forces are working together to restore service to and from New York City from points south and north on the Northeast Corridor.

Water has been pumped from one of the two Amtrak tunnels under the Hudson River and repairs continue in order to operate modified service. Among the procedures being followed is the operation of a test train -- without public passengers -- between New York City and Newark, N.J.

Amtrak will make an announcement later today regarding service restoration at New York City. When service resumes, it will be subject to delay while repairs continue.

Reservations and ticketing for the modified service is not yet available. Passengers for the service will be asked to make reservations and/or use the eTicketing option with their computers and smartphones before traveling to Penn Station New York, 30th Street Station in Philadelphia or other Amtrak locations.

Please monitor Amtrak.com/alerts for any further updates today.

Inclement Weather Days

We intend to follow the corporate inclement weather policy for those employees who did not report to work on Monday and Tuesday. Agreement-covered employees should refer to the applicable section of your collective bargaining agreement and/or discuss the policy with your supervisor.

Non-agreement employees who had their supervisor's permission to work from home and worked full days on both Monday and Tuesday do not need to take any action. Employees who worked partial days or not at all should plan to take personal leave, vacation days/hours or take the day off without pay. It is your responsibility to enter those hours in the usual manner as soon as possible through the Employee Information Portal. Should you have any questions, please speak with your supervisor.



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December 7, 2012 • Page 1 of 1

Marijuana Still Prohibited by Amtrak Policy

This past November, Washington and Colorado voters legalized the recreational use of marijuana, making them the first U.S. states to decriminalize the practice.

It is important to emphasize that these state initiatives will have no bearing on Amtrak's Drug and Alcohol Policy or drug testing program. The Department of Transportation's Drug and Alcohol Testing Regulation (49 CFR Part 40—Procedures for Transportation Workplace Drug and Alcohol Testing Programs) with which we comply, does not authorize the use of Schedule I drugs, including marijuana, for any reason.

Amtrak's Medical Review Officer (MRO) will **not** verify a drug test as negative based upon learning that an Amtrak employee used "recreational marijuana" where states have passed "recreational marijuana" initiatives. Amtrak's MRO will also **not** verify a drug test as negative based upon information that a physician recommended that the employee use "medical marijuana" where states have passed "medical marijuana" initiatives.

Marijuana remains a drug listed in Schedule I of the federal Controlled Substances Act. It remains **unacceptable** for any Amtrak employee to use marijuana, as per Amtrak's Drug and Alcohol Policy and federal regulations.

We have a responsibility to reassure the traveling public and Amtrak employees that our railroad is the safest it can possibly be.

Safety matters; Amtrak is a drug- and alcohol-free work environment.



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December 20, 2012 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I am delighted to announce that effective immediately, Matt Hardison has been named the new chief marketing and sales officer (CMSO) following the retirement of Emmett Fremaux. This position will continue to report directly to me.

This title change is part of an overall strategy to eliminate the title of vice president and foster senior leadership title consistency on the Executive Committee.

Mr. Hardison will be responsible for sales distribution and customer service, field marketing, advertising and sales promotion, Amtrak Guest Rewards, market research and analysis, reservation sales, on-board systems, pricing and revenue management, eTicketing and eCommerce. Matt will be operating this department as a full-function service center for delivery of comprehensive marketing and sales services to our business lines and commercial partners.

Matt joined Amtrak in 1999 as senior director, commercial partnerships and designed and built our loyalty marketing program (Amtrak Guest Rewards) and created new service and product partnerships with a number of airlines, AOL, Yahoo, and MBNA Chase.

In 2002, Mr. Hardison was promoted to the position of chief, sales distribution and customer service. While in this position for the past 10 years, Matt and his team achieved some very notable operational and systems accomplishments including the introduction of WiFi, the successful launch of eTicketing, the locomotive communications system, call center headcount and cost reductions, improvements to revenue management and the much lauded "Julie" voice recognition system.

Prior to joining Amtrak, he was vice president of Hagler Bailly, Inc., a

transportation and technology company where he developed significant new business for that company. And he worked at Apogee Research, Inc. where he rose to be senior vice president and chief operating officer and was responsible for managing all aspects of the business.

Matt has a Master of Business Administration from the Pennsylvania State University and a Bachelor of Science from North Carolina State University.

Undoubtedly, he will provide the necessary leadership and continuous improvement of our business processes as we carry out the vision set forth in our Strategic Plan.

Please join me in welcoming Matt into this role and give him your full support.

Sincerely,



Joe Boardman
President and CEO



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Joe Boardman
President and CEO



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February 2, 2012 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

Today, we will be submitting our Grant and Legislative Request to Congress for next fiscal year. If you're not familiar with what that is, it's a document we send to Capitol Hill every year describing our plans for the upcoming year and the amount of federal funding support we need to accomplish our goals.

Our request reflects our commitment to continuing strategic capital investments that will yield returns, as a result of better service reliability, improved customer service and expanded service options.

We fully understand the economic and political climate we're living in, and our Strategic Plan envisions necessary improvements in our financial performance, with a goal of reducing the need for operating support.

Our request for next year totals \$2.1 billion, comprising \$450 million in operating support, \$1.4 billion for capital programs (not including an additional \$60 million for advancing NextGen High-Speed Rail along the Northeast Corridor), and \$212 million for debt service.

As a result of increased efficiency, cost controls, better service, record ridership and anticipated increases in revenue, we're asking for less operating support than what Congress has appropriated for this year. That's a strong statement about our ongoing efforts to improve our management and financial health. Amtrak covers 85 percent of its operating costs with non-federal dollars, and we will improve that number in the years to come.

Our lower request for funds for debt service reflects the fact that we've worked hard to manage our finances and have reduced our debt for eight consecutive years.

Our request is heavy on the capital support to help us continue to build for the future — significantly more than the \$657 million appropriated for this year. We will invest in improvements that support faster, more frequent and more reliable service in the Northeast, the Midwest, and elsewhere. We will make infrastructure improvements and advance new high-capacity, high-speed service on the Northeast Corridor, and achieve speed increases on the Michigan Line and Empire Corridor.

We will also replace our aging fleet of electric locomotives and passenger cars used for long-distance trains, and state-supported and other corridor services.

We will also fund safety and security projects, as well as customer-focused programs, such as improving Americans with Disabilities Act station accessibility and continuing the development of our next-generation reservation system.

These investments will help provide employees across departments and across the country the tools to do their jobs better and to deliver better service to our customers.

We have a lot to be thankful for, and we're making progress for our customers and for those who follow us in the future. We are dedicated to continuous improvement and are consistently focused on a "One Amtrak Way" of improving our business processes for the sake of Safety and Security, Customer Focus, Mobility and Connectivity, Environment and Energy, and Excellence in Financial and Organizational performance. Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



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February 3, 2012 • Page 1 of 1

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Sincerely,



Joe Boardman
President and CEO



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February 28, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

When we first launched Safe-2-Safer in August of 2009, I remember skepticism about what this was all about. Some employees suspected that it was another “flavor of the month,” another gimmick from management. I understood where that sentiment came from. I also knew that changing our safety culture was going to take some time and, in some cases, some convincing. To be honest, I find it difficult to understand how unifying the workforce around safety and security takes convincing. We all want to go home the same way we arrived at work, and we care about each other’s safety.

Since then, we’ve made some progress. Our divisions and departments are at different stages of the process, some more established than others. There are 30 steering committees in place, we’ve trained more than 600 observers and they’ve conducted more than 32,000 observations. More than 2,200 supervisors have participated in workshops to help make them more effective leaders.

What does all this mean? It means that we’re identifying safety risks and taking steps to change or remove them. We’re giving managers tools to provide feedback that is more constructive. We’re not making safety about the ratio anymore; we’re making it about safe behaviors.

Some of that progress is evident in the results of the most recent Safe-2-Safer employee survey conducted by Behavioral Science Technology, who

is helping us implement Safe-2-Safer. According to the overall findings, there was improvement in 10 of the 12 measures in the survey, compared to the first survey done in 2009.

The survey results also point to areas that didn’t show improvement. There are still negative perceptions of management’s support of employees on safety. The results vary widely by departments and regions, which is not surprising since some divisions have only recently started the Safe-2-Safer processes.

The survey results are mixed, and that’s the truth — we still have more work to do. But it’s also true that the safety and security culture at Amtrak has improved, and that Safe-2-Safer is having a positive effect on front-line employees and managers alike. Improvement, even if it’s incremental, is the name of the game. With each degree of improvement, we’ve helped change someone’s life at work for the better and helped reduce injuries.

We expected an uptick in reported injuries after we first instituted Safe-2-Safer, because we removed some of the pressures and barriers against employees reporting injuries. But now we’re starting to see additional improvements — we’ve had fewer reportable employee injuries so far this fiscal year (Oct. 1 through Jan. 31) than the same period last year. It’s too early to say that it’s a sustainable trend, but it’s progress.

Improving safety and security on the railroad is not a passing fad, and Safe-2-Safer is here to stay. Improving safety and security on the railroad is our duty, and everyone is expected to participate. Those of you who remain



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February 28, 2012 • Page 2 of 2

skeptical about Safe-2-Safer should talk to other employees who are seeing the benefits. We rely on one another to work safely in this business; it's not a choice, it's a necessity.

If you're interested in learning more about the survey results, they are posted on the intranet under "Safety." I've also attached the overall findings to this message. We asked for your feedback, and we are using it to make adjustments to Safe-2-Safer and to make further improvements within the company. As I speak with senior managers throughout the company, I'm asking each department to develop an action plan to address weaknesses and bolster strengths, based on what you told us in the survey.

I want to thank those of you who took the time to complete the survey. We value your feedback and I assure you that it will be used to improve safety and security for all Amtrak employees.

Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February xx, 2012 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

When we first launched Safe-2-Safer in August of 2009, I remember skepticism about what this was all about. Some employees suspected that it was another “flavor of the month,” another gimmick from management. I understood where that sentiment came from. I also knew that changing our safety culture was going to take some time and, in some cases, some convincing. To be honest, I find it difficult to understand how unifying the workforce around safety and security takes convincing. We all want to go home the same way we arrived at work, and we care about each other’s safety.

Since then, we’ve made some progress. Our divisions and departments are at different stages of the process, some more established than others. There are 30 steering committees in place, we’ve trained more than 600 observers and they’ve conducted more than 32,000 observations. More than x,xxx supervisors have participated in workshops to help make them more effective leaders. What does all this mean? It means that we’re identifying safety risks and taking steps to remove them. We’re providing managers tools to provide feedback that is more constructive. We’re not making safety about the ratio anymore; we’re making it about safe behaviors.

Some of that progress is evident in the results of the most recent Safe-2-Safer survey conducted by Behavioral Science Technology, who is helping us implement Safe-2-Safer. According to the overall findings, there was improvement in 10 of the 12 measures in the survey, compared to the first survey done in 2009.

The survey results also point to areas that didn’t show improvement. There are still negative perceptions of management’s support of employees on safety. The results vary widely by departments and regions, which is not surprising since some divisions are just getting started with Safe-2-Safer.

The survey results are mixed, and that’s the truth. We still have more work to do. But it’s also true that Safe-2-Safer is having a positive effect on front-line employees and managers alike. Improvement, even if it’s incremental, is the name of the game. With each degree of improvement, we’ve helped change someone’s life at work for the better and helped reduce injuries.

We expected an uptick in reported injuries after we first instituted Safe-2-Safer, because we removed some of the pressures and barriers for employees to report injuries. But we’ve recently seen indicators of a downward trend, with fewer injuries as compared with the same months last year. It’s too early to say that it’s a sustainable trend, but it’s certainly progress.

Safe-2-Safer is not a passing fad — improving safety and security on the railroad is not a fad. It’s our way of improving safety at Amtrak, and it’s here to stay. If you’re interested in learning more about the survey results, they are posted on the intranet under “Safety.”

We asked for your feedback, and we are using it to make adjustments to Safe-2-Safer. Each department head is working on an action plan to address the weaknesses and bolster the strengths, based on what you told us.

I want to thank those of you who took the time to complete the survey. We value your feedback and I assure



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February 15, 2012 • Page 2 of 2

you that it will be used to improve safety and security for all Amtrak employees.

Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February xx, 2012 • Page 1 of 2

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Safe-2-Safer is not a passing fad. Improving safety and security on the railroad is not a fad — it’s our way of improving safety at Amtrak, and it’s here to stay. Those of you who remain suspicious about Safe-2-Safer should talk to other employees who are seeing the benefits. We rely on one another to work safely in this business; it’s not a choice, it’s a necessity. Think about

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February 16, 2012 • Page 2 of 2

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Thank you for your support.

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Joe Boardman
President and CEO



special employee advisory

September 27, 2012 • Page 1 of 1

Environmental Health and Safety

As we continue executing our strategic plan, it is critical that we align the various functions within the company in a way that allows us to most efficiently achieve our goals. Sometimes this will include realignment of functions and personnel changes.

Effective October 1, 2012:

- Dr. Paul J. McCausland, corporate medical director, will be joining the Human Capital department;
- Victor Zare, public health superintendent, and Craig Caldwell, superintendent environmental, will be moving to the Law department; and
- Camille Ross, senior Environmental Health and Safety coordinator, and Tammy Johnson, executive assistant, will become part of the Operations department.

We know that you will continue to give them your full support as they join their new departments.



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January 6, 2012 • Page 1 of 1

Benefits System Error Affects Many Agreement-Covered Employees' Deductions

The January 6 paychecks of many agreement-covered employees did not include deductions for health care benefits. Please note this error does not affect the health care coverage of these employees.

The mistake is the result of a technical error on the part of Amtrak's benefits administrator. This error impacted agreement-covered employees who participate in Amtrak's health care plan and did not make any changes to their benefits elections during the open enrollment period in November 2011.

The deductions that did not appear in the January 6 paycheck are expected to be included in the January 13 paycheck for employees paid weekly, and the January 20 paycheck for employees paid bi-weekly.

We regret the inconvenience this may cause. Employees should rest assured that this error does not affect their medical, dental or vision plan coverage.

If you have questions about your benefits elections, please call the Amtrak Benefits Service Center at (800) 481-4887 or visit www.AmtrakBenefits.com.



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January 25, 2012 • Page 1 of 2

Message from Joe Boardman

Dear Co-workers,

During last night's State of the Union speech, President Obama spoke about investing in our nation's infrastructure and future.

At Amtrak, we're also making investments as we build for the future. I recently got a firsthand look at the mock-ups for the long-distance equipment that we have on order, and I'm pleased to see the progress being made there. We also have on order 70 electric locomotives that we'll put to work between Washington and Boston and on the Keystone Corridor.

We're moving ahead with infrastructure investments on the Northeast Corridor that will significantly reduce congestion and increase speeds, while advancing our vision for high-capacity, Next-Gen high-speed rail.

This year, we're continuing to improve our customer service and to provide our employees better tools to do their jobs well. We will launch eTicketing across the system, we will expand the rollout of a new on-board food and beverage point-of-sale system, and we will continue to develop our next-generation reservation system, among other things.

And, we're building an organization that will be more efficient and that enables these and other improvements to take hold. We are in the process of aligning how we work with the goals outlined in our Strategic Plan. If you haven't read it yet, you should — it's a working document that was developed with input from employees across departments. As you've heard me say before, the plan is our roadmap for improving our company, with an emphasis on improving the bottom line.

As you know, we've already made some changes in the organization to reallocate resources in accordance with the plan and our financial circumstances. With the alignment of functions under the Northeast Corridor Infrastructure and Investment Development business line, we're bringing together all of the funding, policy and planning decisions for the NEC and Next-Gen high-speed rail service under one umbrella.

The organizational changes we're making will result in a reduction in non-agreement positions. The Voluntary Separation Incentive Plan helped make some room to support the reorganization. At the end of last week, we began reorganization in the Human Capital (formerly Human Resources), Finance, and Government Affairs and Corporate Communications departments, and as a result some management employees left the company.

I know that reorganizations can be painful. I understand that some people may feel uneasy about change. There are even some people out there who perceive a sense of disorganization that isn't really there. But I think most of us know — in our hearts and minds — that we must make changes at Amtrak. What we're doing is building an Amtrak that will be in a stronger financial and strategic position to do more than just survive; an Amtrak that is more reliable and responsive, and that is structured to grow as our specific business needs and opportunities grow.

The changes we're making are incremental, and will continue to evolve in the coming months. Realignment is a process, not something I want to do across the organization in one fell swoop. And, that's particularly important as we build a more collaborative culture — it's critical that



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special employee advisory

January 25, 2012 • Page 2 of 2

we explore the synergies that we can leverage among departments and business lines as we evolve.

There are people out there who don't want Amtrak to succeed. They are betting against us, no matter what we do. But there are many more who do want Amtrak to succeed.

Last week, our acting head of Operations, DJ Stadtler, and I attended the graduation ceremony of a class of new engineers at the training facility in Wilmington. We talked about the sense of duty associated with transporting people safely. When passengers board our trains, we make a commitment to them to provide safe, reliable and customer-friendly service.

As we build for the future, we're making a commitment to our nation to deliver long-distance, corridor and high-speed service that meets — if not exceeds — our customers' wants, needs and expectations. We will continue to make the investments that yield the more efficient and reliable Amtrak we all want to be part of. Together, our commitment to the railroad and its mission remain steadfast, and our conviction to be a better Amtrak only gets stronger.

Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

January 25, 2012 • Page 1 of 2

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January 25, 2012 • Page 2 of 2

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Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

July 2, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

In 1990, Congress passed and the President signed the historic and landmark Americans with Disabilities Act (ADA). This legislation established that access to public transportation for people with disabilities is a civil right. It required transportation providers, including modes of public transportation, be made accessible to people with disabilities in accordance with regulatory requirements that were subsequently promulgated pursuant to the ADA. As a public transportation provider, Amtrak is required to comply with this legislation by making sure that the equipment, facilities and services used by our passengers are accessible to people with disabilities in accordance with applicable regulations. I consider this to be an extremely important and moral responsibility for this company to embrace and to carry out.

Last fall, the U.S. Department of Transportation (DOT) issued a new rule requiring that certain stations served by Amtrak passenger trains provide level boarding for passengers with disabilities. I want you to know that I personally, and this company fully, support this rule and its intentions and as a result we will be advancing level boarding as quickly as possible at all stations where required by the new DOT rule. We will also seek to minimize our reliance on station-based mobile lifts at stations where boarding and alighting is in excess of 7,500 a year.

Prior to this rule, the company had cataloged the complex nature of ownership at our stations and developed a program to make sure that Amtrak was complying with its obligations under the ADA regarding platforms and other aspects of stations in accordance with the then-existing ADA rules and regulations. We were working on plans and letting contracts for construction of accessibility-related improvements when the new DOT rule was published.

The new rule has required us to rethink our program and reset some of its priorities. We are in the process now of preparing an FY13 program which will advance a number of stations across the system. The program will take time to be completed and will require a significant amount of resources. However, I believe that these resources are a truly worthwhile and valuable investment in the future of our company because level boarding will not only assist those persons with a disability but will enhance the boarding and alighting process for all our passengers, ultimately improving our service and reducing the dwell time at many of our station stops.

We have worked very hard to develop a program that is responsive to the needs of our passengers with disabilities and ensures that Amtrak is complying with its obligations under the ADA legislation and regulations, and we expect to continue to increase our productivity towards these goals as we work on stations, platforms and other elements throughout our system in the next few years. In the meantime, please, continue to give all our passengers, including those with a disability, the very highest quality of service they deserve and have come to expect while riding Amtrak.

In the coming months, I will keep you apprised of our progress on this major undertaking, and we will continue to work closely with the organizations that represent people with disabilities and ensure they see first hand our commitment and embrace our plans going forward.

Sincerely,



Joe Boardman
President and CEO



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February 28, 2012 • Page 1 of 1

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Improving safety and security on the railroad is not a passing fad, and Safe-2-Safer is here to stay. Improving safety and security on the railroad is our duty, and everyone is expected to participate. Those of you who remain



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February 28, 2012 • Page 2 of 2

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Joe Boardman
President and CEO



special employee advisory

March 05, 2012 • Page 1 of 1

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March 05, 2012 • Page 2 of 2

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special employee advisory

March 05, 2012 • Page 1 of 1

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special employee advisory

March 05, 2012 • Page 2 of 2

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If you're interested in learning more about the survey results, they are posted on the intranet under "Safety." I've also attached the overall findings to this message. We asked for your feedback, and we are using it to make adjustments to Safe-2-Safer and to make further improvements within the company. As I speak with senior managers throughout the company, I'm asking each department to develop an action plan to address weaknesses and bolster strengths, based on what you told us in the survey.

I want to thank those of you who took the time to complete the survey. We value your feedback and I assure you that it will be used to improve safety and security for all Amtrak employees.

Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

March 30, 2012 • Page 1 of 1

Director Human Capital Operation Announced

Chief Human Capital Officer Barry Melnkovic is pleased to announce that Allie Ingalsbe, a human resources professional with more than 20 years experience, will assume the role of Director of Human Capital Operation effective immediately.

Ingalsbe will play an integral role in helping to transform the human capital function here at Amtrak. She will report directly to the Chief Human Capital Officer.

“Allie’s experience here at Amtrak and previous employers will continue to help advance the evolving role of human capital here at Amtrak,” said Melnkovic. “She is a leader who emphasizes building and maintaining a strong team culture and developing and implementing forward thinking human capital strategies.”

Ingalsbe most recently held the position of Director of Amtrak’s Employee Service Center. Prior to that, she spent her career developing human resource systems and shared services at companies such as Rockwell Automation, Harley Davidson, DSW Shoes and U.S. Bank.



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March xx, 2012 • Page 1 of 1

eTicketing National Deployment on Track

To meet the goal of deploying eTicketing over the summer, the eTicketing team is working with the transportation department to train more than 1700 conductors based at 49 crew bases. To-date more than 850 conductors have been trained, scanning more than 40,000 paper value documents a day on more than 200 trains.

During the national eTicketing training period, you will see conductors using the new eTicketing Mobile Device (eMD), as conductors begin to scan existing paper value tickets, while simultaneously punching and pouching tickets.

The scanning of existing paper value tickets is an important part of ensuring the success of the eTicketing program. It allows Amtrak conductors to become familiar with the eMD and the eTicketing system. This process also enables the project team to monitor system performance ahead of the switch over to eTicketing later in the summer. Additionally, scanning conventional tickets presents an immediate safety benefit, providing more trains with an accurate and up-to-date manifest of passengers aboard.

By thoroughly testing the eTicketing system ahead of a national deployment, we are making sure that the system performs as expected from day one of go-live. To this end we have completed a successful pilot of eTicketing on the Downeaster, are in the process of completing a pilot on the City of New Orleans, and are preparing pilots on the San Joaquin and Capitol Corridor services.

One of the inconveniences of field testing our equipment and systems is that sometimes, some of the complexities we face in successfully deploying eTicketing become obvious to the careful observer. For example, we know that some scanners need to be returned to the manufacturer for tuning, and you may see some conductors struggling to successfully scan paper value tickets. The eTicketing team is aware of these problems as they arise and are monitoring the performance of the scanners on a daily basis. The positive side to this is that field testing is helping us shake down our systems and find as many faults as we can, so that we address them and complete preparation for conversion to eTicketing later this summer.

The successful implementation of eTicketing will represent a step forward for Amtrak. We are substantially improving our service to our customers by meeting their need for increased convenience and flexibility in the ticketing process. At the same time, improving the accuracy of the passenger manifest represents another step forward in our Safe-2-Safer goals and addresses long standing requests for improvements from the National Transportation Safety Board. We know our conductors in the field recognize the customer,



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February 24, 2012 • Page 2 of 2

operational and safety benefits of eTicketing and thank them for their dedication to the program. Please continue to provide your support to the nationwide rollout of eTicketing.

Thank you.

Sincerely,

XXXX



special employee advisory

May 11, 2012 • Page 1 of 2

Business Lines to be Established in Operations; Other Changes to be Made as Part of Strategic Plan

Last September, Amtrak published its corporate strategic plan that outlines clear goals for the company and several strategies it will execute in order to achieve those goals. Under the direction of the Board and the executive team, the plan was developed through a series of three-day strategy workshops involving more than 150 employees and union leaders representing every department and region.

“One of the most important strategies set in the strategic plan is to reorganize the Transportation, Mechanical and Engineering departments in order to create a single, integrated operating unit,” said President and CEO Joe Boardman. “Another critical strategy is creating business lines within the company so there is clear accountability for the financial performance of individual trains. Both of these strategies will help us achieve our goals in safety and security, financial excellence and customer focus.”

Both strategies will be carried out through a reorganization of the management structure within Operations. The plan, which has been under development since December, will be rolled out in phases over the next 16 months. Full transition to the new structure is scheduled to be complete in October 2013.

“Over the last few months, many of you have been involved in designing the new Operations structure,” said Vice President of Operations DJ Stadtler. “We’ve sought input from nearly 100 front-line employees and managers to make sure the changes are realistic and effective. You have been very honest about what you think will work and what won’t, and together we’ve created a sound plan for moving forward.”

The first step in the transition process will be to hire general managers to run the four business lines that are being established within Operations: Northeast Corridor Services, Long-Distance Services, State Supported Services and Commuter Services. These positions will report to Stadtler and will have full accountability for financial performance of their respective train services. Field operations will report up to the general managers through a new integrated management structure so that each business line has the ability to control costs.

Other groups responsible for delivering revenue, including marketing, sales, revenue management and communications, will be charged with supporting the business lines in managing the overall financial performance of their routes.

The plan does not include any service reductions or planned layoffs for agreement-covered employees. There are also no plans for significant reductions in non-agreement positions, although some positions may be changed, replaced or phased out. Most non-agreement employees' jobs will not change, though reporting structures will.

The general manager positions, as with the majority of the positions that will be filled through this realignment, will be posted and filled through a competitive interview process. Employees will not be asked to reapply for jobs they already perform.



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May 11, 2012 • Page 2 of 2

“Operations is not about moving trains, it’s about moving customers who pay for our services and that must always be what drives our actions. We’re going to hold ourselves accountable for safety, financial performance and customer satisfaction — in that order — above everything else,” said Stadtler.

The most significant change will be the way in which terminals are managed. In order to eliminate departmental silos and create integrated service delivery, each major terminal will have a single manager responsible for all train and station services. The existing Transportation, Mechanical and Engineering groups within terminals will all report to a single manager who is accountable for ensuring customers arrive at clean stations with excellent ticketing and boarding services; trains depart on time with superior customer service; and equipment is clean, comfortable and reliable.

The centralized Transportation, Mechanical and Engineering functions will be focused on maintaining standards and setting policy for field operations in order to ensure consistency and efficiency across the system.

Said Stadtler, “It’s important to note that this isn’t solely about accountability — it’s about empowerment. It’s giving our employees the resources to better respond to our customers while improving our financial performance. It’s about an Amtrak that is structured to grow. There will be clear paths for employees to move up within the company. And we expect fewer layers of management from top to bottom so improvements can happen faster with less bureaucracy.”

Amtrak has seen reorganizations before, with varying degrees of success. This new effort has benefited from the input of many long-serving employees. Their insight has been used to incorporate what worked in the past and avoid what did not.

“This is not a recast of the Strategic Business Unit structure,” said Stadtler. “We are creating ownership of our services and moving decision-making closer to the front-line, while keeping support functions centralized. This approach gives us the ability to better serve customers while maintaining efficiencies that will allow us to achieve our financial goals.”

Added Boardman, “We are facing significant challenges right now and there are numerous risks facing our company. The uncertainty around the economy, the political landscape, and other external drivers impact our business. We can’t control these factors, but we can watch them closely and adjust as needed. However, we have complete control over internal factors such as efficiency, teamwork and dedication to customer service. If we get these things right, we are in a much stronger position to deal with the external risks that we face. We can create an Amtrak that is set up to grow over the coming decades, but only if we do it together.”

This is a widespread change and we will continue to provide regular updates about this transition as well as how we plan to evolve the way we deliver service to our customers.



special employee advisory

May 11, 2012 • Page 1 of 2

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May 11, 2012 • Page 2 of 2

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special employee advisory

November 19, 2012 • Page 1 of 1

Message from Joe Boardman

Dear Co-workers,

I am very pleased to announce that Polly Hanson is joining Amtrak on December 17 as our new chief of police and will be reporting directly to me.

Ms. Hanson is a well-respected safety and security professional with 30-years of law enforcement experience. She will lead the Amtrak Police Department consisting of over 500 law enforcement officers and civilians across the country who work closely with local, state and federal agencies to ensure the safety and security of passengers, employees and property of our railroad.

Her strong police, security and intelligence background is exactly what is needed to build on the significant progress achieved by the men and women of our police force. Ms. Hanson's leadership skills and management experience will keep the department moving forward to even higher levels of performance.

Ms. Hanson spent 27 years with the Metro Transit Police Department in Washington, D.C., rising through the ranks from police officer and served as Metro's chief of police from 2002 to 2007. She retired from the department as assistant general manager for safety, security and emergency management.

From 2008 to 2011 she worked at the Metropolitan Police Department in Washington, D.C. as executive director, Strategic Services Bureau

with responsibilities including development of policies and procedures, tactical crime analysis, strategic planning, performance management and government relations. Presently, she is director, Office of Law Enforcement and Security at the U.S Department of Interior where she is a commissioned federal special agent providing policy guidance and oversight of law enforcement, intelligence programs and security.

Please join me in welcoming the chief to America's Railroad.

Sincerely,



Joe Boardman
President and CEO



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President and CEO



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special employee advisory

October 4, 2012 • Page 1 of 1

Personnel Changes

Effective today there are a number of changes to the Environmental Health and Safety department.

Roy Deitchman, Vice President of Environmental Health and Safety, Chris Williams, Superintendent of Safety and Malva Reid, Senior Director of Health Services and EAP will be leaving the company.

We wish them well and thank them for their contributions to Amtrak.



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October 4, 2012 • Page 1 of 1

Staffing Announcement

As we continue executing our Strategic Plan, it is critical that we align the various functions within the company in a way that allows us to most efficiently achieve our goals. Sometimes this will include realignment of functions and personnel changes.

Effective October 4, 2012:

- Dr. Paul J. McCausland, Corporate Medical Director, and his staff will be joining the Human Capital department reporting to Robert Lynch, Director Corporate Total Rewards and Wellness.
- Deborah Jowers, Manager, Employee Health Services and her direct reports, Maia Dalton-Theodore, Manager, Employee Assistance Program and her direct reports and Rosa Nesmith, Officer, Human Resources will also be joining the Human Capital department and reporting to Robert Lynch.
- Karen Broadwater, Human Capital Business Partner, will be temporarily assigned responsibility for ADA administration including the ADA Panel.
- Craig Caldwell, Environmental Superintendent, his direct reports and Amtrak's environmental compliance program and policy and program initiatives will be moving to the Law department/General Counsel Eldie Acheson, reporting through Managing Deputy General Counsel Mike Stern.
- Victor Zare, Public Health Superintendent, his direct reports and Amtrak's public health compliance program will be moving to the Law department/General Counsel Eldie Acheson reporting through Senior Associate General Counsel Tom Bloom.
- Camille Ross, Senior Environmental Health and Safety Coordinator, and Tammy Johnson, Executive Assistant, will become part of the Operations department and report temporarily to Chris Jagodzinski, General Manager, East, until the Chief Safety Officer is named.
- Barbara Brill, Director of Industrial Hygiene; Keith Wiertz, Director, Safety Program Implementation; Michael Dagen, Director, Safety Policies and Programs and Sherrie Cook, Manager Safety Reporting and their staffs will also become part of the Operations department and similarly report temporarily to Chris Jagodzinski until the Chief Safety Officer is named.

We know that you will continue to give them your full support during this transition.



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INCIDENT

Incident Name

ISSUED

Issue Date / Time

CONTACT

Contact Person

Contact Information

Amtrak® Employee Update



November 29, 2012

Amtrak Employees' Relief Fund

Two weeks ago Amtrak established the Amtrak Employees' Relief Fund to enable all employees to make monetary contributions to other employees who have been impacted as a result of Hurricane Sandy. We are delighted to report that **\$9,146** in payroll pledges have been received as of this morning and employees have sent **\$200** in checks to the lockbox set up for this fund.

We are so appreciative for your generosity. And there is still time for those who have not yet had an opportunity to contribute.

Checks can be made out to the National Railroad Passenger Corporation Employee Relief Fund and sent to the lockbox at:

National Railroad Passenger Corporation Employee Relief Fund
26462 Network Place
Chicago, IL 60672-1264

Donations may be made by payroll deduction by filling out *NRPC 3238 Amtrak Relief Fund Payroll Deduction Form* (attached). You have the choice of donating a one-time amount or choosing an amount to be deducted from each paycheck until the desired amount is reached.

Thank you for your spirit of giving.

Amtrak® Employee Update



October 26, 2012

UPDATE FOR ALL NON-AGREEMENT EMPLOYEES

The Amtrak Payroll Department is pleased to announce it's **GOING GREEN!** Beginning with the **November 9th pay date** we will be going paperless. Payroll will no longer print the direct deposit advices for all **non-agreement** direct deposit employees!

All Amtrak **non-agreement** direct deposit employees have 24/7 web-based secured access to the Employee Information Portal which maintains your payroll direct deposit statements. As a part of our ongoing cost-saving initiatives, and coupled with our desire to be environmentally responsible, we take pride in the fact that this new initiative will reduce processing, printing and mailing costs.

Amtrak **non-agreement employees** will be able print *direct deposit advices* directly from Amtrak's Intranet website.

In 3 clicks of a mouse you will be able to see your current direct deposit

- Click #1 **From your work PC go to Amtrak's Intranet and click on the Employee Information Portal**
- Click #2 **Click on BENEFITS and PAYMENTS**
- Click #3 **Click on SALARY STATEMENTS**

THERE YOU GO! There are your most current and prior direct deposit advices

To access from home, smart phone or tablet:

- Click #1 **From Google type in <https://employee.amtrak.com> and log in**
- Click #2 **Click on BENEFITS and PAYMENTS**
- Click #3 **Click on SALARY STATEMENTS**

THERE YOU GO - your most current and prior direct deposit advices

We hope you will enjoy this feature and we appreciate the opportunity to provide you with this exciting new way of viewing your pay information.

**MARK THE DATE ON YOUR CALENDAR
NOVEMBER 9, 2012**

Amtrak® Employee Update



October 26, 2012

As many of you know, Hurricane Sandy is heading up the East Coast. Weather services are predicting that the storm is unusual in that it has a hurricane center surrounded by a nor'easter. There is a very strong possibility of this significant weather event reaching the Northeast Corridor late Sunday night with the Mid-Atlantic, Northeast, and New England divisions as potential target areas. The system is forecasted to be accompanied by rain, wind, high surf and potential for significant power outages.

We offer the following tips:

- **Listen, act, live:** When there is a risk of severe weather, listen for the warnings on the radio, television, smart phone or whatever device works best for you.
- **Be aware of electricity during major storms:** Avoid using a corded telephone or other electrical appliances until the storm passes.
- **Do not drive on flooded roads:** The speed and depth of the water is not always obvious, and there may be portions of the roadway washed out under the water. Remember: It only takes two feet of water to carry away most cars.
- **Check your family's emergency supply kit** – make certain you have food, water, medications, and other necessities to sustain you, your family and family pets for at least 72 hours.
- **Remember food safety** – power outages and flooding may happen as a result of a tropical storm or hurricane, so have a plan for keeping food safe. Have a cooler on hand to keep food cold, and group food together in the freezer so it stays cold longer.
- **Have an adequate communication plan** - be sure friends and family know how to contact you. Teach family members how to use text messaging as text messages can often get around network disruptions when a phone call can't get through.
- **Be cautious after severe weather:** Listen to your radio or television for information about when it is safe to return and where to get assistance. If unaffected by the emergency, stay out of the damaged area until local officials allow entry.

For information on severe weather preparedness or other hazards, please visit <http://www.ready.gov/hurricanes>, www.noaa.gov or the FEMA website at www.Ready.gov.

Please be safe.



December 10, 2012

PASS RIDER RESPONSIBILITIES UNDER eTICKETING

The introduction of eTicketing has greatly improved the accuracy of onboard train manifests by providing updates in near real time. Amtrak requires accurate ridership data from all trains. Most service that is open to pass riders is eligible for eTicketing, and eTicket travel documents are issued rather than paper value tickets.

When you travel on your pass with an eTicket, please make sure that the Conductor scans and automatically lifts your eTicket **every time you travel**. Some pass riders travel daily and are known to the conductors, and the conductor may just acknowledge you as this has long been the practice. Please don't let that happen. If the Conductor does not ask for your eTicket, please present him or her with your travel document and have it scanned and lifted.

If your eTicket is not scanned on every train, you become a "no-show" for that train, and, just like with revenue passengers, that segment and all future segments in your reservation will be subject to cancellation.

Please make sure that your eTicket is scanned and successfully lifted, no matter the accommodation you may be in – unreserved coach, reserved coach, business class, sleeper, *Acela Express* or *Auto Train*.



December 11, 2012

FLASH PASS CLARIFICATION TO

PASS RIDER RESPONSIBILITIES UNDER eTICKETING

Yesterday's Employee Update on pass rider responsibility under eTicketing generated a large number of questions regarding the use of flash passes.

There is **no** change in the current flash pass process. If a pass rider is traveling on a train and in accommodations which require an eTicket, please make sure that the eTicket is scanned by the Conductor to avoid cancellation of that travel segment and all future segments in your reservation.



July 2, 2012

A Message from Joe Boardman

Dear Co-workers,

As the July 4 holiday draws near, it is important to remember the service men and women at home and abroad who secure our freedoms and protect this great nation. Their leadership, selflessness and dedication are a source of pride for our country and for our company.

I am proud to say that I am a Vietnam veteran, and I reserve a special place in my heart for holidays like Independence Day. Beyond barbecues and baseball games, this weekend offers us the opportunity to reflect on the sacrifices military families have made to secure our way of life.

Since our inception we've had a close relationship with the armed services, spanning several international conflicts and multiple generations. Amtrak employs more than 1,500 military veterans from all of our nation's armed services and is a member of the Employer Partnership of the Armed Forces program, recruiting at numerous military job fairs across the country. In fact, since January more than 14 percent of our new hires have been veterans.

Throughout our business, the hard work of military veterans, reservists and active military personnel is what truly makes Amtrak an essential part of the American experience.

Today I want to speak directly to my brothers and sisters in arms and say thank you for your service and for feeling Amtrak was worthy of your skills upon your return home. For the families and friends of those who made the ultimate sacrifice, I am humbled by the high price they had to pay for our freedom.

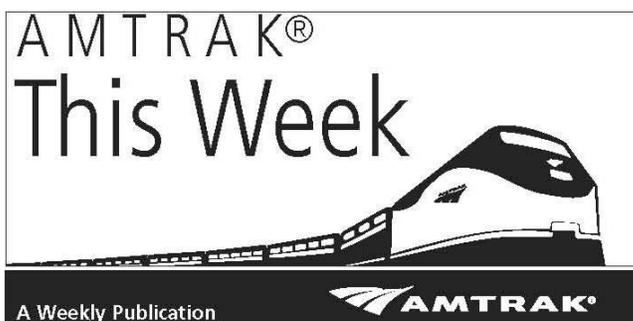
I hope you'll join me in showing appreciation to the Amtrak employees who are currently serving our country around the globe and those that have served in the past.

Thank you for your service.

Sincerely,

A handwritten signature in black ink that reads 'Joe Boardman'.

Joe Boardman
President and CEO



eTicketing Summer Launch

As we prepare for the nationwide launch of eTicketing later this summer, you will see a flurry of activity across the company from Marketing, Transportation, IT and others. Currently, the eTicketing team is working with the Transportation department to train more than 1,700 conductors based at 49 crew bases. As you ride the trains, you will start to see more and more conductors using the eTicketing Mobile Device (eMD). In fact, more than 900 conductors have already been trained and are scanning more than 40,000 paper value documents a day on more than 250 trains. So far, we:

- Have completed successful pilot on the *Downeaster*
- Are in the process of completing a pilot on the *City of New Orleans*
- Are preparing to launch pilots on the *San Joaquin* and *Capitol Corridor* services.

Marketing: The Amtrak for iPhone® application has marked a major milestone by exceeding 500,000 downloads. The app delivers customers a quick, convenient way to purchase tickets, review existing reservations, get train status and view station details while on the go. Mobile applications are Amtrak's newest, fastest growing sales channel. Amtrak for iPhone is available free through iTunes.

Operations: Starting today, several Northeast Corridor trains will operate according to revised schedules, due to various bridge, track and tunnel projects underway. *Pacific Surfliner* schedules will also be adjusted in coordination with Metrolink and Coaster schedules that change effective today.

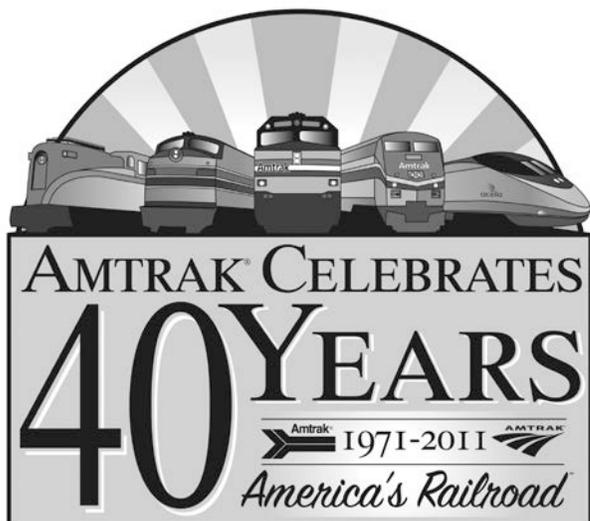
CNOC Hosts Family Day

Special thanks to the employees and their families that participated in this past weekend's Family Day celebration. The celebration that hosted nearly 500 guests included a cookout staffed by employee chefs, an ice cream truck, employee DJ and a clown for the children. Senator Tom Carper, Board Member Mr. DiClemente and Amtrak President Joe Boardman joined the celebration as distinguished guests. Family Day participants were encouraged to visit the 40th Anniversary Exhibit Train that was on display for the public at the Wilmington, Del., station.

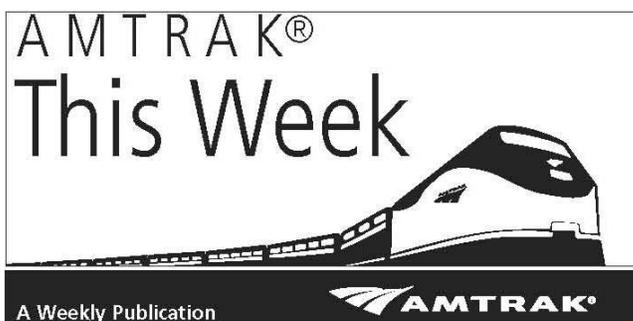
Between now and the official launch, conductors will be using the new eTicketing Mobile Device (eMD) to scan traditional paper "value" tickets, prior to punching and pouching them. While, this may seem counterintuitive, scanning existing paper value tickets is important because it allows conductors to become familiar with the eMD. In the interim, doing so also provides an immediate safety benefit for those trains with accurate and up-to-date manifest of passengers aboard. Once eTicketing is launched this summer, customers will begin printing their tickets at home or displaying them on their smart phones and you will see the punch and pouch largely replaced by the scan. Conductors and customers on the *Downeaster*, where eTicketing is already in place, have raved about the ease and simplicity of the new process.

As is to be expected during any training and testing period, we have found a few issues that we are actively in the process of correcting. For example, as a result of a hardware issue, some conductor eMDs have had difficulty scanning paper value tickets. The eTicketing team is monitoring for these types of issues and addressing them as they are identified. In this way, we can ensure that the entire eTicketing system performs as expected from the first day of launch.

The successful implementation of eTicketing will represent a major step forward for Amtrak. We are substantially improving the customer experience for Amtrak customers by meeting their need for increased convenience and flexibility in the ticketing process. At the same time, a much more accurate passenger manifest represents another important step forward in addressing both our Safe-2-Safer goals as well as a long standing request for improvements from the National Transportation Safety Board. We know our conductors in the field recognize the customer, operational and safety benefits of eTicketing, and thank them for their support and dedication to the program.



April 9, 2012



Dear Co-workers,

This year marks the fifth annual National Train Day celebration. Signature events will be held on May 12 at stations in New York City, Philadelphia, Chicago and Los Angeles. Each event will feature free live entertainment, train tours and kids' activities, as well as exhibits and interactive displays about the history of railroads in the United States and the future of high speed rail. Award winning actress, writer and philanthropist, Rosario Dawson, will serve as this year's national spokesperson, and will participate in the week-long celebration leading up to National Train Day in New York.

National Train Day Contest Winners

Congratulations to the first two winners of this year's National Train Day trivia contest, Brian Hains, Machinist and Linda Katz, Passenger Service Clerk.

A new question for the National Train Day employee trivia contest is posted on www.TrainDay411.com through April 23. Employees can enter the contest for the opportunity to win prizes.

Also, be sure to check out the Employee Spotlight section featuring past National Train Day volunteers and submit your photos to the Inside Perspective photo gallery. Sign up online today to volunteer at one of the many National Train Day events held at Amtrak stations.

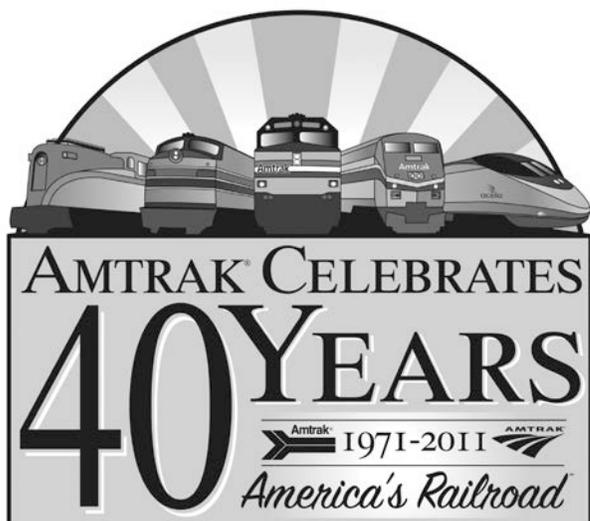
As in years past, employees will play an essential role in making National Train Day memorable for the thousands of people in attendance. We hope to make this year's National Train Day the most successful to date, and in order to do that we need to reach our goal of 500 employee volunteers at events across the country. Employees interested in volunteering at one of the four major events - or at local events across the country - are encouraged to sign up at www.TrainDay411.com.

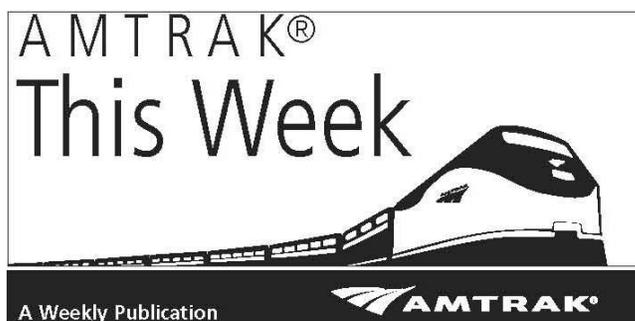
In addition to the four major events, local communities will also host their own National Train Day celebrations. Last year, over 200 events took place in communities nationwide. Employees who would like to host their own events or help spread the word about National Train Day, can find more information in the Volunteer section on TrainDay411.com. National Train Day helps raise awareness of the vital role rail plays in our nation's transportation system, while also celebrating the ways trains touch the lives of people across America.

We look forward to celebrating with our employees and making the fifth annual National Train Day a success.

Sincerely,

Emmett Fremaux
Vice President, Marketing and Product Development





Mechanical: On April 20, Amtrak will celebrate the grand opening of the Hialeah, Fla., Preventative Maintenance Facility. The new facility will be used to maintain Viewliner, Amfleet II and Heritage diner equipment. The facility replaces the completely open-air environment in which mechanical employees currently work.

Operations Update

A number of significant track work projects begin today that will affect Amtrak service.

Due to speed restrictions imposed by Norfolk Southern Railway (NS), select *Wolverine* and *Blue Water* trains have been operating on adjusted schedules since late March. Over the next few weeks, service and schedule changes will take place on these routes in Michigan as NS makes the repairs needed to remove the slow orders.

Along the Chicago-St. Louis corridor, the Illinois Department of Transportation and Union Pacific Railroad (UP) will resume work to upgrade the route for future high-speed trains. During construction, chartered motorcoach service will be provided for *Lincoln Service* passengers at St. Louis, Alton and Carlinville. The work will also impact the *Texas Eagle*, which will detour between Chicago and St. Louis without making scheduled stops.

UP will also begin work in Colorado along the *California Zephyr* route during several periods through June 7. Starting today, schedules will be adjusted on select dates and beginning next month, Trains 5 and 6 will detour through southern Wyoming between Denver and Salt Lake City, affecting service at intermediate stations.

Amtrak On Pace to Set New Ridership Record

Routes nationwide have shown an increase in passenger counts for the first six months of fiscal year 2012. A 3.7 percent increase in ridership numbers over the same period last year has us on pace to set a new ridership record again this year.

All Amtrak business lines have experienced growth in the first half of FY 2012, compared to the same period last year, including long-distance trains up 3.0 percent, Northeast Corridor up 5.2 percent and state-supported and other short distance routes up 2.7 percent. The continued ridership growth marks a long-term trend that has led to eight records in the last nine years, including an all time high of 30.2 million passengers in FY 2011.

Conductors to Begin Scanning eTickets on Capitol Corridor and San Joaquin Service

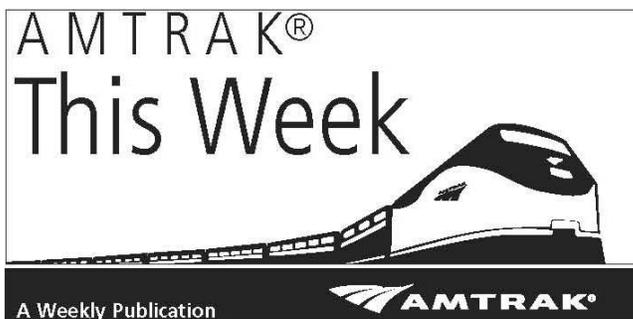
In the next step toward a nationwide eTicketing system, Amtrak will begin piloting eTicketing on two-state supported California rail corridors – the *Capitol Corridor* and Amtrak California *San Joaquin* today.

Conductors will begin scanning “print anywhere” eTickets for one-way and roundtrip travel only. Eticketed travel to or from connecting services will join the pilot program at a later date. The implementation of the eTicketing Pilot in California is another step towards nationwide rollout this summer.

TSA Recognizes Amtrak as Gold Standard

Amtrak is being recognized by the Transportation Security Administration (TSA) for earning TSA’s highest rating in its most recent Baseline Assessment for Security Enhancements (BASE) program.

The TSA BASE program is designed to establish a security standard for individual system security programs and assess progress. The receipt of this award recognizes the dedication Amtrak has to building a strong security program.



Ticketing Positions Change to Provide Higher Level of Customer Service

Effective May 1, the job title for the current ticket agent positions will be changed to passenger services representatives. The roles and responsibilities of this new position will enable employees to step out of the ticket office and provide personalized assistance to customers and support a broader range of customer services. With the launch of eTicketing expected to be offered system-wide this summer — employees may have fewer tickets to issue and more time to assist passengers.

Passenger service representatives, working along with other station employees, will be available to answer questions, help at Quik-Trak Kiosks, assist with baggage, enforce carry-on baggage policies, help board and detain passengers, watch for safety concerns and perform other functions to help ensure passengers' needs are met. Generally, this new role will allow employees to become more engaged with passengers and look for opportunities to provide customers with a seamless travel experience.

Managers have been meeting with station employees during the month of April to discuss the upcoming responsibilities of the new positions and the importance of delivering excellent customer service.

Accounts Payable Goes Green

Through the use of technology and improved business processes the Accounts Payable group is now offering vendors and customers the option to send invoices via email or Fax2Mail. This allows for an improved level of service for our customers while upholding Amtrak's commitment to the environment.

Current invoices with a valid 10 digit SAP Purchase Order Number can be sent via email to APinvoices@amtrak.com or via Fax2Mail at 215-349-2464 / 2467 / 2813 or 4297. Any questions or payment-status inquiries can be sent to the NEW Accounts Payable email at amtrakAP@amtrak.com

National Train Day Volunteers Needed

Volunteers are needed for the National Train Day events in New York, Philadelphia, Chicago and Los Angeles and other areas around the country. To volunteer or to host a National Train Day event in your area, visit www.TrainDay411.com/volunteer. All Amtrak employees and contractors are eligible to volunteer.

National Prescription Drug Take-Back Day

Amtrak encourages employees to support the Drug Enforcement Administration's fourth National Prescription Drug Take-Back Day on Saturday, April 28. To locate a local community collection site to collect expired, unused and unwanted prescription drugs, call 1-800-882-9539 or visit www.justthinktwice.com or www.GetSmartAboutDrugs.com.

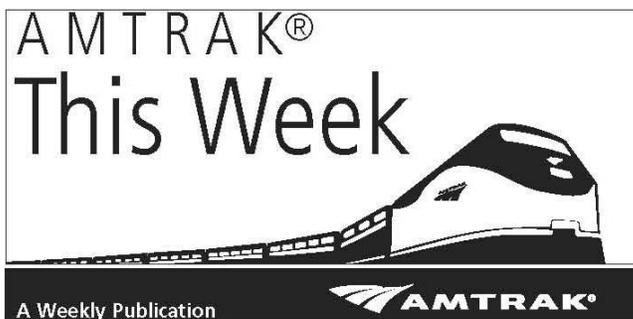
For information on Amtrak's Prescription and Over the Counter Drug Policy, call 215-728-2389 or leave a message on Health Services Drug and Alcohol Program's confidential Employee Hotline at 202-906-2255 or ATS 777-2255.

Employee Appreciation Day to be Celebrated in September 2012

Thank you to all the employees who provided feedback on last year's Employee Appreciation Day. After reviewing your feedback we have concluded that it is beneficial to employees to host Employee Appreciation Day and National Train Day at different times of the year.

Moving the company-wide celebration to September should help alleviate scheduling conflicts and allow employees to participate in both of these important Amtrak events.

Look for additional details about this year's Employee Appreciation Day in the weeks to come.



Pass Privileges: Amtrak has recently updated its computerized pass file system to periodically purge all dependent children of Amtrak and freight railroad employees that are no longer eligible for pass travel privileges. Proof of full time student status must be sent to the Pass Bureau every year. The policy regarding dependent children pass privileges can be found on the Amtrak intranet under Library → Policies → Employee Pass Voucher, and Service Award Trip Policies.

2012 PSSA Nomination Forms Now Available Online

Nominations are now being accepted for the 2012 President's Service and Safety Awards (PSSA). The PSSA program provides the highest recognition for employees and external business partners who have made outstanding contributions to the company.

A committee of employees representing various departments and locations review the nominations and select award recipients. Later this year, award recipients will be announced and formally recognized at a luncheon to be held in Washington, D.C.

The nomination period runs through Friday, June 22, 2012. Nominations must be submitted by the deadline in order to be considered. PSSA questions can be directed to 2012PSSA@amtrak.com. Nomination forms are posted on the Intranet and can be found at "Employees" → "Awards and Achievements."

Also, please welcome our new PSSA Co-Chairs, Director Employee Relations Dawn Marcelle and Employee Relations Officer Julia Messick.

Updated Fleet Strategy Plan Issued

Amtrak has issued an updated fleet strategy plan that lays out a strategic approach to replacing aging locomotive and passenger rail cars with the acquisition of new equipment. The plan is derived from an analysis of the company's need to replace its existing fleet, manage capacity to meet the forecasted growth in ridership, while also building to support a vision for dramatically expanded U.S. intercity passenger rail.

The plan includes updated information about the two equipment acquisitions that are currently underway. These acquisitions include 70 new electric locomotives to replace the entire electric locomotive fleet now operating on the Northeast and Keystone Corridors and 130 new single-level long-distance cars consisting of diners, sleepers, baggage and baggage/dormitory cars to replace some of the oldest equipment in the fleet that dates back to the 1940s and 1950s.

There is also an extensive update on the work of the Next Generation Equipment Committee — a partnership between Amtrak, states, the Federal Railroad Administration and industry participants. The committee was established by Congress under Section 305 of the Passenger Rail Investment and Improvement Act of 2008, and has to date generated specifications for new corridor equipment including a multi-level car, a single-level car and a high-speed diesel locomotive. The specifications generated by the committee will be used by Amtrak in the coming round of equipment procurement.

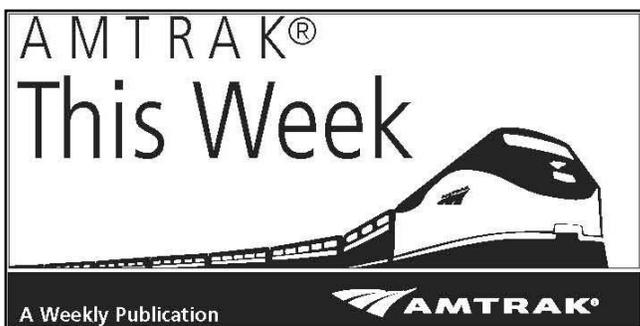
The Fleet Strategy Plan can be found on the Amtrak intranet under News → Fleet Strategy Plan.

National Train Day Contest Winners

Congratulations to the latest winner of this year's National Train Day trivia contest, Greg Lucero, Ticket Agent.

The next question for the National Train Day employee trivia contest is posted on www.TrainDay411.com through May 7. Employees can enter the contest for the opportunity to win prizes.

Also, be sure to sign up online today to volunteer at one of the many National Train Day events held at Amtrak stations.



Reorganization Town Halls on West Coast

Vice President of Operations DJ Stadtler will be in Oakland, Sacramento, Portland and Seattle next week to meet employees and answer questions about the Operations reorganization.

While in Oakland and Seattle, Stadtler will host town hall meetings with employees, explaining the reorganization and answering questions. Those dates and times are:

Oakland Mechanical Facility: Aug. 15 at 10 a.m. and 12:30 p.m.
Oakland Water Street: Aug. 15 at 3 p.m.
Seattle Maintenance Facility: Aug. 17 at 7 a.m., 10 a.m. and noon

New Refund Policy for White Day Employee Pass Travel

A new refund process went into effect on July 1, 2012, for Amtrak personal pass riders obtaining an after-the-fact refund when traveling on a white day and the space in which the pass rider traveled did not sell out. Under eTicketing, riders will no longer receive paper value tickets that include receipt stubs; therefore the former process of an employee fastening the original ticket stubs to an authorization letter issued by Finance and remitting for refund is no longer possible and has been discontinued. If a refund is authorized, it will automatically be processed; the Finance department will send the refund information directly to Amtrak Refunds in Philadelphia. The employee will see either a credit posted to his or her credit card account or a check will arrive in the mail.

Please be mindful that if you have several segments on your trip for which a refund is possible, it is very unlikely that you will receive the entire refund at one time. The refunds are processed segment by segment, and may come at different times. Depending on which trains sold out and which did not, you may get a refund for some (or none) of the segments, and not for others.

If you think you are eligible for a refund for white day pass travel taken before June 30, 2012, please keep your original ticket stubs. Letters will continue to be processed and mailed out for white day pass travel taken June 30, 2012 and before. If you do receive a letter, attach the ticket stubs to the letter and remit as directed.

The new refund process will reduce the time it takes for an employee to receive a refund. For detailed information on the new refund policy, visit the employee intranet → library → policies → employee pass, voucher and service award policy → Amtrak employee personal pass procedures.

Eastern North Carolina Thruway Service Announced

Starting this fall, Amtrak will expand its Thruway Service to Eastern North Carolina, providing more access and destination options to Amtrak passengers.

The newly dedicated Thruway motor coach service will establish two Eastern North Carolina routes, one serving the communities of Greenville, New Bern, Havelock and Morehead City, and a second serving Goldsboro, Kinston, Jacksonville and Wilmington. Each route will connect with the Amtrak *Palmetto* train service at the Amtrak station in Wilson, N.C. The *Palmetto* operates twice daily serving 20 stations between New York and Savannah, Ga., and also provides access to the Amtrak national network serving more than 500 stations in 46 states, the District of Columbia and three Canadian provinces.

Using safe, modern, clean and comfortable intercity motor coach equipment, Amtrak Thruway service provides easy, convenient coordinated train/motor coach connections. Based on successful models in many other states, the Eastern North Carolina expansion will work well to serve these diverse communities and destinations.

The new Thruway service routes will provide service to colleges and universities, major military installations and a number of cities and communities that have limited intercity public transportation options.

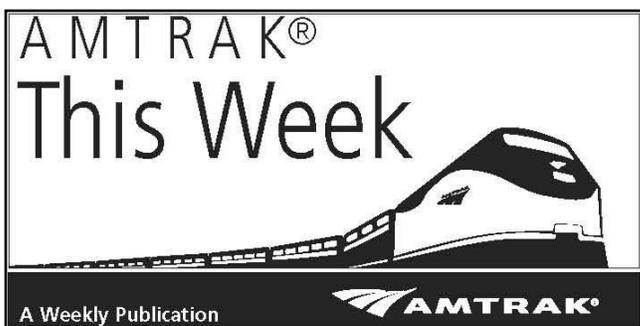
The Eastern North Carolina Thruway service supports the **Mobility and Connectivity** goal of growing Amtrak's business through new partnerships, routes and frequencies to increase ridership system wide; one of the fundamental goals of the [Amtrak Vision](#), Amtrak's Strategic Plan for the future.

HCESC Did You Know ...

You don't have to call the HCESC (Human Capital Employee Service Center) to change any of your personal information below:

- Address
- Bank Information
- Tax Withholding
- Emergency Contact

The online Employee Self Service tool available through the Employee Information Portal <https://employee.amtrak.com> allows employees to change the above information as often as necessary. The HCESC cannot make changes to these items over the phone.



Initial Phases Complete for Seattle Maintenance Facility

Last week, Amtrak and its partners celebrated the completion of Phase I and Phase II of the four-phase major upgrade of the Seattle Maintenance Facility. The facilities support Amtrak operations and maintenance agreements in the Pacific Northwest for the *Empire Builder*, *Coast Starlight*, *Amtrak Cascades*, and Sounder commuter trains.

The upgraded and new facilities will dramatically improve the capacity, efficiency and working conditions of the shops that perform inspections, testing and maintenance of locomotives and passenger rail equipment. Modern and efficient in design, the upgraded maintenance facility is an enclosed structure over two tracks. It will be primarily used by Talgo to maintain *Amtrak Cascades* trains, however, Amtrak long-distance and Sounder commuter trains will benefit from this investment.

Work completed includes a new three-story maintenance warehouse and administrative office that replaced functions formerly performed in trailers. The \$37 million project was funded by Amtrak's annual capital program and provided approximately 200 construction jobs. Amtrak has approved \$1.4 million for the complete design of Phases III and IV to include construction plans of a service and inspection building. Phase IV involves construction of a new locomotive servicing and repair building. It is estimated 150 construction jobs will be generated annually during the life of the project, expected to be completed by mid 2015.

HCESC Did You Know ...

The Human Capital Employee Service Center (HCESC) processes all leave of absence and return from leave requests.

- A Leave of Absence form (NRPC 3336) should be submitted for all absences that last more than 5 days and submitted as close to the 6th day as possible.
- Late submission of paperwork could result in the loss of the employee's benefits.

For more information on Amtrak's Leave of Absence Policy, visit the company Intranet → Employees → Human Resources → Policies. For processing inquiries, please call or write the HCESC at 888-694-7372 or HRESC@amtrak.com

Basic Refund Policies Revised

Effective August 12, 2012, Amtrak instituted a new refund policy based on logical trips. A logical trip is a grouping of continuous travel with same-day connections. For example, if a passenger's itinerary is Washington, D.C.-Chicago-Seattle with same-day connections, it is considered one logical trip of continuous travel and is identified as Trip 1 in the PNR. If, after a day or more in Seattle, the passenger continues on to San Diego, the itinerary Seattle-Los Angeles-San Diego would be identified as Trip 2. If after a day or more in San Diego the passenger returned to Washington, D.C., the itinerary San Diego-Los Angeles-Chicago-Washington, D.C., would be identified as Trip 3.

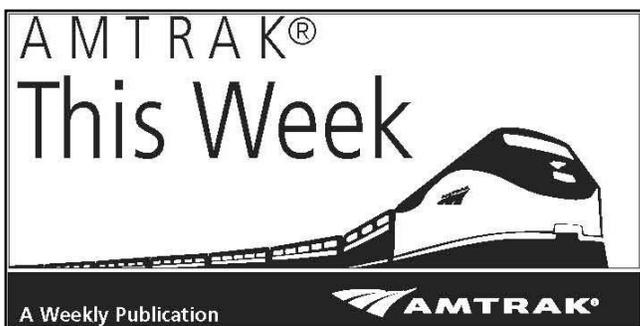
Each logical trip will follow a fare type hierarchy for determining the applicable refund policy. A single fare type refund policy will be applied to the total fare (rail fare and accommodation charges) paid for each logical trip. When there are multiple fare elements existing within a single logical trip, the highest-ranking refund policy will apply to the entire logical trip. The five fair type refund policies are, in order of rank:

- Sleeper
- *Acela* First class/non-*Acela* Business class
- Reserved rail fare
- Advance Purchase rail fare
- Unreserved rail fare

Example: A logical trip contains sleeper travel, reserved coach and unreserved coach. The sleeper refund policy applies to the entire logical trip because it is ranked highest.

In many cases, a 10 percent refund fee applies to all money refunded to the passenger (cash, refund check, or credit card credit). The fee applies when called for by the fare type refund hierarchy and is charged whether or not tickets have actually been printed. If a fee applies, the passenger may elect to receive the total amount due, without fee, in the form of an eVoucher good for travel within a year.

By streamlining the refund process, we support the goal of **financial and organizational excellence**, one of the five fundamental goals of [Amtrak's Strategic Vision](#). For complete refund policy details including when refund fees apply, go to the internal Intranet home page, then click Library → Policies → Reservation and Ticketing Policies → Reserving and Ticketing → Refund Policy.



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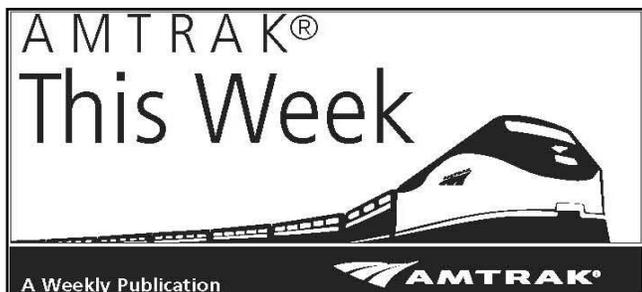
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Payroll Department Supports Green Initiatives

In an effort to support to the [Amtrak Strategic Plan](#) and its company-wide vision for excellence in fiscal management, the Payroll department is pleased to announce a new initiative. Coming soon, direct deposit statements for all non-agreement employees will no longer be printed. This cost-saving initiative, coupled with the desire to be environmentally responsible, will reduce processing, printing and mailing costs.

All Amtrak non-agreement direct deposit employees have 24/7 web-based secured access to the Employee Information Portal which maintains payroll direct deposit statements. The electronic direct deposit statements are currently available for review and can be printed by the employee.

To view and print your most current and prior statements; visit the Employee Information Portal → Benefits → Payments → Salary Statements. For inquires and assistance, employees may call the Payroll Hotline at 1.866.247.2915.

HCESC Did You Know...

The Human Capital Employee Service Center (HCESC) can provide individual assistance to managers and their delegates in the navigation and completion of Human Capital forms?

Assistance is also available via online tutorials located on the Employee Information portal. To access on-line help, visit the company Intranet → Employee Info → Employees → Employee Information Portal → EIP Help. For processing inquiries, please call or write the HCESC at 888-694-7372 or HRESC@amtrak.com.

Amtrak Police Department - Public Notice

The Amtrak Police Department (APD) is scheduled for an on-site assessment as part of the process to attain the highly valued international accreditation for public safety professional excellence as issued by the Commission on Accreditation for Law Enforcement, Inc. (CALEA).

Agency personnel and members of the general public may offer comments via telephone by calling 1-877-AMTRAK1 (1-877-268-7251) on Tuesday August 21, 2012, from 1:00 p.m. to 4:00 p.m. Telephone comments are limited to 10 minutes and must address the agency's ability to comply with CALEA standards. The standards are available for viewing at the APD Operations Support Unit, 30th Street Station, 2955 Market Street, Philadelphia, PA 19104. Captain Gary Heller, accreditation manager, can be reached at 215-349-6760 or one may submit written comments about the APD's ability to comply with the standards for accreditation to CALEA, 13575 Heathcote Blvd., Suite 320, Gainesville, VA 20155. Interested parties may also view information relative to the standards at <http://www.calea.org/content/resources>.

Research Conducted on Amtrak's Voice Response Unit

"Julie," Amtrak's voice response unit (VRU) system on 1-800-USA-RAIL was activated 10 years ago and much has changed since that time. To understand customers' perception of Julie and to see if customers would favorably view the use of Julie for automated assistance on Amtrak.com, the Market Research department conducted customer research on attitudes and perceptions of this system. Six focus groups of seven to eight respondents each were conducted in two key Amtrak markets (Chicago and New York) to help identify appealing physical/personality characteristics for a possible human emulation tool (HET) assistant on Amtrak.com.

The focus group participants were very complimentary about the efficiency of Amtrak's VRU system, Julie's voice and her upbeat personality. Some described Julie as the "gold standard" of virtual assistants. They often liked some of her interactive phrases such as "Got it" and "Is that right?" which put customers at ease and made Julie seem like she had a real personality. Nearly everyone felt that Julie was a positive fit with the Amtrak brand and said her effectiveness and reliability actually elevated the brand.

The research confirmed that these customers felt strongly that the Julie persona should carryover to Amtrak.com as an online virtual assistant. Customers also stressed the desire for consistency across telephone and online platforms and expect the same name, voice and persona of a virtual assistant to be universal across consumer touch points.

Julie's telephone persona was identified as a characteristic that would meet their key criteria for a future online virtual assistant (e.g., a personality that seems to be professional, upbeat and encouraging). They also believe that Julie's voice, demeanor and personality are likeable, efficient and make the brand seem more efficient, modern and friendly.

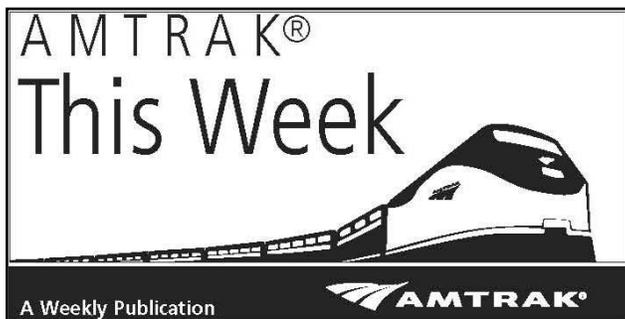
The positive results of this market research supports the **Customer Focus** goal to advance customer service quality by responding to the wants, needs and expectations of our customers in order to improve their experience and maximize passenger and partner satisfaction, a key goal of *Amtrak's Strategic Plan*.

Amtrak Fact: "Julie" is named for the actual person whose voice Amtrak uses.

Records Management Email Reminder

Prior to September 1, all business record email messages must be moved into User Directed Archives (UDA) folders. The first deletion of email messages not properly protected is scheduled for September 1. If you have not moved your messages into the proper UDA folders, you are risking the permanent loss of valuable business records.

Online instructions for protection of business record email messages is mandatory and can be found on the Internet at <http://apps.nrpc/training/rimtraining/>. Questions should be directed to the Records Management Office at ATS 777-3215 (202-906-3215).



Employee Pass Travel Enhancements Under the eTicketing Process

Amtrak employees traveling under their employee rail privileges may notice conductors using the eTicketing Mobile Device (eMD) to swipe their employee ID card. All Amtrak employees are issued two cards: an employee ID card and a Rail Travel Privilege Card (RTPC). Employee family members are only issued the RTPC. While the conductor must still manually enter the trip origin and destination, the eMD allows conductors to “swipe” an employee ID card and record the employee’s SAP number, saving the time it takes to enter the information necessary on the manifest when an Amtrak employee flashes a pass. Only *active* Amtrak employees may also show their employee ID cards as an alternative to their Rail Travel Privilege Card.

Amtrak employees and retirees, their spouses and dependents, may continue to ride designated trains that allow flash pass travel on a seat-not-guaranteed basis without a reservation by boarding a train and displaying their valid RTPC to the conductor. Since the Rail Travel Privilege Card cannot be read by an eMD, the conductor will manually enter dependent information for those who are using the flash pass process. Those pass riders traveling on trains that do not allow flash pass travel or that are traveling in business class on any train, must make a reservation from pass rider availability and have either a traditional paper value ticket or an eTicket for that train. This is the beginning of many enhancements to the employee pass rider program under the eTicketing process.

HCESC Did You Know ...

The Human Capital Employee Service Center (HCESC) provides support for internal applicants using the E-recruiting portal.

Some helpful tips to remember include:

- NRPC Form 2001 (Employee Information Form) is available online and allows employees to make changes to their education information.
- Only classes that resulted in qualifications necessary for your position will appear in the qualifications section, i.e. Conductor/Engineer Qualifications.
- Employees *must* check the box that releases their profile for the application to be fully submitted.

For inquiries, please call or write HCESC at 888-694-7372 or HRESC@amtrak.com.

Flu Vaccinations Again Offered to All Employees

Amtrak is again offering flu vaccinations at no charge to all employees as an effort to maintain a healthy work environment. On-site immunization clinics will be set up at approximately 39 major work locations throughout the company beginning in September, or employees may obtain a voucher for a free flu shot at a local healthcare provider.

Dr. Paul McCausland, Amtrak’s Medical Director, indicates that the pandemic flu in 2009 was estimated to infect up to 89 million individuals worldwide. While most cases of the flu were not serious, it is likely that up to 400,000 individuals were hospitalized and as many as 18,300 individuals died, with 900 to 1,900 of these deaths occurring in children less than 18 years old. The flu virus changes each year which is why vaccination is the best way to protect yourself and your family from the flu.

“Approximately 3,000 employees took advantage of the Amtrak flu vaccination program in 2010 and 2011, and we expect more employees will take advantage of the program this year,” said Roy Deitchman, vice president, Environmental Health and Safety.

Dates and times of on-site Amtrak clinics are currently being posted in work locations and are available on the company Intranet. A voucher system will be available for employees unable to use the onsite clinics. All information, along with directions on how to register and to obtain the voucher, can be found on the company Intranet under Safety → Health → Health & Medical Services → Work Site Flu Clinics or Retail Clinics to request a voucher.

Only Amtrak employees are eligible for the on-site immunization clinics and vouchers. Contractors and dependents are not eligible.

Reorganization Town Hall Meetings to be Held in Florida

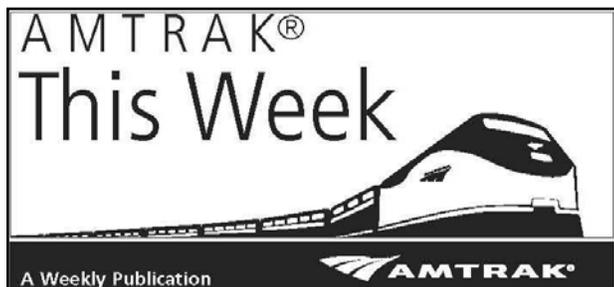
Vice President of Operations DJ Stadtler will be in Miami and Jacksonville this week to meet employees and answer questions about the Operations reorganization.

While in Florida, Stadtler will host Town Hall meetings with employees, explaining the reorganization and answering questions. The dates and times are:

Miami Station: Aug. 29 from 12:30 p.m. to 1:15 p.m.

Hialeah Preventive Maintenance Facility: Aug. 29 from 2:00 p.m. to 2:45 p.m.

Jacksonville Station: Aug. 30 from 2:30 p.m. to 3:15 p.m.



Polly Hanson Named New Chief of Amtrak Police

Effective December 17, Polly Hanson will be joining Amtrak as our new chief of police. Currently, Ms. Hanson is the director, Office of Law Enforcement and Security, at the U.S Department of Interior where she is a commissioned federal special agent providing policy guidance and oversight of law enforcement, intelligence programs and security. Ms. Hanson spent 27 years with the Metro Transit Police Department in Washington, D.C., rising through the ranks from police officer and served as Metro's chief of police from 2002 to 2007. Subsequent to working at Metro, she worked at the Metropolitan Police Department in Washington, D.C., as executive director, Strategic Services Bureau.

Ms. Hanson's leadership skills and management experience will keep the department moving forward to even higher levels of performance.

Tom Quigley Named General Manager, State-supported Services

Effective December 10, Tom Quigley will be joining Amtrak as our new general manager of state-supported services. In this position, Mr. Quigley will be responsible for functions of the Transportation, Mechanical and Engineering departments within this business line. He will be based in Oakland, Calif.

Most recently a vice president at Owens Corning, Mr. Quigley improved performance by \$78 million and reduced waste by \$80 million, while remaining steadfastly committed to safety. His experience crosses a full range of functional areas, including having negotiated three of the largest commercial and marketing agreements in the history of Owens Corning. He will use this experience to bring a total business focus to all the state-supported trains and will work closely with other general managers to lead business planning and implement service improvements and productivity enhancements for state-supported routes.

Bruce Pohlot Named Chief Engineer

Effective December 10, Bruce Pohlot will be joining Amtrak as our new chief engineer. In his new role, Mr. Pohlot will be responsible for all construction and maintenance activities for Amtrak-owned right-of-way including track, bridges, buildings, communications, signals and electric traction, plus he will direct the Engineering department's capital program.

Most recently, Mr. Pohlot served as senior vice president and president of PB Transit & Rail, Inc. His work included the development of the railroad division and providing executive direction, leadership and management to its technical excellence center that has project responsibilities for the planning and design of railroad and transit projects. From 1977 to 1998, Mr. Pohlot was at Amtrak serving in a variety of roles including engineer of programs in New York, assistant division engineer in both New York and Baltimore, division engineer for both the Western and Boston divisions, program director of high-speed rail and assistant vice president, Engineering - program management.

Amtrak Acquires Control of the Hudson Rail Line

Effective December 1, Amtrak assumed control of the Hudson Rail Line from CSX Transportation. The Amtrak territory begins just north of Poughkeepsie (at the point where Metro-North Railroad's control ends) and ends west of Schenectady at Hoffmans, N.Y., where westbound Amtrak trains will continue over CSX Transportation controlled track.

Amtrak will now be responsible for all aspects of railroad operations over the territory including dispatching of trains, maintenance of track, bridges and structures. In addition, this initiative allows for the beginning of significant infrastructure improvement projects funded by the New York State Department of Transportation. Such projects include:

- **Installation of a 4th station track at Albany-Rensselaer Station**
 - This will relieve congestion during peak service hours and permit more trains to enter the station at the same time.
- **Construction of a 2nd mainline track between Albany-Rensselaer and Schenectady**
 - This will permit more than one train to move between those cities and eliminate frequent delays encountered by southbound and northbound/westbound trains on close schedules.
- **Design and installation of a new signal system between Hoffmans and Poughkeepsie**
 - This project will replace old technology and improve the reliability of the signal system which will permit more efficient, multiple train operation especially during inclement weather.

VP of Operations to Visit LA, Chicago Employees

This week DJ Stadler, vice president of Operations, will continue his Town Hall meetings, explaining the Operations reorganization to employees in Los Angeles and Chicago. The meetings are open to all employees and will be held at the following times:

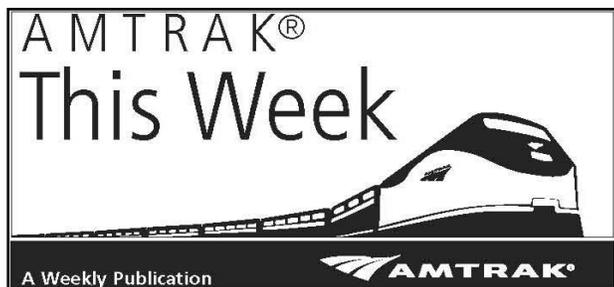
- Los Angeles: Dec. 4 at 8 a.m. to 8:45 a.m. at 8th St. Coach Yard lunch room
- Los Angeles: Dec. 4 at 6:30 a.m. to 7:15 a.m. & 1 p.m. to 1:45 p.m. at Union Station's Harvey House
- Chicago: Dec. 6 at 6 a.m. to 6:45 a.m. at the Chicago Maintenance Yard, 14th Street, Room 205
- Chicago: Dec. 6 at 11 a.m. to 11:45 a.m. at Union Station Galleria

Employees are invited to attend the meeting, which includes a brief presentation by Mr. Stadler followed by a question and answer session.

Amtrak Sponsors

How to Train Your Dragon Live Spectacular

West Coast Amtrak travelers and Amtrak employees can now enjoy a \$10 savings off select performances of "How to Train Your Dragon Live Spectacular," a Dreamworks production playing in Tacoma, Wash., and Fresno, San Jose, Sacramento and Anaheim, Calif. This epic arena spectacle immerses audiences into the magical and mythical world of Vikings and Dragons. The sponsorship promotes four state-supported trains – *San Joaquin*, *Pacific Surfliner*, *Amtrak Cascades*, and *Capitol Corridor Service* in all marketing materials and campaigns. To receive the discount, visit www.ticketmaster.com/amtrak - enter code TRAIN.



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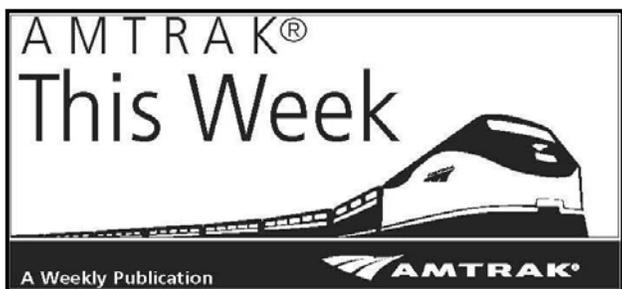
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New Thanksgiving Ridership and Revenue Records Set

This Thanksgiving period, Amtrak ridership and ticket revenue both set records. Amtrak carried a record 737,537 passengers during Thanksgiving 2012, up 1.9 percent over the prior record set in 2011. In addition, November 21, the day before Thanksgiving, was the single busiest day in the history of Amtrak with 140,691 passengers. Ticket revenues were a best ever \$56.1 million, up 8.4 percent versus 2011.

Amtrak recovered quickly from Superstorm Sandy and served the same number of Northeast Corridor holiday passengers as in 2011. This year's nationwide implementation of eTicketing enabled passengers to print their own boarding documents or have their smartphones scanned by Amtrak conductors, reducing lines at ticket windows and Quik-TrakSM kiosks.

Additional passengers were accommodated with extra trains scheduled in the Northeast Corridor, Chicago Hub, Pacific Northwest and in California. In addition, this was the first Thanksgiving for the new extended *Downeaster* service to Freeport and Brunswick, Maine, and for Amtrak Thruway bus service in Eastern North Carolina that provides rail connections for eight communities to the *Palmetto* service.

VIA Rail Canada provided several passenger railcars to help make additional seats available on Northeast Corridor trains and on the Albany – Montreal segment of the *Adirondack* service.

Amtrak and CP Partner on Special Holiday Train

In the spirit of the holiday season, this past weekend Amtrak and Canadian Pacific (CP) partnered to coordinate the operation of the 14th annual Toys for Tots holiday train through upstate New York, in conjunction with a 50-year tradition carried on by the U.S. Marine Corps Reserve.

This year, Amtrak donated the equipment that was used to operate two special north and southbound trains as well as the on-board personnel and fuel. These trains made 12 selected station stops in upstate New York, and volunteers from Amtrak, CP and the U.S. military helped distribute 1,000 bundles of toys, coats, hats and other assorted clothing items collected as part of this annual program.

For more information about the Toys for Tots Program, visit www.ToysForTots.org

Amtrak Continues to Grow with Climate Counts

The non-profit organization Climate Counts provides an independent and verifiable assessment of a company's commitment to reduce its impact on the environment and climate change. The group uses 22 specific criteria to produce a scorecard to rate how companies have measured their carbon footprint, reduced their impact on climate change, supported effective climate legislation and publicly disclosed their climate actions in a clear and comprehensive manner. In 2010, Amtrak became a member of the Climate Counts Industry Innovators (i2) program.

Climate Counts' scoring system is based on 100 points. Below are our scores for our efforts over the past three calendar years:

2009: 62
2010: 71
2011: 72

Through our continued efforts in the area of climate change, Amtrak's score has been steadily increasing. Some of these efforts include completing a comprehensive greenhouse gas inventory, application of fuel efficient technologies such as dynamic braking and publicly reporting on Amtrak's sustainability efforts through avenues such as the International Union of Railways (UIC) Sustainability Survey. Amtrak's score has consistently been one of the highest in the transportation sector.

Amtrak Trivia... Named after a woman said to be the first love of Abraham Lincoln; what Amtrak train was consolidated with others and renamed in 2009?

Answer: [Ann Rutledge, which was consolidated with the Kansas City Mule and the St. Louis Mule to form the current Missouri River Runner service.](#)

Law Department Receives Award of Recognition for Participation in Corporate Diversity Program

Every year, the Delaware Valley chapter of the Association of Corporate Counsel (DELVACCA) sponsors a Diversity Corporate Summer Internship Program aimed at increasing ethnic and racial diversity within corporate legal departments in the Philadelphia metropolitan area.

This year, our Law department received an award of recognition for the Philadelphia office having participated in the program. Under the program, the Law department provided a legal internship to a rising second-year law student at a local area law school. Full-time summer internships in the program are given to members of minority groups traditionally underrepresented in the legal profession. Through its involvement in the program, the Law department provided its intern with a perspective as to the role and activities of in-house counsel, as well as an understanding of career paths that can lead to an in-house legal position.

Amtrak Honored at First Annual Accessibility Excellence Awards

On December 4, the Dr. Rosalyn Simon Award was given to David J. Nelson, officer, Disability Outreach, at the First Annual Accessibility Excellence Awards hosted by the Department of Access Services and the Accessibility Advisory Committee of the Washington Metropolitan Area Transit Authority (Metro). The award, which will be presented annually, is given to an industry professional serving the disability community.

David has a 22-year tenure with Amtrak, and he is responsible for providing accessibility information to the disability community. David is an active member of the National Association of the Deaf (NAD) and represents NAD on issues concerning telecommunications and transportation. Currently, David is president of the District of Columbia Association of the Deaf and the Florida School for the Deaf Alumni Association. Congratulations David.



Plans Advance to Acquire New High-Speed Train Sets for the Northeast Corridor

In order to better meet strong and increasing ridership demand on the Northeast Corridor (NEC), plans were announced last week to acquire new next-generation high-speed train sets, ending the company's plans to purchase 40 additional high-speed passenger cars to add to the existing *Acela Express* fleet.

In early 2013, a Request for Information (RFI) will be issued to formally start the process that will replace the existing 20 *Acela Express* train sets and add additional train sets to expand seating capacity and provide for more frequent high-speed service on the NEC.

"Moving directly to new high-speed train sets is the best option to create more seating capacity, permit higher speeds, and maximize customer comfort all while improving equipment reliability and reducing operating costs," said President and CEO Joe Boardman.

He explained that the previous plan to add 40 new passenger cars with newer technology to the older *Acela* train sets was a stop-gap measure, posed technical challenges and was determined not to be cost effective as well as insufficient to handle new ridership growth projections.

Amtrak Model Train Circles National Christmas Tree

Through January 1, 2013, visitors to the National Christmas Tree in Washington, D.C., can enjoy watching an Amtrak model train circle the 28-foot evergreen located at President's Park, just south of the White House. This is the third year Amtrak has participated in this national tradition in conjunction with the National Park Service, the National Park Foundation (the official charity of America's national parks) and the National Christmas Tree Railroad.

The Amtrak model train is a G scale (1:22.5) and includes two GE Genesis P42 diesel locomotives, four single-level Amfleet passenger cars, plus a café car. The model represents Amtrak's Midwest corridor service, as well as our *Northeast Regional* service south of Washington, D.C., where the trains operate with this type of equipment.

Diary of a Wimpy Kid: Don't Be A Wimp Rule the Rails Sweepstakes

Amtrak and 20th Century Fox Home Entertainment partnered for the Blu-Ray & DVD release of *Diary of a Wimpy Kid - Dog Days*. *Diary of a Wimpy Kid* is a family-fun DVD featuring Greg Heffley in the popular book series.

The promotion, available through December 31, includes a sweepstakes with a grand prize of an Amtrak Vacations Greenbrier Resort Tour in White Sulphur Springs, W.Va., for a family of four. Counter cards and seatbacks were distributed to over 100 Amtrak stations, while placemats with the Amtrak Children's menu was placed on Long-Distance trains. In addition, banners were placed in strategic NEC stations.

Amtrak Virginia Extends Service to Norfolk

On December 12, Amtrak Virginia's *Northeast Regional* service extended to and from Norfolk, providing a same-seat trip from Norfolk to Richmond, Washington, D.C., Baltimore, Philadelphia and cities north. The new service is the result of a partnership between the Virginia Department of Rail and Public Transportation (DRPT), Amtrak, Norfolk Southern, CSX, and the city of Norfolk, all who worked collaboratively to launch the service 10 months earlier than originally projected.

As part of the extension to Norfolk, the service will stop at the Petersburg station in Ettrick, Va. The round-trip train will bring intercity passenger rail service to Norfolk for the first time since 1977, and will link Norfolk with a same-seat ride to Richmond, Washington, D.C., New York City and cities all along the Eastern seaboard.

The Norfolk train marks the third service expansion launched under the Amtrak Virginia partnership, which introduced state-supported service to/ from Lynchburg in October 2009 and to/ from Richmond in July 2010. Virginia is the 15th state to partner with Amtrak for intercity passenger rail service. Virginia routes had sizable ridership gains in fiscal year 2012 over fiscal year 2011 with increases of 14.1 percent on the Washington-Lynchburg route and 11.9 percent on the Washington-Newport News route.

To kick off the new service on December 11, an inaugural train traveled from Washington, D.C., to Norfolk. Amtrak officials including President and CEO Joe Boardman, Amtrak Chairman Tom Carper and Amtrak board members, Virginia Governor Bob McDonnell, Virginia Transportation Secretary Sean Connaughton, DRPT President Thelma Drake, Norfolk Mayor Paul Fraim, CSX and Norfolk Southern officials along with local-elected Virginia officials participated in greeting well-wishers and gave ceremonial speeches at station stops along the new route.

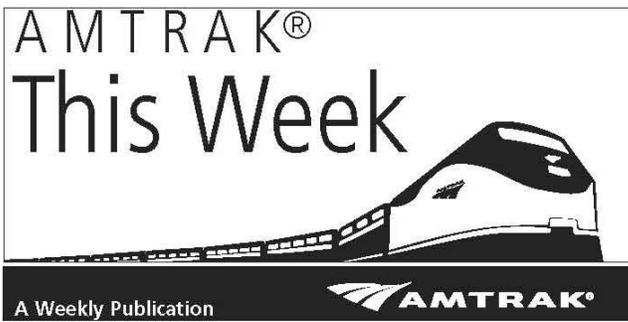
Enterprise Rent-A-Car and National Car Rental to Become Preferred Amtrak Suppliers

Effective January 1, 2013, Enterprise Rent-A-Car and National Car Rental will join the preferred suppliers list of car rental services to Amtrak employees. Enterprise provides a vast network of 7,000 neighborhood locations in the U.S. In addition, Enterprise offers free pick-up service that allows travelers to receive their vehicle with advance notice. For more information visit www.enterprise.com and use Customer ID XZ16182.

National Car Rental offers Amtrak employees the special services of the Emerald Club, which is the premier counter-bypass program that gives travelers special recognition, service and speed. If you are not enrolled in Emerald Club, visit <https://www.nationalcar.com/offer/XZ16182> for complimentary enrollment.

Amtrak Trivia: The depot at this stop is considered one of the oldest served by Amtrak and is home to the Pennsylvania Railroad Technical and Historical Society.

Answer: [Lewistown, Pa](http://www.l Lewistown, Pa). The building opened in 1849 and served as a freight house before conversion to passenger use in 1868.



Amtrak Continues to Focus On Environmental Performance

Amtrak joins other organizations in achieving Climate Registered™ status, another step in its goal to reduce energy usage, carbon emissions and costs.

Amtrak is a member of The Climate Registry (TCR), a non-profit organization founded to set standards for businesses and governments to calculate, verify, and publicly report their greenhouse gas emissions. As a member, Amtrak has committed to reporting standards for calculating and managing greenhouse gas emissions throughout its system, including those from diesel and electric locomotives, passenger rail cars, maintenance equipment, stations, offices and other facilities.

Measuring its carbon footprint in accordance with TCR's program enables Amtrak to prepare for future regulation, identify inefficiencies and potential for cost savings, and to provide real and meaningful data to customers and shareholders about Amtrak's environmental performance.

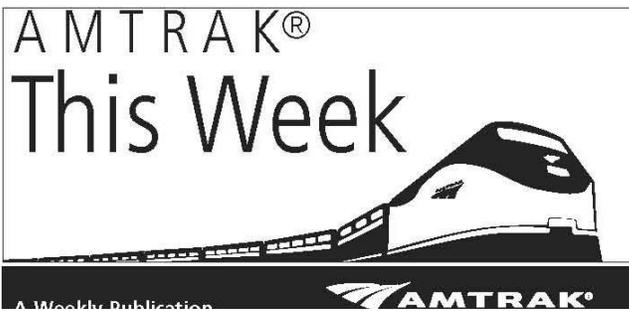
“Amtrak reduced carbon emissions from locomotive diesel fuel use between 2003 and 2010 through a series of initiatives taken on by Operations, helping us reach our commitment to the Chicago Climate Exchange,” said Roy Deitchman, Vice President of Environmental, Health, and Safety at Amtrak. “With the completion of the 2010 GHG Inventory, we are working to better understand our emission sources.”

Approximately 80 percent of Amtrak's 2010 emissions resulted from the operation of rolling stock, which includes diesel and electric locomotives. Through partnerships with organizations like The Climate Registry, Amtrak continues to look for ways to contribute to our nation's environmental health by attracting automobile and airline travelers, while simultaneously exploring options for improving our efficiency and reducing fossil fuel consumption.

For more information, visit www.theclimateregistry.org.

Operations Update: Amtrak Cascades Train 504, which normally operates between Eugene and Portland, will be cancelled February 8 through February 11. Passengers will be provided motorcoach service at all stations on the route.

Marketing: In celebration of Black History Month, Amtrak is featuring the Great Migration of African Americans exhibit on the MyBlackJourney.com microsite. The exhibit, which was first unveiled at last year's National Train Day event in Philadelphia, chronicles the exodus of thousands of African Americans from the rural South aboard passenger trains to the Northeast and other regions of the country in search of better wages and job opportunities.



February 13, 2012

Faster Speeds Approved for Michigan Trains

Amtrak and the Michigan Department of Transportation (MDOT) are laying the groundwork to shorten trip times by 10 minutes for trains in Michigan after receiving federal approval to increase maximum speeds of trains in western Michigan and northern Indiana to 110 mph, the first expansion of regional high-speed rail outside of the Northeast Corridor. Trip times will be reduced for some train traveling across Amtrak-owned property once schedule negotiations are complete with host railroads.

The speed increase is another significant step in Amtrak's partnership with MDOT to advance customer service by providing faster service, shorter trip times and making train travel a more convenient option in Michigan. Amtrak began raising speeds on the corridor from 79 mph in 2001, to 90 mph in 2002 and to 95 mph in 2005.

To commemorate this achievement, officials from Amtrak, MDOT, the Federal Railroad Administration and General Electric Transportation Systems will ride aboard a special 110 mph train on Wednesday, Feb. 15, that departs Chicago with stops for special events at New Buffalo and Kalamazoo.

The successful deployment of Incremental Train Control System along this segment sets the stage for the expansion of 110 mph service along a 135-mile rail line that runs from Kalamazoo to near Dearborn, for which the state of Michigan received \$346 million in various federal grants to purchase from Norfolk Southern Railway and upgrade it for faster speeds. Construction to upgrade the Kalamazoo – Dearborn segment is expected to begin in spring 2012.

This project will augment the Amtrak-owned segment of the Michigan line to provide for a total of 232 miles of track capable of traveling at speeds of up to 110 mph. As a result, passenger trip times will be reduced by 30 minutes.

House to Take Action on Bill This Week

This week, the House of Representatives is expected to take up the American Energy and Infrastructure Jobs Act (H.R. 7). The legislation, which authorizes funding for highways and other surface transportation projects, includes a provision that would effectively force Amtrak's Food and Beverage (F & B) service to be contracted out by the Federal Railroad Administration to a private company, while still dedicating federal funds to subsidize whatever F & B loss that private company incurs.

Amtrak has been improving the financial performance of this service, reducing the loss from FY 2006 to FY 2010 by \$25.4 million, and is expected to further reduce it by another 26 percent over the next couple of years.

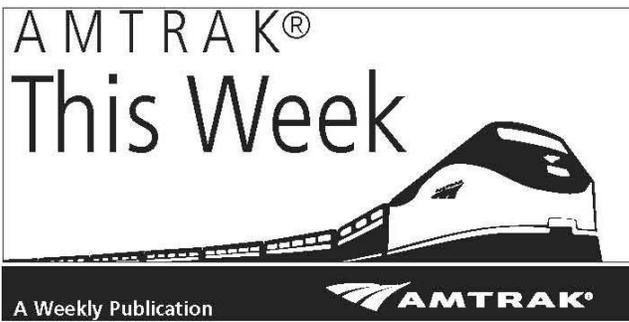
While Amtrak Government Affairs department employees and others have been working to educate members of Congress about the adverse effects and costly result of this and other provisions, the legislative process is complex and can take many turns.

Food and Beverage service in an Amtrak café or dining car is an essential part of the passenger rail product and the customer experience on most Amtrak routes. Market research shows that Amtrak customers value the service. It's also a priority of Amtrak's state partners, who cover the cost of F & B service on their routes.

Employees should stay focused on providing excellent customer service, reinforcing the important value the F & B service provides our customers. Successful and professional service is the best way Amtrak can prove its value.

Finance: Employees are reminded that any time they are seeking to obtain project funding from grants, they should refer to the Amtrak Policy and Instruction Manual, Section 8.14.0, for guidance. Any employee with a potential grant opportunity or pending grant submission should contact Beverly Thorpe, Senior Director Grants Administration at 202-906-2218 or beverly.thorpe@amtrak.com.

Operations Update: Starting Friday evening, Feb. 17, through 5:00 a.m. Tuesday, Feb. 21, Caltrans will perform extensive construction on the Bay Bridge, closing westbound bridge lanes and cancelling most Thruway Motorcoach service to and from San Francisco.



February 21, 2012

Employee Security Awareness Reminder

Protecting America's Railroad® is a critical role of all Amtrak employees and contractors. Amtrak's Smart ID badge is an important part of the overall Amtrak security program. The badge is issued to every employee and contractor, providing you access to the Amtrak facilities you need to do your job.

40th Anniversary Exhibit Train Continues Tour in the Southeast

The 40th anniversary Exhibit Train is making its way to Miami on Saturday, Feb. 25, where employees and their families are invited aboard as part of a Family Day event at the Miami station. The event will take place from 11:30 a.m. until 4:00 p.m. and includes Exhibit Train tours, a cookout, carnival games and prizes. The Exhibit Train and Family Day activities are open to employees and their families only.

The Exhibit Train will make its next two stops for events open to the general public at Richmond, Va., on March 3 and 4, and Raleigh, N.C., on March 10 and 11.

Volunteers are needed to help support the tour. To participate, email your name, shift preference (8:30 a.m. - 1:30 p.m. or 12:30 p.m. - 5:00 p.m.), the day(s) you would like to volunteer, your email address and phone number to greatamericanstations@amtrak.com.

Please write the words "Volunteer" and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Richmond, Va. For more information on the Exhibit Train, visit www.Amtrak40th.com. Each volunteer will receive a 40th anniversary T-shirt to wear during the event.

Your Amtrak Smart ID badge must be worn above waist level on an outermost garment so that it is easy to identify and read at all times while on Amtrak property. If you see someone at an Amtrak facility not wearing a Smart ID badge, ask them about it. If an individual refuses to cooperate, don't put yourself in danger or in an unsafe position; walk away and notify the Amtrak Police Department immediately. It is also important not to let anyone without a visible Smart ID follow you or "piggyback" behind you through secured gates or doors.

For additional information on the Smart ID badge, please refer to the Amtrak Policy and Instruction Manual (APIM) – Section 3.15.0 Employee Identification Card available on the Amtrak intranet at Library → Policies → Amtrak Policy and Instruction manual (APIM) → 3.0 Operations → Employee Identification Card.

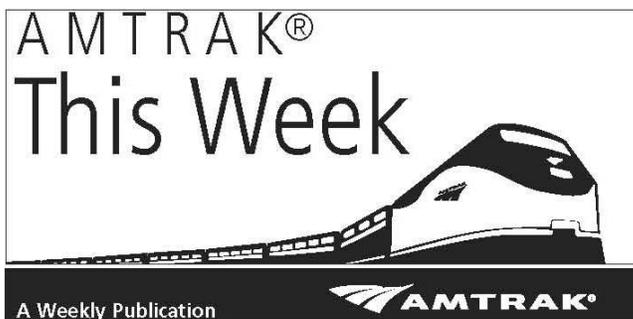
Employees are one of Amtrak's greatest security assets and our best defense against anyone who seeks to bring harm to the railroad. It is important that we all remain vigilant and report that activity to the Amtrak Police Department at 800-331-0008 or 911.

Black History Month Celebrated Across the Country

Black History Month is being observed at stations and facilities across the system. A few examples include activities in the Northeast and Pacific Northwest. In Seattle, a board displayed at the crew base provides employees with a rich collection of local community activities and cultural organizations in the Seattle, Tacoma and Portland areas that celebrate Black History Month and the history of African Americans in the Pacific Northwest.

At Philadelphia's 30th Street Station, a bazaar will be held offering a variety of foods, vendors and exhibits on Friday, February 24, from 10:00 a.m. - 3:00 p.m. in the north waiting room. This event is open to employees and the public.

Activities also include the 15th Annual Black History Celebration program at Washington Union Station on Saturday, February 25, from 11:00 a.m. - 3:00 p.m. for employees and their families only, featuring live entertainment and art displays. Additionally, New York employees and the general public may participate in arts and crafts activities at Penn Station in the main rotunda from February 23 through February 29.



Operations: Due to track work being performed by CSX Transportation, starting today and continuing through March 29, northbound *Silver Star* Train 92 will operate approximately five hours earlier. Additionally, on Mondays through Thursdays, *Palmetto* Trains 89 and 90 will be cancelled and *Carolinian* Trains 79 and 80 will operate between Raleigh and Charlotte only through March 29.

Marketing: In response to customer feedback, Amtrak Vacations has expanded its escorted rail journeys for 2012. Amtrak escorted rail journeys are premium travel packages lead by an experienced escort that allow people to travel in small group tours. The five itineraries, including three brand-new additions, feature national parks, local treasures, in depth experiences and must see destinations. Learn more at AmtrakVacations.com/escorted.

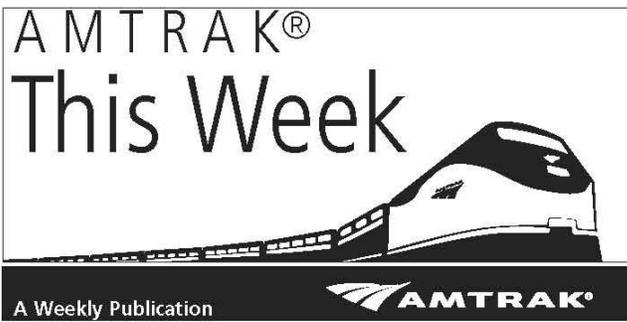
Printer Usage at Work

Employees can make individual contributions toward helping Amtrak meet its goals by changing everyday habits.

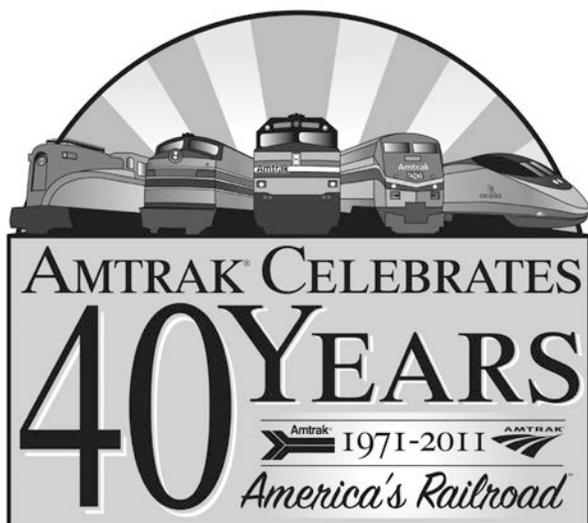
If you use a printer at work, you can help the company reach its Environment and Energy, and Financial and Organizational Excellence goals by utilizing Amtrak-provided printing resources wisely. In doing so, you can help reduce costs and support Amtrak’s commitment to the environment. The guidelines below are designed to help you choose the most cost-efficient printing option when possible:

To Print or Not to Print?	<ul style="list-style-type: none"> ✓ Consider if a paper copy is necessary ✓ Opt to share documents and files electronically, instead of printing copies ✓ For large meetings, use overhead projectors instead of handouts <ul style="list-style-type: none"> ○ Opt for multiple-per-page handouts instead of full-size PowerPoint slides ○ Print the minimum number of copies required
Black & White or Color?	<ul style="list-style-type: none"> ✓ Print in black and white, unless color is required ✓ Color toner is three to four times the cost of black ✓ Don’t forget to set black and white as your default printing option
What’s Duplexing?	<ul style="list-style-type: none"> ✓ Printers and PCs should be set to print double-sided (duplex) as default ✓ If you printer doesn’t duplex, consider another machine
Which Printer is Best?	<ul style="list-style-type: none"> ✓ Rule of thumb: Bigger copiers and printers are more efficient. When you have the option, choose a large, high throughput machine instead of a smaller desk-top model.

Support Amtrak’s green goals by recycling or shredding papers and returning used printer cartridges where applicable. Remember that Amtrak printers should only be used for Amtrak business.



Volunteers Needed: The 40th anniversary Exhibit Train will make its next stops in Texas, Oklahoma and Louisiana in January. Volunteers are needed to help support the tour at the two stops in Texas on Jan. 7 and 8 at the Forth Worth Intermodal Station, and Jan. 21 and 22 at the Amtrak station in San Antonio. To participate, email your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the day(s) you would like to volunteer, and your email and phone number to greatamericanstations@amtrak.com. Please write the words “Volunteer” and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Fort Worth, Texas. Visit www.Amtrak40th.com for more information on the Exhibit Train.



Internet Usage at Work

As a reminder, Amtrak’s IT networks, which provide intranet and Internet access, are in place for work-related purposes only. This applies in all cases, including when you are:

- Directly plugged into the LAN
- Using the wireless, Wi-Fi network
- Using Amtrak-issued equipment
- Using your own personal device while connected to the Amtrak network (e.g., smart phone or tablet computer)

Over the past several weeks, there has been an increase in the usage of Amtrak’s IT network to access non-work related streaming media and shopping sites. Usage of these types of sites has a direct and negative impact on overall network performance. In addition, it slows down employee productivity and forces Amtrak to invest in additional network bandwidth.

As a result, Amtrak is blocking access to the following websites over its network, effective immediately:

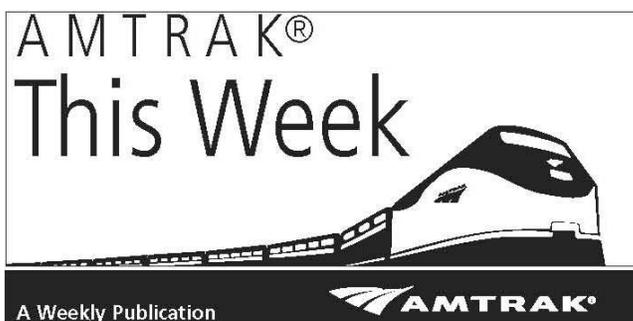
- Streaming audio sites (e.g., Pandora Radio)
- Streaming video sites (e.g., Hulu and Netflix)
- Sports sites (e.g., ESPN and Yahoo Sports)
- Select shopping sites

Amtrak will continue to monitor personal Internet usage to identify any additional sites that are causing network performance issues.

DID YOU KNOW?

When you go to a website, it costs Amtrak money. Unlike your home Internet access where you likely pay a flat fee for unlimited monthly usage, Amtrak pays based on the amount of bandwidth that is used. So when more people use the network to go to Internet sites Amtrak has to buy more bandwidth from our vendors.

Little things we do every day can add up to some big expenses for the company. To help with this effort, the IT department will be sharing tips about how each of us can help reduce Amtrak’s technology-related costs in upcoming editions of Amtrak This Week.



Operations Update: To provide more convenient schedules along the San Luis Obispo - Los Angeles - San Diego corridor, *Pacific Surfliner* trains will operate according to new schedules, starting today. Additionally, over the Martin Luther King holiday, Northeast Corridor trains will operate according to a holiday schedule on Sunday, Jan. 15 and Monday, Jan 16.

Amtrak's Policy on Use of Portable Electronic Devices in Motor Vehicles

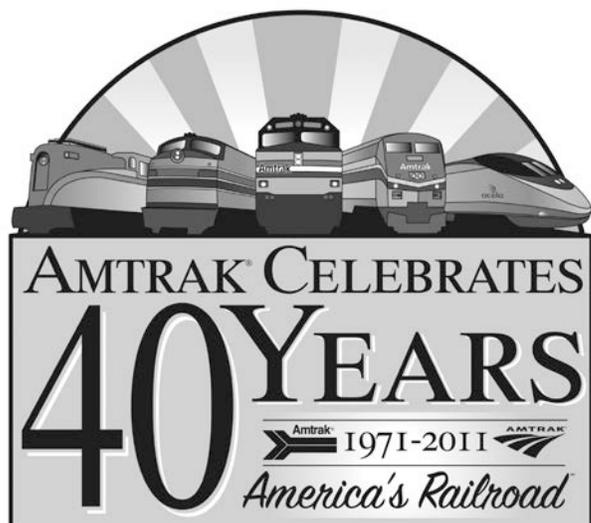
Last week, U.S. Transportation Secretary Ray LaHood announced a final rule specifically prohibiting interstate truck and bus drivers from using hand-held cell phones while operating their vehicles. This rule directly relates to Amtrak's Use of Portable Electronic Devices Policy (3.23.1), which applies to all motor vehicle drivers at Amtrak, including 600 commercial drivers.

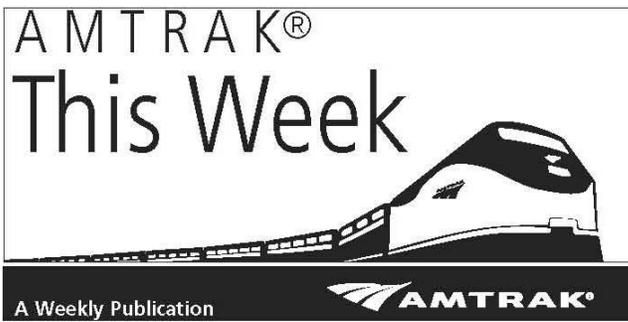
While the new Department of Transportation rule regulates the use of hand-held cell phones for commercial drivers, Amtrak's Use of Portable Electronic Devices Policy establishes a standard for the use of Portable Electronic Wireless Devices for all employees while operating motor vehicles on duty. Specifically, Section 7.1 of the Policy titled "Usage of Amtrak Issued Portable Electronic Devices While Operating a Vehicle" states:

Portable electronic devices must not be used while operating company owned vehicles, leased vehicles or personal vehicles when the employee is entitled to compensation under the Business Travel Policy. A portable electronic device can be used after the vehicle is safely stopped. Electronic transmissions can then be initiated or reviewed.

It is imperative that Amtrak employees understand and uphold the Use of Portable Electronic Devices Policy.

The policy can be reviewed in its entirety on the Amtrak intranet under "Library" → "Policies" → "Amtrak Policy and Instruction Manual (APIM)."





President and CEO Boardman Outlines 2012 Agenda

Amtrak is moving forward with an aggressive agenda for 2012 and building for the future while strengthening current services, President and CEO Joe Boardman told a group of reporters last week.

“Amtrak is building the equipment, infrastructure and organization needed to ensure our strong growth continues into the future,” said President and CEO Joe Boardman. “We are investing in projects critical for enhancing the passenger experience, essential for supporting our national network of services and vital for the future of America’s Railroad.”

Boardman described how the current orders for 130 new single-level long-distance equipment and 70 electric locomotives for the Northeast will improve reliability, financial and on-time performance, and help drive increases in ridership and revenue.

In terms of building infrastructure, Boardman discussed work to upgrade Northeast Corridor tracks, bridges and other infrastructure; the further integration and advancement of NEC planning efforts to improve the corridor and to develop a high-capacity, next-generation high-speed rail system, including initial planning work for the Gateway Program to provide additional capacity into Manhattan for intercity, commuter and NextGen HSR services.

Boardman also pointed to the national roll-out of eTicketing to all trains this year and, and the ongoing program to modernize the 30-year-old reservation system as specific ways Amtrak is investing in and improving how we do business.

Among other major achievements accomplished in the past year, Amtrak also made Wi-Fi available to 75 percent of all its passengers; launched an iPhone app; reduced its debt for the eighth consecutive year; and completed a massive renewal and integration of its financial, and procurement and materials management systems.

Speaking about the organizational changes underway, Boardman added, “We need to create an organization and a culture that can manage the ambiguity that comes from the annually changing government support. We will not lose sight of the Amtrak our customers need us to be. We will continue to make the investments that will yield a more efficient and reliable Amtrak.”

40th Anniversary: Amtrak’s 40th anniversary website, www.amtrak40th.com, has been recognized with a distinguished 2011 Silver Davey Award. The Davey Award is the premier award honoring outstanding local, regional, and cable TV commercials and programs, as well as the finest video, film and websites.

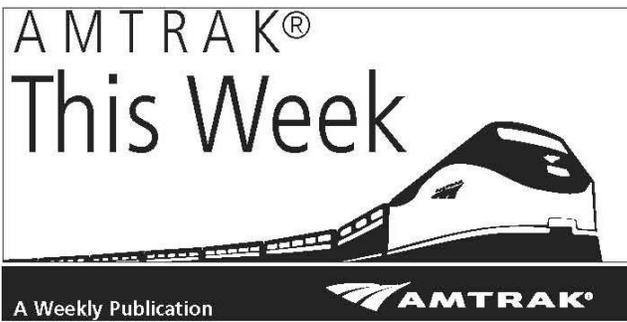
5th Annual National Train Day Events Announced

Amtrak has begun making preparations for the 5th Annual National Train Day celebration to be held on Saturday, May 12. This year’s main events will be hosted in New York City, Philadelphia, Chicago and Los Angeles, with other events expected at hundreds of communities nationwide.

In early March, Amtrak will launch its employee-only website, TrainDay411.com, where employees can get the latest information on National Train Day.

More than 350 employees volunteered last year’s celebrations, making it the most successful and memorable event to date with more than 40,000 attendees.

Stay tuned for more details, including the TrainDay411.com announcement and for opportunities to sign up to volunteer in this year’s National Train Day events.



Norfolk Service Expected To Begin This Year

Amtrak could begin serving Norfolk, Va., as soon as Dec. 31, 2012, about 10 months earlier than originally projected.

The round-trip service will bring intercity passenger rail service to Norfolk for the first time since 1977 and will link Norfolk with Richmond, Washington, D.C., and cities as far north as Boston.

The Norfolk service marks the third service expansion launched under the Amtrak Virginia partnership through the Commonwealth's Virginia Department of Rail and Public Transportation (DRPT). State-supported service to Lynchburg and Richmond began in 2009 and 2010, respectively.

“This service will provide immediate relief to road weary travelers between two of the state's most congested regions” said Governor McDonnell. “This service is long overdue and I congratulate our partners and commend their cooperation in moving up the scheduled start date.”

BLET Ratifies Contract

Employees represented by the Brotherhood of Locomotive Engineers and Trainmen have overwhelmingly ratified their new five-year contract. Currently, Amtrak has ratified agreements with 10 labor organizations representing a total of almost 12,500 employees, or about 73 percent of the total unionized labor force at Amtrak. This settlement provides for wage increases and other contract changes similar to earlier settlements.

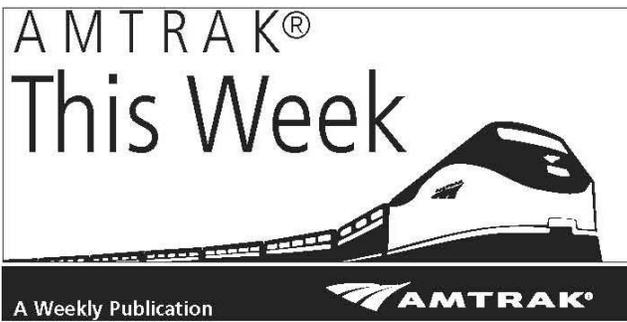
The remaining unions have already been presented with comprehensive proposals, including wage increases.

Operations Update: Effective today, schedules for select Northeast Corridor trains will change due to the completion of track and overhead electrical work along the Hell Gate line and to improve the reliability during the winter months on the Springfield line.

Organizational Changes Begun in Three Departments

Organizational changes began on Friday, Jan. 20, in the Human Capital (formerly Human Resources), Finance, and Government Affairs and Corporate Communications departments. Non-agreement personnel changes in those departments have been made to help the company allocate resources and align Amtrak's structure in accordance with the Strategic Plan and financial circumstances.

The realignment will continue through this fiscal year and will result in a reduction in non-agreement positions across all departments. This realignment is incremental, in part to ensure that changes in functions in one area complement other areas of the company.



Amtrak To Submit FY 2013 Grant and Legislative Request

Operations Update: Track work being performed by Union Pacific Railroad will affect numerous *Pacific Surfliner* trains north of Los Angeles on select dates starting Feb. 1 through Feb. 19.

Amtrak's plans for next year advance important capital programs, as the company continues to build for the future. The details of those plans are described in budget documents that will be submitted to Congress on Wednesday. Amtrak will submit its FY 2013 Grant and Legislative Request, along with the FY 2013 Budget and Comprehensive Business Plan; the documents support the goals established in the five-year Strategic Plan.

The request totals \$2.1 billion, comprising \$450 million in operating support, \$1.4 billion for capital programs (not including an additional \$60 million for advancing NextGen High-Speed Rail along the Northeast Corridor), and \$212 million for debt service.

Exhibit Train Heads Southeast

The 40th anniversary train continues its year-long journey as it heads to the Southeast after completing a large portion of a cross-country tour. In February, the train will be making one public stop in Mississippi and three stops in Florida, including two public events and one employee-only event.

Since the train's debut at National Train Day it has visited more than 30 communities throughout the country, with nearly 45,000 visitors. Volunteers are needed at the following stops:

- Feb. 4 and 5 Multi-Modal Transportation Center, Meridian, Miss.
- Feb. 11 and 12 Amtrak Station, Jacksonville, Fla.
- Feb. 18 and 19 Tampa Union Station, Tampa, Fla.

To participate, email your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the day(s) you would like to volunteer, and your email and phone number to greatamericanstations@amtrak.com. Please write the words "Volunteer" and your preferred volunteer location in the subject line of the email, e.g. Volunteer, Meridian, Miss.

Amtrak is asking for less in operating support in FY 2013 as a result of anticipated increases in revenue and cost controls. Amtrak covers about 85 percent of its operating costs with revenue from a range of sources, relying on the federal government for the remainder. In 1975, the federal subsidy covered 52 percent of operations; the percentage has steadily decreased over the years.

In addition, Amtrak's lower request for funds for debt service reflects the fact that Amtrak has reduced its debt for eight consecutive years.

The request reflects the company's commitment to continuing strategic capital investments that will yield returns as a result of better service reliability, improved customer service and expanded service options. Examples include orders for long-distance equipment and electric locomotives that will begin to be deployed in 2013; infrastructure improvements and advancement of new high-capacity, high-speed service on the Northeast Corridor; tools such as eTicketing and the point-of-sale system to help employees do their jobs better and improve customer service; work to make more stations fully ADA compliant; and achieving speed increases on the Michigan Line and Empire Corridor.

The Grant and Legislative Request and the budget documents will be posted on Wednesday, Feb. 1, on Amtrak.com under "About Amtrak" → "Reports & Documents", and on the Amtrak intranet, under "News" → "Legislative" → "2012".



July 2, 2012

A Message from Joe Boardman

Dear Co-workers,

As the July 4 holiday draws near, it is important to remember the service men and women at home and abroad who secure our freedoms and protect this great nation. Their leadership, selflessness and dedication are a source of pride for our country and for our company.

I am proud to say that I am a Vietnam veteran, and I reserve a special place in my heart for holidays like Independence Day. Beyond barbecues and baseball games, this weekend offers us the opportunity to reflect on the sacrifices military families have made to secure our way of life.

Since our inception we've had a close relationship with the armed services, spanning several international conflicts and multiple generations. Amtrak employs more than 1,500 military veterans from all of our nation's armed services and is a member of the Employer Partnership of the Armed Forces program, recruiting at numerous military job fairs across the country. In fact, since January more than 14 percent of our new hires have been veterans.

Throughout our business, the hard work of military veterans, reservists and active military personnel is what truly makes Amtrak an essential part of the American experience.

Today I want to speak directly to my brothers and sisters in arms and say thank you for your service and for feeling Amtrak was worthy of your skills upon your return home. For the families and friends of those who made the ultimate sacrifice, I am humbled by the high price they had to pay for our freedom.

I hope you'll join me in showing appreciation to the Amtrak employees who are currently serving our country around the globe and those that have served in the past.

Thank you for your service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Boardman', written in a cursive style.

Joe Boardman
President and CEO



Safe-2-Safer: Central Division reaches a Milestone

As we continue to implement the practices of Safe-2-Safer, an important milestone has recently been achieved in the Central Division. Employees in the Central Division, Transportation department participated in the observation process over 1,000 times during the month of May. This is the first time that any regional group has achieved this milestone. This achievement is due to the leadership of facilitator Don Wingler, the efforts of the Steering Committee and more than 75 active observers and the support of the Regional Core Team.

By utilizing Safe-2-Safer, the Central Division is having fewer injuries. To date, there have been 5,698 positive conversations about safety addressing 37,164 specific behaviors that contribute to exposure to risk. The more feedback we have, the easier it is to remember to work safely, and the more opportunities we have to learn about and subsequently address situations that create risk.

The foundation of Safe-2-Safer is based on employing success and guidance feedback to change behavior. Each Safe-2-Safer observer recognizes those behaviors that are done safely to encourage repetition. Observing someone at-risk will lead to a positive conversation about changing to a safe behavior.

Safe-2-Safer, the multiyear risk-reduction approach to safety and security, aims to reduce injuries by creating a more collaborative environment in which employees are enabled to change at-risk behaviors to safe behaviors. This approach provides an opportunity to develop the skills and utilize the talents of all employees by being leaders in safety as observers, trainers, coaches, steering committee members and facilitators. Every level of the company, starting with Mr. Boardman and the Executive Committee, to supervisors and front line employees is involved. It is not a replacement for current safety and security practices — it's an approach to making them even more effective.

Amtrak Joins International Rail Community at 8th World Congress on High-Speed Rail

Amtrak will be the signature sponsor at the 8th World Congress on High-Speed Rail (HSR) taking place in Philadelphia on July 11-13. The World Congress, organized by the International Union of Railways (UIC) and the American Public Transportation Association (APTA), is being held for the first time in the United States and is designed to bring together more than 1,000 worldwide leaders to exchange views on the development and achievements of high-speed rail (HSR).

At the World Congress, 15 experts from Amtrak will present technical papers on various issues including funding Northeast Corridor HSR improvements, maintaining and managing HSR infrastructure, using technology to improve the customer experience and creating an equipment fleet strategy plan, among other topics.

Technical tours of Amtrak's maintenance and operation facilities in Wilmington, Del., and Queens, N.Y., will be given and Amtrak will have a booth at the Trade Exhibition with displays featuring *Acela Express* service, the Amtrak vision for the future of the Northeast Corridor and the commercial offerings of the railroad's Mechanical Services department.

A new report issued today by Amtrak summarizes and updates the ongoing planning efforts to expand capacity, reduce trip-times, improve reliability and develop a next generation high-speed rail (NextGen HSR) network on the Northeast Corridor.

For more information about Amtrak participation in the 8th World Congress on High-Speed Rail please visit www.8thWorldCongress.Amtrak.com.

Additional information about the conference can be found at www.uic-highspeed2012.com.



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Bloomington-Normal, Ill., Station Dedication

Federal and state officials joined representatives of the town of Normal and Amtrak for a ceremonial station dedication of Uptown Station, the new multimodal transportation center that will serve as a station for Amtrak riders (BNL), motorcoach passengers and local transit buses. Uptown Station was the first TIGER funded project under construction and has been completed on time and on budget.

The new transportation center features retail and municipal office space, a community room and a 380-car parking garage. The building has received a Leadership in Energy & Environmental Design (LEED) Silver certification.

The 68,000 square foot facility has a train platform compliant with the Americans with Disabilities Act and will replace the existing Amtrak station in Normal. This station also serves neighboring Bloomington and is the busiest in downstate Illinois.

Amtrak Downeaster Breaks Ridership Record

The Amtrak *Downeaster* has set another ridership record, completing this fiscal year with 528,292 passengers, the highest in its 10-year history.

The Northern New England Passenger Rail Authority (NNEPRA) reports that the ridership figures for the fiscal year that ended June 30 represents the seventh consecutive year of growth. Ridership grew four percent in the fiscal 2012, and ticket revenue grew by 4.5 percent.

The *Downeaster* makes five daily trips between Portland and Boston. Later this year, two of those daily round-trips will extend northward to Freeport and Brunswick, Maine.

Congratulations to our crews and our partners at NNEPRA for reaching this momentous milestone!

The Amtrak Vision for the Northeast Corridor: 2012 Update Report Released Last Week

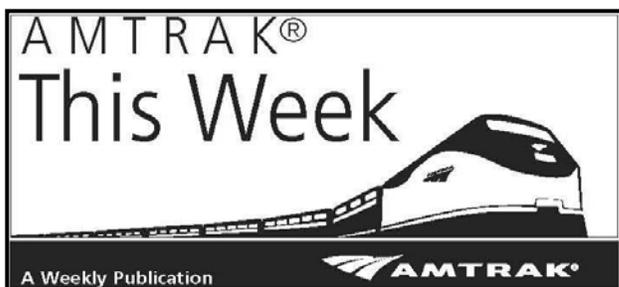
The Amtrak Vision for the Northeast Corridor: 2012 Update Report was released on Monday, July 9 leading up to the opening ceremonies of the 8th World Congress on High-Speed Rail which was held for the first time in the United States in Philadelphia, PA.

The updated vision plan outlines our ongoing planning efforts to expand capacity on the Northeast Corridor (NEC) to accommodate more trains operating at faster speeds with significantly reduced trip-times and improved service reliability. The report also features our efforts to move forward with developing next generation high-speed rail.

“The NEC region is America’s economic powerhouse and is facing a severe crisis with an aging and congested multi-modal transportation network that routinely operates at or near capacity in key segments. With an expected 30 percent population increase by 2050, we must move beyond mere preservation and rehabilitation of the current system to a new vision for expanded transportation capacity and growth,” said Amtrak President and CEO Joe Boardman.

Amtrak continues to move forward with our vision for the NEC with dedication, commitment and a collaborative spirit to continue to design and implement the improvements that are necessary to serve both the NEC region and our nation moving forward.

To view *The Amtrak Vision for the Northeast Corridor: 2012 Update Report* please visit the Amtrak intranet under News → Reports.



High-Speed Rail Congress Deemed a Success

The 8th World Congress on High-Speed Rail (HSR) recently held in Philadelphia was considered a huge success for Amtrak. During the four-day Congress for which we were the signature sponsor, we were able to advance our NEC vision and build confidence among stakeholders and potential partners that Amtrak is an organization leading the way for HSR in the Northeast Corridor.

More than 700 delegates attended a welcome reception at Philadelphia's 30th Street Station and had the opportunity to tour a train display at the station. Following the welcome reception, approximately 60 partners and speakers joined Amtrak's Board of Directors and Executive Committee members for a reception held on-board the dome car and catered with dishes prepared by Amtrak food services. Technical tours of Amtrak's maintenance and operation facilities in Wilmington, Del., and Queens, N.Y., were offered. The Amtrak booth at the trade show received very positive feedback and we were commended for the overall knowledge, professionalism and passion of our more than 80 volunteers at all of the events.

To view highlights of the Congress and see President and CEO Joe Boardman talk more about the importance of high speed rail in the U.S., visit our YouTube channel at <http://youtube.com/Amtrak>.

eTicketing Now Available on Select Amtrak California Thruway Routes

eTicketing has launched on select *Amtrak California* Thruway buses. Routes included in last week's launch are 18A (Hanford-San Luis Obispo-Santa Maria), 18B (Hanford-Visalia) traveling through the Central Valley and coastal communities, routes 3 (Stockton-Sacramento-Redding/Suisun-Fairfield), 20A (Sacramento-Auburn-Reno) and 20C (Sacramento-South Lake Tahoe) in the Sacramento Valley and foothills of Northern California.

eTicketed travel to or from these California Thruway buses now connects to the *Capitol Corridor*® and *Amtrak California San Joaquin*®, two state-supported California rail corridors. Both of these services launched eTicketing in April.

Converting the entire California Thruway bus system to eTicketing will be undertaken in stages with completion prior to the end of fall. Presently, not all tickets will be eTicket eligible. Paper value tickets will still be issued for a multi-ride ticket (such as a monthly or 10-ride ticket). Passengers will also receive paper value tickets if they are traveling on an excluded route, such as other California Thruway buses, the *Pacific Surfliner* route or are traveling beyond the *Capitol Corridor* or *San Joaquin* services on other Amtrak service. For a complete list, please visit Amtrak.com/eTicketing.

Safe-2-Safer Milestone

Congratulations to the Southwest Region – Desert/Gulf Facilitator Robert Villarreal, his management sponsor Ginger Brown and his observers for being the first Safe-2-Safer Steering Committee to achieve an overall monthly contact rate greater than 1.0. Contact rate is a measure of how often feedback is provided on average to each employee in one month. Frequent peer-to-peer contacts coupled with feedback discussions serve as continuous reminders, stimulating changes from at-risk to safe behavior.

New Leadership Positions Posted for Operations

Last week Operations reorganization efforts continued with the posting of two important leadership positions — Chief Transportation Officer and Chief of Customer Service. The search for the individuals to oversee these multi-million-dollar budgets will involve both an internal and an external search, ensuring the best candidates fill the positions. The Chief Transportation Officer will be responsible for setting, managing and maintaining operating rules and policies to ensure that all train operations meet federal requirements and our business needs. While the Chief of Customer Service will oversee system operations, including CNOC, crew-management services, intermodal connectivity, special trains and food and beverage services. Both positions will report directly to DJ Stadler, vice president of Operations.

In addition to posting the new positions, Stadler has also formed a special Transition Team comprised of approximately 20 company veterans to offer feedback and guidance on this reorganization. Employees at a variety of locations across the country will get to see Stadler present and discuss the reorganization during a series of town hall events this summer.

For more information on the Operations reorganization, please visit the employee Intranet.



Bloomington-Normal, Ill., Station Dedication

Federal and state officials joined representatives of the town of Normal and Amtrak for a ceremonial station dedication of Uptown Station, the new multimodal transportation center that will serve as a station for Amtrak riders (BNL), motorcoach passengers and local transit buses. Uptown Station was the first TIGER funded project under construction and has been completed on time and on budget.

The new transportation center features retail and municipal office space, a community room and a 380-car parking garage. The building has received a Leadership in Energy & Environmental Design (LEED) Silver certification.

The 68,000 square foot facility has a train platform compliant with the Americans with Disabilities Act and will replace the existing Amtrak station in Normal. This station also serves neighboring Bloomington and is the busiest in downstate Illinois.

Amtrak Downeaster Breaks Ridership Record

The Amtrak *Downeaster* has set another ridership record, completing this fiscal year with 528,292 passengers, the highest in its 10-year history.

The Northern New England Passenger Rail Authority (NNEPRA) reports that the ridership figures for the fiscal year that ended June 30 represents the seventh consecutive year of growth. Ridership grew four percent in the fiscal 2012, and ticket revenue grew by 4.5 percent.

The *Downeaster* makes five daily trips between Portland and Boston. Later this year, two of those daily round-trips will extend northward to Freeport and Brunswick, Maine.

Congratulations to our crews and our partners at NNEPRA for reaching this momentous milestone!

The Amtrak Vision for the Northeast Corridor: 2012 Update Report Released Last Week

The Amtrak Vision for the Northeast Corridor: 2012 Update Report was released on Monday, July 9 leading up to the opening ceremonies of the 8th World Congress on High-Speed Rail which was held for the first time in the United States in Philadelphia, PA.

The updated vision plan outlines our ongoing planning efforts to expand capacity on the Northeast Corridor (NEC) to accommodate more trains operating at faster speeds with significantly reduced trip-times and improved service reliability. The report also features our efforts to move forward with developing next generation high-speed rail.

HRESC at Your Service

The Employee Service Center is now in its second(correct?) full year of service to Amtrak employees. Since its inception the Service Center's mission has been to provide comprehensive support for all Human Capitol-related inquiries and transactions.

In an effort to better serve Amtrak employees the HRESC recently conducted an employee satisfaction survey through the Amtrak Market Research & Analysis group. One of the key findings from the survey revealed that many Amtrak employees are not clear on the services that are offered through the Employee Service Center. To better inform employees of where they can turn for their Human Capitol needs we will be running a Did You Know? section in Amtrak This Week over the next two months highlighting the various services available to employees through the Employee Service Center.

The Employee Service Center, which is staffed entirely by Amtrak employees, is open from 8 a.m. to 8 p.m. Eastern time, Monday through Friday and can be reached via phone at 888-MY-HRESC (888-772-4357) or via email at HRESC@amtrak.com.



July 30, 2012

Union Station Master Plan Unveiled

Last week, Amtrak announced a Master Plan that offers a visionary and practical approach to revitalize the terminal at Washington Union Station. Developed in coordination with other stakeholders including U.S. Department of Transportation, Union Station Redevelopment Corporation, Virginia Department of Rail and Public Transportation, Virginia Railway Express, Maryland Transit Administration, Washington Metropolitan Area Transit Authority and Akridge, it lays the groundwork for an expanded and greatly improved intermodal station that will increase capacity to accommodate future service expansion, deliver the highest quality passenger experience and provide robust support to local and regional economic growth.

The plan will allow Union Station to expand its capacity to accommodate up to triple the number of passengers and double the number of trains using Union Station over a 15-20 year period. Broken into manageable phases, the Master Plan is estimated to cost between \$6.5 and \$7.5 billion (\$2012) and generate \$14.3 billion (\$2012) in regional economic benefit through direct construction expenditures and other related economic impact.

The heart of the plan is the creation of a new train hall that will welcome passengers to the nation's capital, bring natural light to station spaces and better organize the connections to Amtrak, commuter rail, transit, and other transportation services. New passenger concourses, along with a series of new street entrances, will be seamlessly integrated with the existing station, enabling passengers and visitors to easily access the entire station complex and adjoining neighborhoods while experiencing improved amenities and expanded retail opportunities. The Master Plan matches the quality and vision of the original, iconic Union Station design, while creating a world-class transportation hub and preserving Union Station as an architectural treasure.

Importantly, the plan also makes possible the accommodation of tracks, platforms and concourses to support a new Next Generation High-Speed Rail (NextGen HSR) concourse below the existing station platforms to keep pace with the growth projections and plans outlined in the recently released [The Amtrak Vision for the Northeast Corridor: 2012 Update Report](#). This future lower-level concourse could allow for a potential NextGen HSR extension south of Washington to connect with the proposed Southeast HSR Corridor.

President & CEO Joe Boardman said that, "This plan will transform the station into a world-class transportation hub to serve the region and the mobility needs of generations of passengers yet to come."

In addition, Burnham Place, a 14-acre, 3-million square-foot mixed use development will create a new neighborhood out of thin air in downtown Washington, D.C. Suspended above the existing Union Station rail yard, Burnham Place is still in initial planning stages and includes office space, residential units and hotel rooms.

For more information on the Union Station Master Plan, visit: <http://www.greatamericanstations.com/station-news/WUS-master-plan-unveiled>.

HCESC at Your Service

The Human Capital Employee Service Center (HCESC) is now in its second full year of service to Amtrak employees. Since its inception, the Service Center's mission has been to provide comprehensive support for all Human Capital-related inquiries and transactions.

In an effort to better serve Amtrak employees, the HCESC recently conducted an employee satisfaction survey through the Amtrak Market Research & Analysis group. One of the key findings from the survey revealed that many Amtrak employees are not clear on the services that are offered through the HCESC. To better inform employees of where they can turn for their Human Capital needs, we will be running a Did You Know section in Amtrak This Week over the next two months highlighting the various services available to employees through the HCESC.

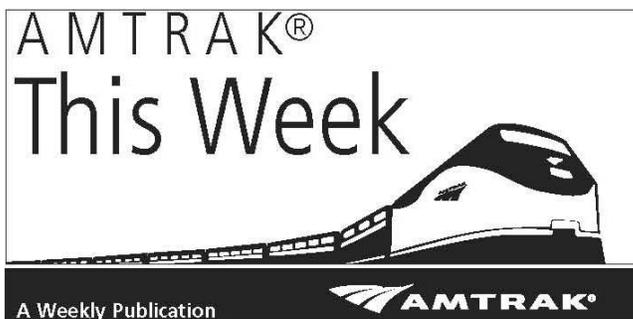
The Human Capital Employee Service Center, which is staffed entirely by Amtrak employees, is open from 8 a.m. to 7 p.m. Eastern time, Monday through Thursday and 8 a.m. to 5 p.m. on Fridays and can be reached via phone at 888-694-7372 or email at HRESC@amtrak.com.

Get Operations Reorganization Info Online

Thanks to the help of numerous people across the company, Amtrak is moving forward with the Operations reorganization and improving our focus on financial performance and customer service.

As this process continues for the next 15 months, you'll always be able to find the most up-to-date Operations reorganization information on the employee Intranet. By simply going to News→ATW/Advisories→Operations Business Line Communications, you can access the most recent messages from DJ Stadler, vice president of Operations, as well as advisories from Transition Team members and eventually links to informational videos about the changes.

In the future, employees will continue to receive regular updates about this transition as well as how they can support the five goals outlined in our Strategic Plan. Thank you for your support as the Operations reorganization moves forward.



PSSA: Nominations are being accepted for the 2012 President's Service and Safety Awards. In order to be considered by the PSSA Committee, nominations must be received by Friday, June 22. Nomination forms are posted on the intranet and can be found at "Employees" → "Awards and Achievements" → "President's Service and Safety Awards."

Amtrak Supports International Level Crossing Awareness Day

International Level Crossing Awareness Day (ILCAD) is Thursday, June 7. On that day, Amtrak will partner with the state of Mississippi to share railroad safety information with passengers at the Meridian, Miss., station.

In 2011, there were 2004 highway-rail grade crossing incidents in the United States, with 265 resulting in fatalities and an additional 427 pedestrian trespass fatalities. Amtrak is dedicated to working with local communities, law enforcement agencies and state and federal officials to eliminate needless injuries and deaths resulting from incidents and railroad crossings.

Employees are encouraged to practice safe behaviors around railroad crossing. To download a railroad safety flyer to post on employee bulletin boards, go to Safety → Safety Resources Library → International Level Crossing Awareness Day on the Intranet.

Amtrak Plays an Integral Role in Upcoming High-Speed Rail Congress

As the nation's high-speed rail provider, Amtrak is proud to participate in July's 8th World Congress on High-Speed Rail, taking place in Philadelphia. The Congress, which is being held for the first time in the United States, is designed to bring together more than 1,000 worldwide leaders in the high-speed rail arena.

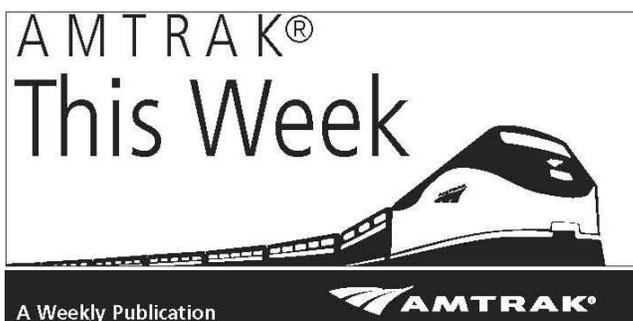
Participants in the Congress, including Amtrak, will engage in forward thinking discussion about high-speed rail development, operations and technologies as well as current achievements that have been made in high-speed rail. Amtrak is proud to have 15 employees who have been selected from a pool of 500 applicants to participate in the two-day Technical Sessions portion of the Congress presenting on various topics including environmental, infrastructure and rolling stock.

As a signature sponsor for the Congress we will host events at 30th Street Station, Phil. and technical tours of the Wilmington Station, CNOC and CTEC in Wilmington, Del. and Sunnyside Yard in Queens, N.Y. Amtrak will also have a booth at the Trade Exhibition which will be open to Congress attendees and invited guests. The events that we will be hosting throughout the Congress provide Amtrak with a unique opportunity to showcase our operation and our vision for high-speed rail. We believe that our employees will enable us to best tell our story and we will be looking for volunteers to act as Amtrak Ambassadors at the various Congress events. We ask that employees along the Northeast Corridor please consider volunteering their time.

We believe the 8th World Congress and the information and experience shared among Amtrak and other world leaders in high-speed rail will provide us with important tools to advance our high-speed rail vision. As the Congress approaches we will continue to keep employees updated through a variety of channels including more news in upcoming editions of *Amtrak This Week*, a story in *Amtrak Ink* and videos located on YouTube featuring Amtrak participants from the Congress to be posted in early July.

Ink Available This Week

The June issue of *Amtrak Ink* will be available on the Intranet this Friday and reach mailboxes the week of June 11. Inside the issue, you can read about Chief John O'Connor's upcoming retirement, coast to coast stimulus improvements and California's glowing customer service. To suggest stories for future issues of *Ink*, please e-mail Ecom@Amtrak.com



PSSA: Nominations are being accepted for the 2012 President's Service and Safety Awards. In order to be considered by the PSSA Committee, nominations must be received by Friday, June 22. Nomination forms are posted on the intranet and can be found at "Employees" → "Awards and Achievements" → "President's Service and Safety Awards."

Volunteers Needed to Help with 8th World Congress Events

Amtrak is participating as a premier sponsor in the upcoming 8th World Congress on High-Speed Rail in Philadelphia, Pa. July 10-13. We are seeking volunteers to assist as Amtrak Ambassadors with the various events we are hosting/participating in during the congress. Ambassador opportunities are as follows:

July 10

- Welcome Reception/Train Display 4:30 p.m. – 10:30 p.m.
- 30th Street Station Philadelphia

July 11

- Trade Exhibition 9 a.m. – 6 p.m., Pennsylvania Convention Center
- Train Display Noon – 8 p.m., 30th Street Station Philadelphia

July 12

- Trade Exhibition 9 a.m. – 6 p.m., Pennsylvania Convention Center
- Train Display Noon – 8 p.m., 30th Street Station Philadelphia

July 13

- Trade Exhibition 8 a.m. – 3p.m., Pennsylvania Convention Center

We encourage employees along the Northeast Corridor to please consider volunteering their time. If you are interested in volunteering please contact Danelle Hunter at ATS 734-2129 or danelle.hunter@amtrak.com.

Amtrak News Clips Delivered To Your Inbox

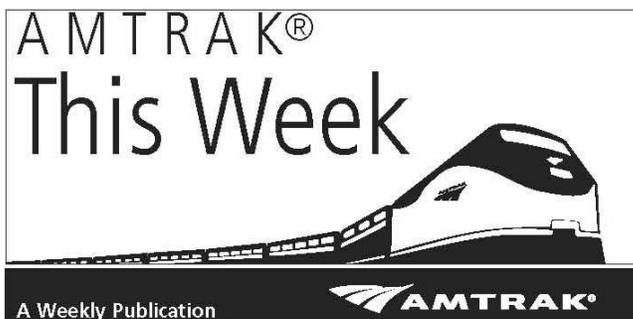
Starting today, Amtrak News Clips will be delivered to every employee with an Amtrak email address. This is a convenient way for more employees to follow Amtrak in the news and gain greater awareness and information about the many issues affecting the railroad across the country. Currently, employees can only view same-day news clips on the intranet homepage under "News" → "News Clips" and will still be able to do so. With the direct delivery of news clips by email, employees will have personal access to previously posted clips. The distribution list will be regularly updated so that new employees will be added over time.

The news clips are issued Monday to Friday and typically are distributed by 10 am ET. Importantly, the inclusion of a news item in the report does not constitute an endorsement by Amtrak of the accuracy of the reporting or agreement by Amtrak with any opinions expressed. Another source of Amtrak news that employees can follow, mostly from a stations perspective, is from the Amtrak-sponsored GreatAmericanStations.com public website, which features scrolling Amtrak news headlines and is updated daily.

Battle Creek Station Grand Re-Opening Tomorrow

The city of Battle Creek has completed a \$3.6 million renovation and remodeling of the Battle Creek Intermodal Transportation Center and will host a ribbon-cutting event tomorrow to celebrate the re-opening of the station. The event is open to the public and will be attended by local, state and Amtrak officials, and other invited guests.

Facility upgrades include a new entrance/passenger drop-off area, secure long-term parking lot, improved exterior lighting and landscaping as well as remodeled office space for tenants. The interior was completely remodeled and features free Wi-Fi and a passenger lobby with a vending area that includes café seating. The facility serves Amtrak and Greyhound passengers as well as Amtrak/Indian Trails connecting Thruway Motorcoach service between Battle Creek, East Lansing and Flint. Project funding was provided through the American Recovery and Reinvestment Act (ARRA) of 2009.



PSSA: This is the last week to submit nominations for the 2012 President's Service and Safety Awards. In order to be considered by the PSSA Committee, nominations must be received by Friday, June 22. Nomination forms are posted on the intranet and can be found at "Employees" → "Awards and Achievements" → "President's Service and Safety Awards."

Guide to Archived Milestones in *Ink*

During the time *Amtrak Ink* was out of print, the employee Milestones were posted on the Amtrak intranet. Those Milestones will also be featured in future issues of *Ink* beginning with the most-senior January anniversaries until all missed Milestones have been recognized in print.

Please check the magazine each month for the January 2012 to April 2012 Milestones. Below is a guide to when each Milestone will run. This list is subject to change according to space allotted in the magazine.

- **July 2012 Issue:** January 35-year anniversaries & December retirees
- **Aug./Sept. 2012:** January 20-, 25-, 30 and 35-year anniversaries
- **October 2012:** February 35-year anniversaries & January retirees
- **November 2012:** February 20-, 25 and 30-year anniversaries
- **December 2012/January 2013:** March 2012 35-year anniversaries & February retirees
- **February 2013:** March 2012 20-, 25 and 30-year anniversaries
- **March 2013:** April 2012 35-year anniversaries & March retirees
- **April 2013:** April 2012 20-, 25 and 30-year anniversaries

Changes to Medical Leave of Absence (MLOA) Process

Recent changes have been made to the medical leave of absence (MLOA) process, and to the National Railroad Passenger Corporation (NRPC) Form 2717, Treating Physician Medical Status Report/Statement of Disability. The changes to the MLOA process were made to simplify the documentation required when employees are returning to work from a medical leave of absence from six to nine days.

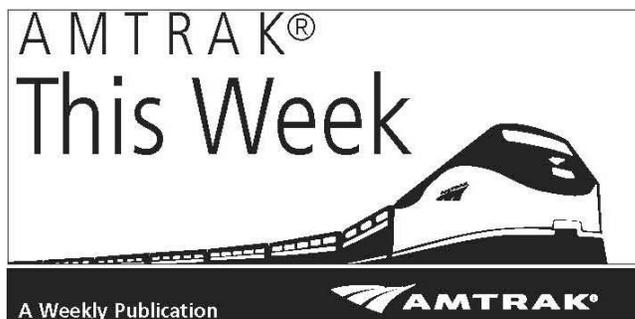
- When you are ready to return to work after being absent six days or more for medical reasons, you must be cleared to return to work by your physician/health care provider.
- If you have been absent six to nine days, and released to full duty, a physician/healthcare provider's note will be accepted in order to return to work.
- For absences of 10 days or more, your physician/healthcare provider must complete Form 2717, including the "Returning to Work Status" section.

NRPC Form 2717 has also been revised to require the employee and the healthcare provider to certify the truth and accuracy of the reported information. Complete details are available on the intranet under "Employees" → "Employee Info" → "Health and Medical Services." Form 2717 can be found on the intranet under "Library" → "Forms". Employees should destroy any old versions of the form and only use the new version.

Message to Photographers: Stay Safe and Stay Away from Railroad Tracks

During this busy summer season of weddings and other festive events, Amtrak and Operation Lifesaver — the rail safety education nonprofit organization — would like to remind our employees and professional photographers to avoid using train tracks as venues for photo shoots.

Using train tracks as a backdrop for portraits is not only dangerous, it is illegal when you are trespassing on private railroad property. About every three hours in the U.S., a person or vehicle is struck by a train, and these collisions can have deadly consequences. Amtrak and Operation Lifesaver are committed to eliminating needless injuries and deaths resulting from incidents at railroad crossings. To view an Operation Lifesaver presentation for photographers on the intranet, go to "Safety" → "Operation Lifesaver".



A Tribute to the Employees on *California Zephyr* Train 5

On June 24, 2011, a semi tractor-trailer struck westbound *California Zephyr* Train 5 in Churchill County, Nev., approximately 70 miles east of Reno, resulting in a tragic incident that claimed the lives of one crew member and several passengers. Amtrak veteran Conductor Laurette Lee was among those who died and is being remembered and missed by those who knew her well and by the entire Amtrak family. We continue to mourn the loss of all those who lost their lives that day.

One year later, we also remember and thank those employees aboard the *California Zephyr* for their heroic actions as they came to the aid of passengers and fellow employees. Their passion and resilience to move others out of harm's way is not forgotten as we reflect on this incident. Their response was extraordinary in a time of crisis and reminds us of the passion they possess for what they do, everyday, for the railroad.

Community Celebrates Station Opening in Lincoln, Neb.

At 11:00 p.m. tonight, the city of Lincoln, Neb., will open a nearly 3,000-square-foot station for *California Zephyr* passengers. The new facility will be located at 510 N Street, just a few blocks west of the current station. To celebrate the opening, Amtrak and local officials, along with members of the community, will gather at the station on Thursday, June 28, for a ribbon-cutting event hosted by the city of Lincoln.

Designed by the local firm of Sinclair Hille Architects, the \$1.3 million project consists of the station and an 800-foot-long metal platform canopy that will protect travelers from inclement weather. This new building also includes a passenger waiting room, ADA-compliant ticket counter and restrooms, and crew base space.

Lincoln is the second-busiest station in Nebraska, serving 11,756 passengers in FY11. Originally known as Lancaster, Lincoln was founded in 1856. It was renamed after the assassination of President Lincoln and became the state capital when Nebraska was admitted to the Union in 1867.

Dear Co-workers,

Being prepared to manage an emergency is a critical element of our operation. Many of our employees are experts in various aspects of emergency management and stand ready to respond at a moment's notice, and I appreciate their dedication.

One of the things we have learned from the emergency response tabletop exercises we have conducted so far this year is that there seems to be differing definitions and expectations of the roles Go Teams play across the company. As a result, we need to provide employees with the structure and tools they need, so that together, we are applying a uniform and coordinated approach to the Go Team concept.

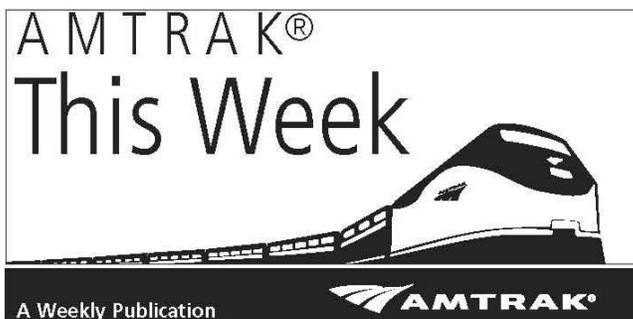
For those of you not familiar with the concept, the Go Team label is used by several departments to indicate skilled troubleshooters that respond to emergencies, such as the Mechanical Go Team, Engineering Go Team and Family Assistance Center Go Team. When a major incident occurs, Managers from Operations, EAP, Contact Centers, Claims, Media Relations and other departments, deploy to their respective teams and are often on call 24/7, handling those responsibilities in addition to their regular job functions.

Based on employee feedback from the tabletop exercises, we are in the process of defining and clarifying the structure of the Go Team, and in particular, formalizing the structure of the Family Assistance Center Go Team. I have directed Chief Operations Administrator Susan Reinertson, who has been managing the Recovery and Resilience Exercise Program and Continuity of Operations, to lead the coordination of all departments to formalize a structure for response teams. This includes procedures for training, exercising and activation in order to respond appropriately and efficiently to an incident that requires such.

Making these improvements are in sync with a number of the goals outlined in the Strategic Plan — Safety and Security, Customer Focus, and Financial and Organizational Excellence — and is another step we're taking to improve Amtrak for its employees and its customers. A more coordinated approach will ensure that Amtrak is prepared to act in the best interests of survivors and victims' families.

Please lend your support to Susan and others who may call upon you for assistance as we work together as efficiently as possible to respond appropriately to emergencies. Thank you for your support.

Joe Boardman
President and CEO



Message From Joe Boardman

Dear Co-workers,

Being prepared to manage an emergency is a critical element of our operation. Many of our employees are experts in various aspects of emergency management and stand ready to respond at a moment's notice, and I appreciate their dedication.

Daylight Saving Time: Daylight Savings Time begins at 2 a.m. on Sunday, March 11. Station personnel on duty at that time should set clocks ahead one hour to 3 a.m. Stations that are closed at that time should adjust clocks the night before, prior to closing. Trains enroute at the time change will become artificially one hour late when the clocks move ahead. Operating crews will attempt to safely make up this time.

One of the things we have learned from the Recovery and Resilience Program we have conducted so far this year is that there seems to be differing definitions and expectations of the roles Go Teams play across the company. As a result, we need to provide employees with the structure and tools they need, so that together, we are applying a uniform and coordinated approach to the Go Team concept.

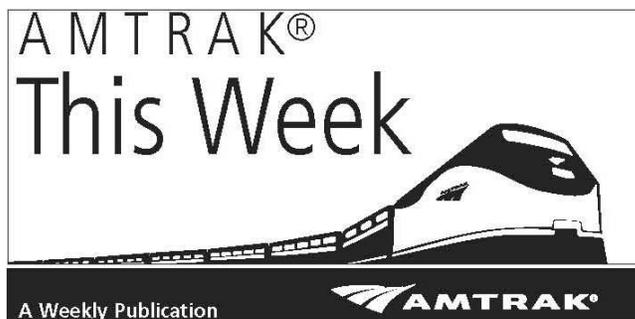
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Joe Boardman
President and CEO



Enhanced Employee-Only National Train Day Site: TrainDay411.com Set to Launch

This year, Amtrak will host the fifth annual National Train Day on May 12 with events across the country celebrating trains. Last year, more than 350 employees volunteered their time to make National Train Day a memorable experience for more than 40,000 attendees. With the continued help of employee volunteers, we are hoping to make this year's celebration the most successful yet!

Operations: Amtrak Cascades Trains 510 and 517, which normally serve stations between Seattle and Vancouver, B.C., will be canceled on Mondays only, starting today through April 16, due to track work being performed by BNSF Railway.

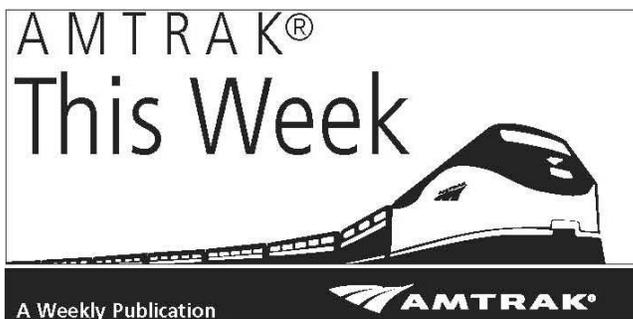
40th Anniversary: Amtrak, The First 40 Years, has won a Gold Telly Award. This marks the fourth award the DVD has won. The Telly Award honors outstanding local, regional, and cable television commercials and programs, as well as the finest video and film productions, and work created for the web. The DVD's trailer has also reached more than 50,000 views on Amtrak's YouTube channel located at www.youtube.com/Amtrak.

Log onto TrainDay411.com later this week from your mobile phone, tablet or desktop. This enhanced site will serve as a resource for employees leading up to May 12, and will offer employees the opportunity to sign up online to volunteer at one of the four major National Train Day events in New York City, Philadelphia, Los Angeles and Chicago, as well as more than twenty-five additional Amtrak-hosted grassroots events across the country. Volunteers will receive a National Train Day shirt for volunteering at an event.

Additional features on TrainDay411.com will include an Inside Perspectives photo gallery that allows employees to submit photos to share train travel from their point of view; an Employee Spotlight section that highlights past National Train Day volunteers; and an updated Trivia Challenge section where employees will have the opportunity to win exclusive prizes. Check out www.TrainDay411.com later this week and visit often to get the latest updates.

MARC Train Service Sees On-time Performance Improvement

The Maryland Transit Administration's (MTA) MARC Train service announced that they recorded some of the best on-time performance (OTP) numbers ever during the month of February. The Penn Line, which is operated by Amtrak and is MARC's busiest line, saw the largest improvement in service with customers experiencing an OTP of 97 percent for the month of February and a 96 percent OTP number year-to-date. Congratulations to the Amtrak employees who have played a role in the noted success of our MARC commuter services.



Conductors to Begin Scanning eTickets on *City of New Orleans* Service

In the next step towards the rollout of a nationwide eTicketing system, conductors on the *City of New Orleans* have begun scanning eTickets using handheld mobile devices today, Monday, March 19.

With the continued rollout of eTicketing throughout the system, Amtrak is providing passengers with extended travel flexibility. Passengers no longer have to pick up their tickets at a station, and they do not have to worry about keeping up with paper tickets that would have to be repurchased if lost. Additionally, they can more easily make changes to their trip itineraries while on the go.

eTicketing offers new efficiencies for the company and crews, including access to real-time passenger manifests and a large reduction in paper usage. These enhancements will enable Amtrak to better manage capacity and revenue.

To continue the advancement of the rollout, the eTicketing team is working with the Transportation department to train nearly 1,700 conductors in the field. During the training period, conductors scan paper value tickets with the new eTicketing device but continue to punch and collect tickets. The scanning process provides Amtrak conductors with the opportunity to become familiar with the new system while also allowing Amtrak to further test the system ahead of the switch to eTicketing.

The eTicketing pilot was successfully launched on the *Downeaster* in November 2011, with the *City of New Orleans* being the latest route to join the pilot program. The rollout will continue on the *Capitol Corridor* and *San Joaquin* in April 2012, with nationwide adoption slated for this summer.

New Schedule for *Sunset Limited* to Benefit Passengers and Financial Performance

A new schedule for the Amtrak *Sunset Limited* is planned to take effect May 7 that will change the days of the westbound operations and provide better connections for passengers traveling to and through California. The changes are expected to increase both ridership and revenue, while reducing crew layover costs.

The new schedule will provide better connections between the *Sunset Limited*, *Coast Starlight*, *Texas Eagle* and Amtrak corridor services in California. Increases in ridership and revenue are also expected for these trains.

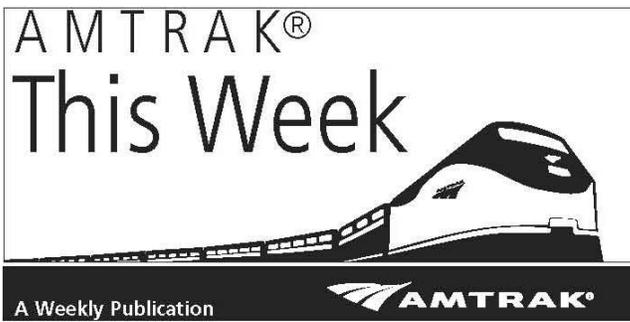
Operations: Beginning today, schedules for many trains operating through the Northeast Corridor will be adjusted to accommodate track improvements being performed between New Haven and Boston.

40th Anniversary Exhibit Train

Volunteers Needed: The 40th Anniversary Exhibit Train will make its next two stops at Charleston, S.C., on March 24 and 25 and Wilmington, Del., on March 31 and April 1.

Volunteers are needed to help support the tour. To participate, email your name, shift preference (8:30 a.m. – 1:30 p.m. or 12:30 p.m. – 5:00 p.m.), the day(s) you would like to volunteer, email address and phone number to greatamericanstations@amtrak.com. Please write the words “Volunteer” and your preferred volunteer location in the subject line of the email, e.g. Volunteer-Charleston, S.C.

Visit www.Amtrak40th.com for more information on the Exhibit Train. Each volunteer will receive a 40th anniversary t-shirt to wear during the event.



Amtrak Information Cannot Be Used to Open Employee Bank Accounts

A small number of employees have opened bank accounts for employee sponsored functions and/or committees using Amtrak information. Company policy prohibits the use of the Amtrak name, address, or tax identification number for non-company owned bank accounts. Amtrak must ask that any bank account opened for employee sponsored functions utilizing Amtrak information be closed and reopened under ownership of the respective employee group without use of Amtrak information.

Engineering: Amtrak is reaching a significant milestone in its efforts to replace the existing 104-year old Niantic River Bridge in East Lyme, Conn., with the float-in of the new bascule lift span. As a result, access to the channel beneath the structure will be closed to the maritime community beginning today through Friday, March 30, to allow for the safe movement of construction equipment. Amtrak does not anticipate any significant impact to its rail operations during this time.

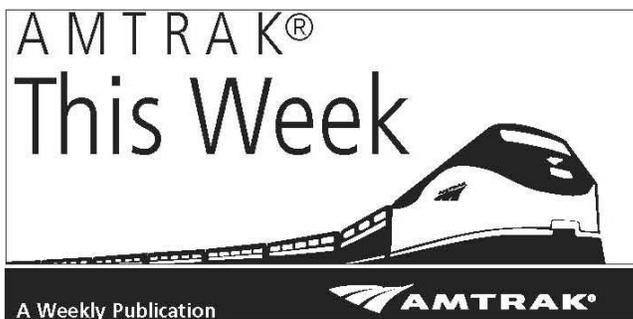
Operations Update: Starting today, *Wolverine* Trains 350 and 355 will not operate between Dearborn and Pontiac, due to speed restrictions imposed by Norfolk Southern Railway (NS). Additionally, select *Wolverine* and *Blue Water* trains will operate on adjusted schedules. These changes are expected to continue for the next few weeks until NS completes repairs to restore normal track speeds.

The Amtrak Treasurers department will assist any employee group or person with opening new bank accounts under their ownership. Keith Warchol, Senior Treasury Associate Bank Administration, is available to assist and can be reached at (202) 906-3374 (ATS 777-3374).

Participate in the National Train Day Trivia Challenge

The National Train Day employee trivia contest is open at www.TrainDay411.com. Employees can enter the contest for the opportunity to win prizes. Also, be sure to check out the Employee Spotlight section featuring past National Train Day volunteers and submit your photos to the Inside Perspective photo gallery. Sign up online today to volunteer at one of the many National Train Day events held at Amtrak stations.





Operations Update: Due to Norfolk Southern track work, *Piedmont* Trains 74 and 75 will be cancelled and the *Carolinian* will not operate south of Raleigh on May 8-10 and May 15-17. Alternate transportation will not be provided. Additionally, northbound *Silver Star* passengers will be provided motorcoach service at select North Carolina stations.

OBS Training Workshop

The Employee Development department in partnership with Passenger Services continues the roll-out of their new, innovative OBS On-the-Job Trainer Workshop.

This workshop for experienced OBS employees focuses on the skills and knowledge needed to provide new-hire OBS employees productive training trips.

The class also features a training video with television star Hugh Laurie from the hit TV show *House*. Workshops are being held in Los Angeles this week and next week the program will expand to OBS crew bases in New York, Washington, and Lorton.

Join Amtrak for This Year's National Train Day Celebration

This Saturday, May 12 we will celebrate the fifth annual National Train Day with events in New York City, Philadelphia, Chicago and Los Angeles. We still need employee volunteers at the four events to ensure that things run smoothly. Employees can log onto TrainDay411.com from their mobile phone, tablet or desktop computer to sign up to volunteer.

Every year the dedication, loyalty and pride demonstrated by Amtrak employees is what makes National Train Day a success and this year is no different. We hope to make this year's National Train Day the most successful to date as we celebrate the country's love for trains by hosting nearly 40,000 attendees at events across the country.

We look forward to celebrating with our employees and making the fifth annual National Train Day a success!

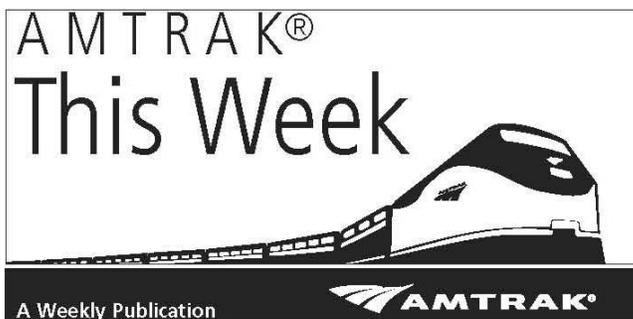
Conductors to Begin Scanning eTickets on *Heartland Flyer*

In the next step toward a nationwide eTicketing system, starting today Amtrak has begun piloting eTicketing on the *Heartland Flyer*, which operates daily in Oklahoma and Texas.

Conversion to eTicketing is a significant benefit to *Heartland Flyer* passengers, since on-site provision of a traditional paper ticket at an Amtrak ticket office has only been possible on this route at the Fort Worth station and at the Quik-Trak™ kiosks. Conductors will begin scanning "print anywhere" eTickets for one-way and roundtrip travel only. Passengers with more complicated bookings will continue to receive traditional paper value tickets.

Centralized Electrification & Traffic Control Moves to CNOC

After operating out of 30th Street Station, Philadelphia for more than 25 years, the Mid-Atlantic Centralized Electrification & Traffic Control (CETC) function has moved to the new dispatching center in CNOC. The move to the new CETC Theatre at CNOC provides CETC personnel with access to a state-of-the-art computerized dispatching system with enhanced operating and safety features and computerized radio systems.



40th Anniversary Exhibit Train Tour Comes to a Close at National Train Day

Employees, retirees, and train enthusiasts received a last opportunity to view the Amtrak 40th anniversary Exhibit Train this past weekend, at National Train Day in New York City, as its year-long journey came to a close. Throughout the tour, the Exhibit Train stopped in 45 locations across the country and welcomed nearly 85,000 visitors, allowing for a look back at our organization's rich history and a glimpse into the future.

The Exhibit Train visited communities large and small, providing Amtrak with the opportunity to strengthen existing partnerships while also forging new relationships. We received support from local and state governments, transit authorities, rail-advocacy groups, and tourism affiliations. The Exhibit Train helped us showcase the vital role intercity passenger rail plays in the communities we serve.

The responses we have received from those who visited the Exhibit Train have been overwhelming. Employees reminisced over the uniforms they once wore, equipment they once rode and commercials they once watched. Current and future passengers enjoyed exploring the uniqueness of train travel and learning about the many places they can travel aboard an Amtrak train.

A national tour like this could not have taken place without the combined efforts of many individuals. More than 525 volunteers, representing outside organizations and Amtrak departments, assisted at various locations as the train traveled coast to coast.

The pride and enthusiasm brought by the individuals and departments that volunteered throughout the year-long journey are what helped to make the Amtrak 40th anniversary Exhibit Train tour a success. Thank you to all that participated – we hope you enjoyed the journey.

Dear Co-workers,

I wanted to extend a heartfelt thank you to everyone who worked on and volunteered at our four major station events, as well as the almost 200 grassroots events that took place across the country. In today's USA Today, there's an article titled "*Ten great places to celebrate National Train Day*," that provides a great description of some of our smaller markets.

The preliminary numbers for the four major events are in and it looks like we welcomed more than 61,000 train enthusiasts to National Train Day this year. Of these, we were able to accommodate about 19,000 individuals through the equipment displays. Year after year, it is the dedication, loyalty and pride demonstrated by Amtrak employees that makes National Train Day a success. Your hard work, once again, helped make the day a memorable one for the thousands who attended.

In Los Angeles, a high-level Chinese delegation presented Amtrak with a bronze sculpture honoring the Chinese contribution to building the transcontinental railroad. In Chicago, Hill Harper (star of CSI-NY) talked about his enjoyment of train travel by relating his trip on the *Southwest Chief*. Rosario Dawson, our national spokesperson, hosted a select group of partners at a pre-National Train Day event educating them on the future of Moynihan Station. And in our first ever NTD event at Grand Central Terminal in New York, we had more than 24,000 attendees.

I'd also like to thank Amtrak's Executive Committee and Board of Directors for their support and active participation in our best National Train Day ever. There is truly a sense of employee pride that is felt and exhibited by all of us on this special day. For those who were unable to attend this year's celebration make sure to check out National Train Day's Facebook page ([facebook.com/NationalTrainDay](https://www.facebook.com/NationalTrainDay)) for pictures from the four major events.

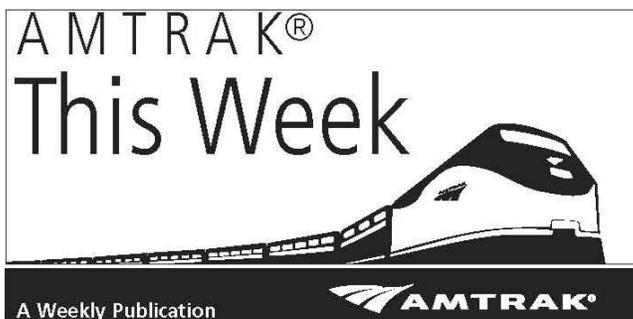
Sincerely,

Emmett Fremaux
Vice President, Marketing and Product Development

Amtrak Officer of the Year

Investigator George W. Gernon will be honored as the Amtrak Police Department's Officer of the Year for 2011 during National Police Week (May 13-19).

Investigator Gernon is receiving this prestigious award for his numerous and significant contributions to the Amtrak community. He has served the Amtrak Police Department for nearly 10 years, and is assigned as an Investigator in the New York Division.



40th Anniversary: Amtrak: The First 40 Years, the documentary created to describe Amtrak's past, present and future in honor of our 40th anniversary, has won its fifth national video award. The documentary received an Award of Excellence, the highest honor given by the Communicator Awards.

Cell Phone Policy: As a reminder to all Amtrak employees, while on duty, you are prohibited from using personal portable electronic devices to conduct personal business. Those devices can only be used during authorized breaks and meal periods. Employees with railroad-supplied devices can use them as necessary to respond to an emergency situation involving Amtrak operations. To view the entire cell phone policy, visit the Intranet under -> Library -> Policies ->Amtrak Policy and Instruction Manual -> 3.0 Operations -> Section 3.23.1 Use of Portable Electronic Devices.

Dear Co-workers,

Since the launch of Safe-2-Safer more than three years ago, we have seen positive impacts to safety, security and our culture at Amtrak. We are in a much better place today than we were in 2009, and for that you should all be proud.

Amtrak is firmly committed to the Safe-2-Safer process that now involves nearly all of our employees system-wide. In order to continue to properly support the implementation of Safe-2-Safer we have extended our partnership with Behavioral Science Technology (BST) for two additional years.

In the coming years, with support from BST, we are going to continue to provide our employees with the same high-quality coaching and training that has made the implementation of Safe-2-Safer a success. We will provide additional management training with a continued focus on the leadership behaviors that move us toward our goals.

You can expect to see increased numbers of observations with feedback, primarily to recognize and thank you for the many safe behaviors you use every day, and to help us all understand how we can avoid putting ourselves or our customers at risk. You can also expect to see the continued elimination of barriers to safe performance, enabling collaboration as we look for opportunities to make Amtrak a safer and more secure place to work.

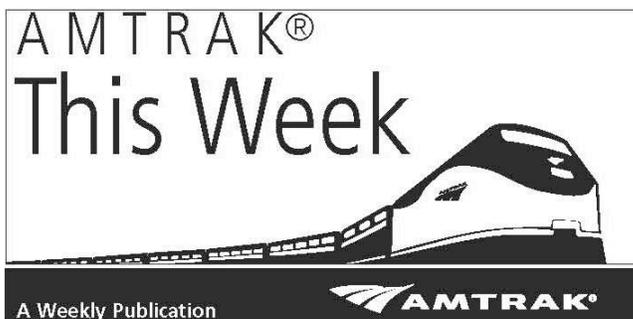
I want to assure you that I am fully committed to Safe-2-Safer and believe wholeheartedly in the importance of continuing to improve our safety culture here at Amtrak. Together as an organization along with the help of BST, we are pursuing safety excellence; we are demonstrating every day that safety is a core value at Amtrak. I am asking all of you to continue to do your part to make Safe-2-Safer a way of life for Amtrak.

Thank you for your support.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Boardman". The signature is fluid and cursive, written in a professional style.

Joe Boardman
President and CEO



40th Anniversary: Amtrak: The First 40 Years, the documentary created to describe Amtrak's past, present and future in honor of our 40th anniversary, has won its fifth national video award. The documentary received an Award of Excellence, the highest honor given by the Communicator Awards.

Cell Phone Policy

The earlier personal electronic devices policy that was included in Amtrak This Week was incorrect. Amtrak Operations employees are prohibited from using personal portable electronic devices to conduct personal business on trains. Those devices can only be used during authorized breaks and meal periods. Operations employees with personal or railroad-supplied devices can use them as necessary to respond to an emergency situation involving Amtrak operations.

For employees not on trains, Amtrak-issued wireless devices are to be used for company business only, with the exception of incidental personal use.

To view the entire cell phone policy, visit the Intranet under -> Library -> Policies -> Amtrak Policy and Instruction Manual -> 3.0 Operations -> Sections 3.23.1 and 8.34.1.

Dear Co-workers,

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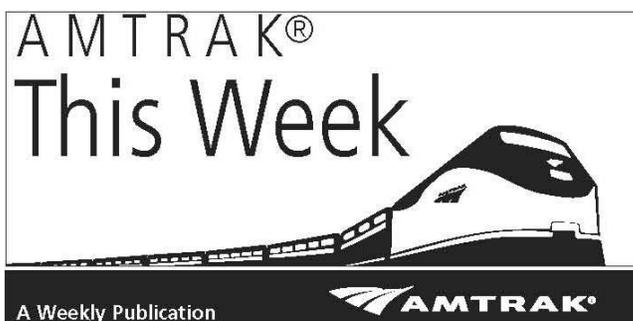
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Thank you for your support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Boardman', written in a cursive style.

Joe Boardman
President and CEO



Benefits: Amtrak is pleased to announce a new Wellness Coaching program. Through the program provided by United Healthcare, you can partner with an experienced coach over the phone to build a personalized wellness plan. Amtrak agreement employees who are enrolled in United Healthcare's medical plans have access to the Wellness Coaching program at no additional cost. The Wellness Coaching program can be accessed by phone at (800) 478-1057 Monday – Thursday 8 am. – 11 pm. ET, Friday 8 am. – 8 pm. ET and Saturday 9 am. – 5:30 pm. ET.

Amtrak Ink is Back!

Amtrak Ink, a publication for and by Amtrak employees, is returning. There was a brief break in the publication cycle as we moved to a new, more efficient printer and reorganized the content to make it easier for you to learn about all the inspiring developments Amtrak has going on across the country.

The Corporate Communications team also used that time to think of more creative ways to provide *Ink* stories to readers. Amtrak employees will get to see the newest edition of *Ink* when it arrives in their mailboxes next month.

The publication is resuming its normal monthly schedule in June, and Corporate Communications welcomes your feedback on the changes. Please e-mail EComm@Amtrak.com if you have news to share in *Ink* or feedback on the changes.

PSSA Nomination Period is Underway

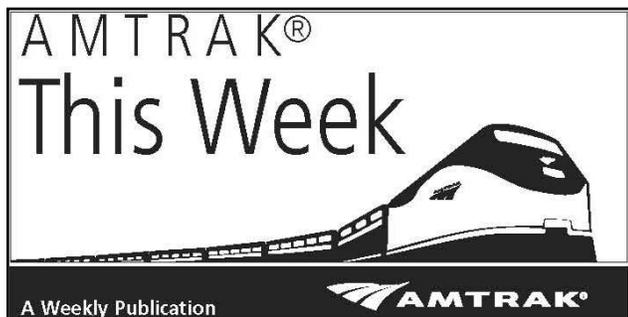
Nominations are being accepted for the 2012 President's Service and Safety Awards (PSSA). If you have not done so, take a look at the new nomination forms, which have been updated to align with the five goals of our Strategic Plan — to advance Safety and Security, Customer Focus, Mobility and Connectivity, Environment and Energy, and Financial and Organizational Excellence.

The nomination period runs through **Friday, June 22** and will not be extended beyond that date. Nominations must be submitted by the deadline in order to be considered, and incomplete forms will not be accepted. Also, we suggest that you start working on your nomination forms as soon as possible because the information required for the new 2012 forms is different from that of previous years so you may need more time to complete the forms.

Following the nomination deadline, PSSA committee members may reach out to you for assistance as they research nominations. The committee is comprised of agreement and non-agreement employees from all departments. Please support them as they work diligently to select this year's award recipients. The winners will be honored later this year at a ceremony in Washington, D.C.

Nomination forms along with contact information for employees who are available to answer PSSA questions are posted on the intranet and can be found at "Employees" → "Awards and Achievements" → "President's Service and Safety Awards." Questions can also be directed to 2012PSSA@amtrak.com.





Still Have Questions about Annual Enrollment?

Enrollment for your 2013 benefits is now underway. If you have questions, here's where to go for answers:

- **Read all about it.** AmtrakBenefits.com has all the information you need – read the “What You Need to Know” fact sheet, benefit partner materials, pre-enrollment newsletter and enrollment guide.
- **Watch a webcast.** Find out what's new from Aetna (for agreement-covered employees) and Cigna (for non-agreement employees) in less than 30 minutes during a webcast. Both webcasts are located on the company Intranet → Employees → Benefits.
- **Talk to someone with answers.** Specially-trained customer service representatives are available. Agreement-covered employees should call Aetna at **855-526-8725**, or if you live in Massachusetts call Tufts at **800-462-0224**; non-agreement employees should call Cigna at **800-244-6224**. You can also call the Amtrak Benefit Service Center at **800-481-4887**.

Retirement 401(k) Savings Plan

The Retirement 401(k) Savings Plan is an easy and convenient way to save for your financial future. You may contribute between 1 – 40 percent of your salary on a tax-deferred basis, up to IRS limits, into the Retirement 401(k) Savings Plan. In 2013, the IRS limits* are:

- \$17,500 for employees under age 50; and
- \$23,000 for employees age 50 and older.

You can access information about the plan by visiting <https://www.mysavingsatwork.com/amtrak> or calling Fidelity Investments at **1-877-477-AMTK (2685)**.

*Subject to change each year.

Employee Appreciation Day Survey Reminder

Employee Relations wants your input on how to make next year's Employee Appreciation Day events even better. Please complete an anonymous, five-minute online survey at <https://www.surveymonkey.com/s/8CVHMNN>.

Radio City Christmas Spectacular

Amtrak employees qualify for a 25 percent discount on tickets for select performances to see the Rockettes at the Radio City Christmas Spectacular in New York City from November 9 through December 30. For more information and to purchase tickets, go to www.radiocitychristmas.com/amemp. Type in the code “AMEMP” on the purchase page to receive the discount.

Amtrak Fact... The Seattle King Street Station is listed on the National Register of Historic Places. The clock tower, inspired by the Piazza de San Marco bell tower in Venice, Italy, was constructed of granite and red brick with terra-cotta and cast stone ornamentation. When built in 1906, the clock tower was the tallest building in the city, standing approximately 250 feet tall.

eTicketing Continues on California Thruway Services

On November 1, eTicketing deployment continued on California Thruway services with the launch of Print Anywhere tickets on the following Thruway buses:

Highway 101 Service: 4759, 4761, 4763, 4764, 4768, 4769, 4777, 4784, 4785, 4790, 4796, 6234, 6237.

Salinas-Monterey/Carmel Service: 3511, 3514, 3611, 3614.

On November 6, additional implementation of Print Anywhere tickets is planned for the following:

Fullerton-Palm Springs/Indio Thruway Service: 4968, 4969, 4984, 4985.

President's Service and Safety Award (PSSA) Addition

Phil Bouchard, program manager in Transportation, Wilmington, Del., will receive a PSSA for work on the eTicketing project. Congratulations Phil.

PSSA recipients will be acknowledged at a luncheon to be held this Thursday, November 8, in Washington, D.C.

Amtrak - Wheels to the Rails with Chuggington™

In an effort to drive revenue and ridership to Amtrak and to educate new and existing passengers that Amtrak is a viable and green mode of transportation, a special marketing promotion is in effect with the release of the Chuggington “*Icy Escapades*” DVD. Chuggington is animated children's television series and interactive website which features educational and developmental messages. The promotion is valid through November 30.

Promotion highlights include the placement of seatbacks and counter cards will be placed in over 100 Amtrak stations nationwide. In addition, Chuggington placemats will be placed on Long-Distance trains along with the Amtrak children's menu. Banners will be placed in four Northeast Corridor stations with a web-banner on Amtrak email blasts. The Chuggington “*Icy Escapades*” DVD will showcase an “Amtrak Kids Ride Free” insert in approximately 80,000 DVDs.

The National Highway Traffic Safety Administration, another Chuggington partner, created 100,000 “*Let's Learn about Safety*” activity books that will be in Amtrak stations for our smallest passengers. A downloadable PDF is available on the Amtrak webpage, www.Amtrak.com/chuggington.

Northeast Corridor Thanksgiving Holiday Timetable Now Available

A special Thanksgiving holiday timetable for the Northeast Corridor (NEC), effective November 20 – 26, is now available in print and online. The special timetable also includes *Empire* and *Keystone* service holiday schedules. The Thanksgiving holiday is the busiest travel period of the year, and in the NEC, we will serve more than 300,000 passengers during the holiday week. On the two busiest days -Wednesday and Sunday-NEC trains serve twice as many people as on an average day. To support the increased demand and customer service, “Holiday Extra” trains will be added.

A special Thanksgiving holiday timetable is now available online for *Wolverine* service. Amtrak will operate 18 extra trains in Michigan to supplement regularly scheduled *Wolverine* service. These extra trains will operate between Chicago, Ill., and Kalamazoo/Ann Arbor, Mich. This is the first time that a special holiday timetable is being produced for *Wolverine* service. In addition, a special Thanksgiving holiday schedule for Amtrak *Cascades* service will soon be available online.



Last Chance – Open Enrollment Ends This Week

The enrollment deadline is almost here: **Friday, November 16, 2012**. If you don't enroll, your current elections will remain, but at 2013 premium costs. If you want to participate in a Flexible Spending Account or the Legal Benefits Plan (for non-agreement employees), you must enroll each year.

Make sure you have the coverage you need for 2013. Log on to **AmtrakBenefits.com** and review your current elections. After Open Enrollment, you will not be able to make changes to your benefit elections during the year, unless you have an IRS-qualified family status change.

Don't miss the deadline. Log on to www.AmtrakBenefits.com today.

Pass Rider "Flash Pass" Changes for Employees

Effective November 5, Amtrak employee Smart ID cards may be used as a "flash pass" for travel on corridor trains where "flash passing" is permitted. The two valid forms of identification for "flash pass" travel include:

- The picture Rail Travel Privilege Card (the card with "AMTRAK" vertically written on the left).
- The employee's Smart ID card (employee ID/building access card), with the blue horizontal stripe.

Rail Travel Privilege Cards will no longer be issued to active Amtrak employees but will continue to be issued to spouses, dependents and retirees for use when "flash passing" on corridor trains.

All Amtrak employees, spouses, dependents and retirees may optionally obtain tickets for "flash pass" corridor trains, and must obtain tickets for any train where "flash passing" is not permitted.

For freight railroad pass riders, an eTicket or paper value ticket must be used on all trains. Contracted employee's Smart ID cards (with the red horizontal stripe) are not valid for pass travel. For complete details visit the company Intranet → Library → Policies.

2013-2014 Amtrak Vacations Brochure Now Available

The 2013-2014 Amtrak Vacations brochure is now available offering travel packages in more than 40 U.S. and Canadian destinations. The 52-page brochure introduces 22 brand new programs and features a new set of travel packages called "The Great American" series which includes three unique coast-to-coast vacation packages. Amtrak Vacations packages are complete packages that may include rail, air, hotel, transfers, car rentals, sightseeing, events, activities and meals.

Highlights of the 2013-2014 Amtrak Vacations brochure include:

- 28 "Independent Rail Journeys," which include stops in two or more destinations along a train route or region and include rail, hotel accommodations, sightseeing tours/events, meals and more.
- 18 new rail journeys. Some of the new journeys include packages on the *Crescent*, *Texas Eagle*, *Adirondack*, *Sunset Limited*, *Coast Starlight* and more.
- Five "Escorted Rail Journeys" with 31 departure dates. Escorted Rail Journeys are designed for groups of approximately 20 travelers and include an experienced tour guide to escort the group.
- A new "Rail and Sail" program featuring Celebrity Cruises. Two available packages include New York City with a Bermuda Cruise and Seattle with an Alaska Cruise.
- An early booking discount where customers may save up to \$600 per couple on Escorted Rail Journeys and \$300 per couple on Independent Rail Journeys when booked by December 31, 2012.

An online version of the brochure will be featured on AmtrakVacations.com. Travel agents and customers will be able to view the new brochure online, e-mail packages to friends, or print out pages of interest. Distribution of the brochure will include Amtrak stations, and they may also be ordered via eTrax.

The Smart ID Team is Moving

The Smart ID team is moving its office to better accommodate the growing needs of our employees. Effective December 15, the Smart ID team can be reached at:

Emergency Management & Corporate Security-Smart ID Team
40 Massachusetts Avenue, NE
3rd Floor, 3W 121
Washington, DC 20002
(202) 906-3639: office
(202) 906-2863: fax

Employees based in the Washington, D.C., area may stop in to get all of their Smart ID needs taken care of, including Smart ID orders and renewals, temporary badge assignments and to have their pictures taken.

Amtrak Fact... Amtrak is proud to employ more than 1,500 veterans and is committed to having more than 14 percent of its new hires be veterans this year.

Help Improve Amtrak Ink

Like reading *Amtrak Ink* each month? Have a great idea for the magazine? Take our reader survey today!

The survey only takes a few minutes to finish and your feedback will be anonymous. Both surveys cover the same questions, but be sure to access the appropriate survey based on your employment status. Please use the following links to complete this questionnaire:

Non-agreement employees:

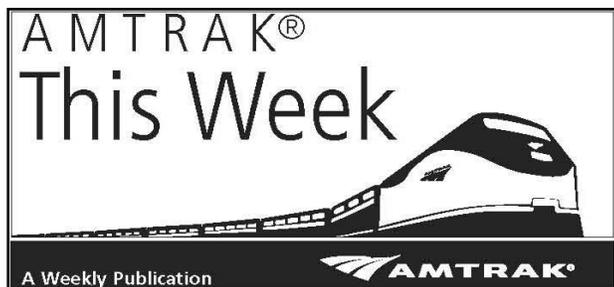
<https://www.surveymonkey.com/s/AmtrakInk2012NA>

Agreement employees:

<https://www.surveymonkey.com/s/AmtrakInk2012AG>

If you have difficulty accessing the survey, please contact MarketResearch@Amtrak.com as soon as possible. The survey closes soon, so make your voice heard now.

Thank you for helping to make *Amtrak Ink* better.



IMPACT Closing Information

The performance review process for non-agreement employees is changing from “Impact” to “Success Factors,” a new web-based, performance-management system effective in FY 2013. In order to close Impact, all FY 2012 Annual Manager Performance Reviews for non-agreement employees must be in a “closed” status by November 27.

For more information, please visit: the Employee Intranet →Employees →Performance Management.

eTicketing Launched on Fullerton Thruway Buses

eTicketing has been successfully launched on the Fullerton Thruway buses, marking an important milestone for Amtrak. All Amtrak-operated (“dedicated”) Thruway services in southern California are now print-anywhere enabled.

Last Chance to Improve *Amtrak Ink*

The *Amtrak Ink* reader survey closes soon. Share your comments and suggest improvements by taking our online survey now!

The survey only takes a few minutes to finish and your feedback will be anonymous. Both surveys cover the same questions, but be sure to access the appropriate survey based on your employment status. Please use the following links to complete this questionnaire:

Non-agreement employees:

<https://www.surveymonkey.com/s/AmtrakInk2012NA>

Agreement employees:

<https://www.surveymonkey.com/s/AmtrakInk2012AG>

If you have difficulty accessing the survey, please contact MarketResearch@Amtrak.com as soon as possible. The survey closes this Wednesday, so make your voice heard now.

Aid Delivered to the Northeast

Last week, over 30 pallets of donated supplies to aid Superstorm Sandy victims traveled from Slidell, La., to Newark, N.J., on the “Train of Hope.” This train was conceived by Donna O’Daniels, President and CEO of the St. Tammany Parish Tourist and Convention Commission, and Kim Bergeron, director of cultural affairs for the city of Slidell, a community located east of New Orleans that was hit hard by Hurricane Katrina and other storms. A baggage car filled with the relief supplies for storm victims traveled on the *Crescent* and included clothing, diapers, baby food, blankets, batteries and many other critical items.

For more information visit TrainofHope.net.

It’s a Wrap – Open Enrollment 2013 Ends

While enrollment for your 2013 benefits is over, there are still a few things you need to know:

- **Review your Confirmation Statement:** In the next few weeks, you will receive a 2013 Enrollment Confirmation Statement of your benefit elections. If your confirmation statement is incorrect, call the Amtrak Benefits Service Center at **800-481-4887**. You have two weeks from the date of the confirmation statement to submit any corrections.
- **Medical ID Cards:** As new participants, agreement-covered employees will receive a new family medical ID card from Aetna. The family ID card can be used for all members of your family covered by the plan. Use your new card with your medical providers starting January 1, 2013, to ensure your benefits are processed correctly. If you don’t receive your cards by January 1, Aetna can print a new ID card within seven to ten business days. There also is a feature on www.Aetna.com that allows you to print a temporary card once you are a participant. For non-agreement employees, Cigna offers a similar feature on its website www.myCigna.com for its participants to print or order replacement medical ID cards.

Visit www.AmtrakBenefits.com for information on your benefits.

HCESC Did You Know...

The Human Capital Employee Service Center (HCESC) can provide support while navigating within the Employee Information Portal. The HCESC provides support around the functionality within the portal but doesn’t handle technical issues. Technical issues are handled by the IT Help Desk.

Examples of functional issues:

- Help in navigating through HC processes and forms
- Assistance navigating the Jobs Portal
- Guidance in approving transactions within the Inbox

Examples of Technical Issues (Handled by the IT Help Desk 1-888-772-4357):

- Portal Password Resets
- Issue regarding Adobe Reader
- Questions relating to the functioning of Internet Explorer and the portal

If you have any questions, please call or write HCESC at 888-694-7372 or HRESC@amtrak.com.

Amtrak Fact... Authorized by Congress in September 1974, the Amtrak Police Department employs over 500 law enforcement officers and civilians in 38 field locations across the country.

Amtrak Employee & Customer Communications wishes you and your family a safe and happy Thanksgiving holiday.



Partnership with VIA Rail Creates Additional Seating for Thanksgiving Travel

In an arrangement that reflects the spirit of Thanksgiving, Amtrak partnered with its Canadian counterpart, VIA Rail Canada, who agreed to provide passenger rail cars to make additional seats available and allow more friends and family in the hurricane-impacted Northeast to connect over the holiday.

“VIA Rail has been a true partner, reaching out in the aftermath of Hurricane Sandy to offer its friendship and assistance in restoring mobility to the Northeast,” said Amtrak President and CEO Joe Boardman. “Amtrak is grateful for their generosity and also appreciates the support of New York State DOT in this effort. We know the more seats we have, the more people in the region we can bring together to share the holiday.”

“VIA Rail is pleased to help Amtrak, a partner which the Corporation considers very important,” said VIA Rail’s President and CEO Marc Laliberté. “No one is safe from disasters, such as the one that occurred a few weeks ago in the New York area. This small gesture can make a huge difference. We had to find a way to show our solidarity with our partner.”

VIA Rail provided 10 coach cars and two dome cars to be used November 20 - 27 on the New York state-supported *Adirondack* service operating between Albany-Rensselaer and Montreal. This will allow some Amtrak equipment used on that route to be reassigned adding about 300 seats to trains operating on the Northeast Corridor during the holiday travel period and will result in an additional 60 seats being available on the *Adirondack* service.

VIA Rail and Amtrak have a long-standing partnership and jointly transport passengers across the U.S. - Canadian border, facilitating train transfers between New York and Toronto, New York and Montreal, and Portland, Ore., and Vancouver, B.C.

Business Travel Cards for Contractors Expiring at the End of December 2012

Managers with contract employees who have business travel cards are advised that these cards for contract personnel will expire on December 31, 2012. Contractors who need to travel on Amtrak business normally do so using travel vouchers obtained through eTrax, with either single-use vouchers for less frequent travel (and on which *Acela Express* travel or sleeper travel may be specified) or multiple-use vouchers (valid for non-*Acela* coach travel only) when the contractor will travel frequently (with little notice, and more than once a week). By using vouchers we are able to effectively monitor this type of travel. Providing a business travel card to a contractor is a rare exception; the need for this must be thoroughly explained and justified, and each application will be individually reviewed.

Amtrak employees who have business pass privileges will have that privilege automatically extended through December 2014 and need not take action. These business pass privileges are part of the employee’s Arrow pass file record and require no business travel card.

Amtrak Police Department Awarded Law Enforcement Accreditation

The Amtrak Police Department was awarded law enforcement accreditation as of November 18, 2012, by the Commission on Accreditation for Law Enforcement Agencies (CALEA), announced Assistant Chief of Police Lisa A. Shahade.

To achieve accreditation from CALEA, the department had to show compliance with several hundred professional standards as measured by the commission. An assessment team from CALEA conducted an onsite visit in late August 2012, reviewed written materials, conducted interviews with department staff and Amtrak passengers and visited Amtrak’s Consolidated National Communication Center in Wilmington, Washington Union Station, 30th Street Station and the Amtrak Police National Communication Center in Philadelphia and New York Penn Station.

“I am very proud of the daily efforts of our officers to help keep our passengers safe,” Shahade said. “Achieving this prestigious award validates that the daily work of all members of the Amtrak Police Department meet or exceed law enforcement industry standards, while also meeting the safety and security needs of Amtrak passengers.”

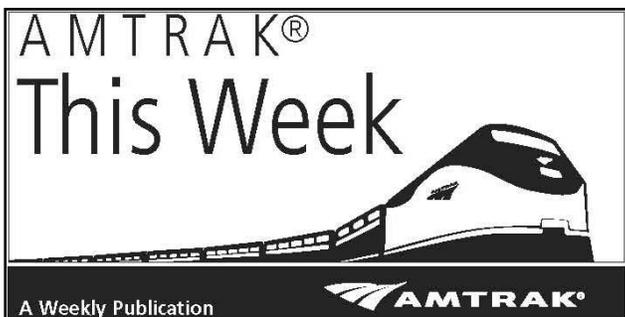
As one of the last steps in the review process, Assistant Chief Shahade, Inspector Maureen Powers, and the department’s accreditation manager, Captain Gary Heller, appeared before a CALEA review committee in Jacksonville, Fla., on November 18. The full commission granted accreditation later that day.

CALEA accreditation is a voluntary process. The initial accreditation is for a three-year period. To maintain this accredited status, the department will submit an annual report to show yearly compliance with the standards.

Cyber-Monday Sale on Amtrak Merchandise

Looking for the perfect gift for the train enthusiast in your life? Check out www.amtrak.com/store today for specially-priced Amtrak merchandise and collectables. Amtrak model trains, as well as other select gifts, will be available at the deepest discounts offered to date, with some items reduced up to 40 percent off the manufacturers suggested retail price. Also, a new, limited-edition, holiday ornament is now available. Please note, the standard employee discount is not applicable on cyber-Monday, November 26. Shipping charges apply.

Amtrak Fact ... The *Empire Builder*, operating daily between Chicago and Seattle/Portland, is named for James J. Hill, the builder of the Great Northern Railway.



Winter System Timetable to be Released in January

The release of the next system timetable will be delayed until January 14, 2013, to allow for the inclusion of several new service additions. These include the [Amtrak Virginia Northeast Regional Service Extension to Norfolk, Va.](#), on Dec. 12, the [Downeaster expanded rail service to Freeport and Brunswick, Maine](#) on Nov. 1 and the new [Amtrak Thruway bus service in Eastern North Carolina](#) that will launch on Oct. 3. Updated route schedules will be available shortly before the service launch and will also be available at Amtrak.com.

Timetables will be produced for the Thanksgiving travel period (Nov. 20 – Nov. 26) and will be available on Nov. 5.

Amtrak Board of Directors Announcements

On September 22, the U.S. Senate confirmed the nomination of Albert DiClemente to be a Director on the Amtrak Board of Directors for a term of five years. DiClemente was first appointed to the Board in 2010.

In March, President Obama nominated former U.S. Rep. Yvonne Brathwaite Burke to the Amtrak Board of Directors. Burke is a member of the Office of Congressional Ethics and the California Transportation Commission. In addition, President Obama announced his intent to nominate Christopher Beall to the Board. Beall is a Partner at Highstar Capital, L.P., an infrastructure investment firm.

Travel Promotions for California Sports Fans

Oakland Raider fans can skip the traffic to the Oakland Coliseum and come aboard the [Capitol Corridor](#) to save 25 percent on travel to select home games through December 16, 2012. With a train station at the [Coliseum](#), fans will be dropped off at the front door. There are 30 trains a day to choose from between Sacramento and the Bay Area.

Through December 30, 2012, football fans heading to a San Diego Chargers home game receive the best available rail fare on select [Pacific Surfliner](#) trains to [San Diego](#) Old Town (OLT) plus transportation on the San Diego Trolley to Qualcomm Stadium to attend the game. Passengers should present their Amtrak eTicket to the Trolley operator for their connection to and from the game. For applicable terms and conditions: visit Amtrak.com →Special Deals.

“Ask Julie” introduced on Amtrak.com

On September 23, E-Commerce launched “Ask Julie”, a virtual online assistant on Amtrak.com. By clicking the Ask Julie link on the Amtrak home page and other useful launch points located throughout Amtrak.com, customers can now type questions, phrases or keywords in Ask Julie’s chat window. With her own voice and personality, Ask Julie provides both a verbal and written response along with related links, and displays the site’s most relevant page, benefitting online customers by answering hundreds of frequently asked questions, providing help to assist customers in booking travel and directing customers to the appropriate contact to receive further assistance.

More than 10 years ago, “Julie,” Amtrak’s voice response unit (VRU) system on 1-800-USA-RAIL was activated. With this innovation, Amtrak is using the investment already made in “Julie,” and extending it online with additional features. This allows Amtrak to maintain consistency across all consumer touch-points (telephone and online).

As more than 200,000 customers visit Amtrak.com daily to browse for information, Ask Julie is Amtrak’s latest customer-friendly innovation to make their online experience even better. Ask Julie provides significant value through quicker (matter of seconds) and more accurate responses to questions by retrieving the best answer to a question and utilizing the state of the art knowledge base built with content from Amtrak.com.

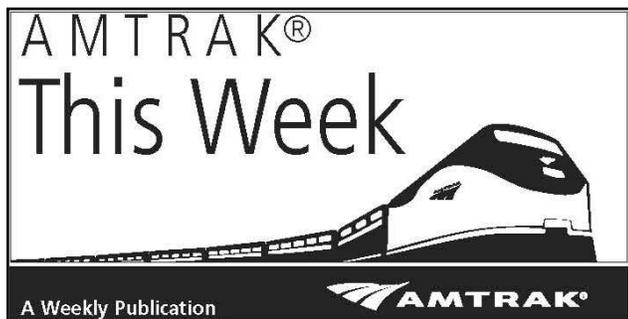
“With more than half of our tickets purchased at Amtrak.com, our website has become the single most popular way customers interact with us before traveling,” said Roger Seitzinger, senior director of E-Commerce. “Ask Julie offers customers a more personalized, engaging self-service experience online, while quickly connecting them with the site’s most relevant information.”

Test Trains Operating at 165 MPH

Beginning last week and continuing this week, Amtrak is operating high-speed test trains at 165 mph in four areas covering more than 100 miles of the Northeast Corridor. The tests in Maryland, Delaware, New Jersey, Rhode Island and Massachusetts are locations that may at some future time experience regular 160 mph service.

The tests utilize high-speed *Acela Express* equipment and are measuring the interaction between the train and the track, rider quality and other safety factors. The test runs must be performed at 5 mph above the expected maximum operating speed of 160 mph.

The initial test run is in New Jersey where Amtrak is presently advancing design, engineering and other pre-construction activities for a \$450 million project funded by the federal high-speed rail program. The project includes upgrading track, electrical power, signal systems and overhead catenary wires to improve reliability for Amtrak and commuter rail service, all of which is necessary to permit regular train operations at the faster speeds. Some construction activity is anticipated in 2013, but the project will ramp up dramatically thereafter to be completed in 2017.



Amtrak Launches Free Android Application

A free Android application (app) is now available for passengers to plan and book travel, check train status, show their eTicket, and change reservations instantly from the convenience of any Android device. The app is available through Google Play and Amazon.

Amtrak for Android delivers features similar to those enjoyed by Amtrak for iPhone users, including the ability to buy and have the eTicket delivered directly to their phone – or to cancel or exchange that same ticket. In addition it offers a redesigned purchase flow, new presentation of train status information and expanded station information.

The Android app joins and complements the Amtrak for iPhone app, which has been downloaded more than one million times since its launch. The free Amtrak for iPhone app is available at the App Store on iPhone and iPod touch or at the iTunes store.

In August, Amtrak launched an app for *Arrive Magazine*, Amtrak's bimonthly onboard magazine for the Northeast Corridor and selected other routes. The *Arrive Magazine* app is available in the Google Play, Amazon and iTunes stores.

Staff Change

Effective October 4, 2012, Michael Oathout, manager, Operation RedBlock and his staff joined the Operations department reporting temporarily to Chris Jagodzinski, general manager, east, until the Chief Safety Officer is named.

HCESC Did You Know...

The HCESC (Human Capital Employee Service Center) processes educational reimbursements for eligible employees taking approved college courses.

Employees wishing to be reimbursed for an approved college course must complete the Educational Assistance Application and submit it to the HCESC within **45** days prior to the course start date. Submissions must include a fully completed application with department head signature, a course outline, accreditation standards, intent letter and resume. Upon approval, employees must submit a request for reimbursement within **90** days of course completion. Proof of tuition and fees, along with itemized receipts stating which payment method was used and the semester taken must be included.

Reimbursements are processed in time and date order and can take up to **six weeks** to process. Incomplete submissions may cause delay or inability to process the reimbursement request. To locate the Educational Assistance Application with instructions, visit the company Intranet → Library → Forms.

Employees to Receive Human Trafficking Awareness Training

On October 4, Amtrak President and CEO Joe Boardman, along with Secretary of Homeland Security Janet Napolitano and Secretary of Transportation Ray LaHood announced a joint partnership to address the issue of human trafficking awareness and victim identification. The partnership includes delivering an initial training program to educate approximately 8,000 public-facing employees to identify and recognize indicators of human trafficking, as well as how to report suspected cases of human trafficking although there is no evidence that human traffickers are making particular use of Amtrak to conduct this illegal activity. All Amtrak police officers will receive law enforcement specific training in daily roll call.

Expanding on this proactive initiative, all Amtrak employees will receive general awareness training, which may include in-person briefings, online and in-person training sessions. Training materials are under final approval with the Department of Homeland Security and training is expected to begin in the near future.

Aetna Hosts Onsite Visits for Agreement-Covered Employees

Aetna recently announced upcoming site visits at a number of Amtrak locations where employees can learn more about Aetna and get their health benefits questions answered. For the most current date and location information, visit www.AmtrakBenefits.com.

Operation Lifesaver Video

“What Smart Commuters Know,” a fast-paced new animated video, has been developed by the rail safety nonprofit Operation Lifesaver (OL) to help riders understand the importance of avoiding distraction on their daily commute, whether on a subway, light rail or commuter rail system. The 3 ½ minute video will be used by OL trained volunteers during free safety presentations in their communities via computers or iPads.

Learn more about the video and OL work on transit safety at www.oli.org/passengerrail. A digital presentation is available at <http://bit.ly/StviYU>.

Eastern Carolina Thruway Bus Service Begins

On Tuesday, Oct. 2, Amtrak hosted an inaugural run of its new Thruway bus service to the Eastern North Carolina with ceremonies in each community involving representatives from Amtrak, North Carolina Department of Transportation and community dignitaries.

The newly dedicated Thruway bus service launched on Oct. 3 and established two Eastern North Carolina routes, one serving the communities of Greenville, New Bern, Havelock and Morehead City, and a second serving Goldsboro, Kinston, Jacksonville and Wilmington. Each route connects with the Amtrak *Palmetto* train service at the Amtrak Station in Wilson, N.C.

Amtrak Fact... If on its side, the Washington Monument could lay inside of the Washington Union Station concourse. The Washington Monument is approximately 555 feet tall and the concourse of Union Station in Washington, D.C., is about 760 feet in length.



New Ridership & Revenue Records Set

Fiscal Year 2012, ending September 30, marked the highest annual ridership total in Amtrak history with more than 31.2 million passengers traveling across the Amtrak system. A year-over-year comparison of FY 2012 to FY 2011 shows ridership grew 3.5 percent to a new record of 31,240,565 passengers.

Ridership on the Northeast Corridor is up 4.8 percent to a record 11.4 million, state-supported and other short-distance routes is up 2.1 percent to a record 15.1 million and long-distance services is up 4.7 percent to their best showing in 19 years at 4.7 million passengers. Further ridership achievements include new records for 25 of 44 Amtrak services, increased ridership on all 15 long-distance routes, and 12 consecutive monthly records with July being the single best month in the company's history. Since FY 2000, Amtrak ridership is up 49 percent.

Ticket revenue jumped 6.8 percent to a best ever \$2.02 billion. Ticket revenue on 14 of 15 long-distance routes increased, with the exception of the *Southwest Chief* ending FY 2012 at just \$520 below FY 2011.

In addition, Amtrak system-wide on-time performance increased to 83 percent, up from 78.1 percent to its highest level in 12 years.

Paperless Payroll for Non-Agreement Employees to begin November 9

The Payroll department is pleased to announce that beginning with the November 9 pay date direct deposit statements for non-agreement employees will no longer be printed. This progressive initiative will reduce processing, printing and mailing costs of direct deposit statements.

All Amtrak non-agreement direct deposit employees have 24/7 web-based secured access to the Employee Information Portal which maintains the payroll direct deposit statements. These electronic statements can be printed and are available for review on the employee Intranet→Benefits→Payments→Salary Statements. For inquiries and assistance, employees may call the Payroll Hotline at 1-866-247-2915.

HCESC Did You Know...

The Human Capital Employee Service Center (HCESC) is committed to processing requests within three business days. To avoid processing delays, please follow the tips below:

- Ensure all forms are completed accurately and with the proper sign-offs.
- Only submit your form once, duplicate submissions may cause a delay in processing.
- When adding a contractor (non-employee) to your organization, you must submit both an "Add Non-Employee" form through the Manager Self-Service portal as well as the NRPC 3334 Non-Employee Information form.
- Help is available for completing forms in Manager Self-Service by clicking on the EIP Help link in the Employee Information Portal.

For inquiries, please call or write HCESC at 888-694-7372 or HRESC@amtrak.com.

Chicago Union Station Designated as a Top 10 Great Public Space

The American Planning Association (APA) recently designated Chicago Union Station (CUS) as one of 10 Great Public Spaces for 2012 under the organization's Great Places in America program. APA Great Places exemplify exceptional character, quality and planning and highlight the role planning and planners play in adding value to communities, including fostering economic growth and creating jobs.

APA singled out CUS for its architectural design and variety of uses from transportation hub to event venue to movie backdrop. Serving roughly 320 trains and 120,000 passengers each day, it is the Windy City's busiest train station and Amtrak's fourth-busiest terminal nationwide. CUS was designed by Daniel Burnham in 1909, representing an innovative approach to passenger rail station design when it opened in 1925.

In 1984, Amtrak took ownership of CUS and the station underwent a \$32 million facelift which included new escalators and a redesigned food court. An ongoing \$40 million renovation includes doubling seating capacity for Amtrak passengers and upgrades of other amenities, including restrooms and restoring air conditioning to the Great Hall. This resulting year-round event venue has increased the station's rental income and helps Amtrak to have a higher cost recovery than other public transportation providers.

Last May, the city of Chicago adopted a new master plan for the station, providing for an estimated 40 percent increase in ridership by 2040. The plan seeks to make the terminal more inviting and improve transfers and connections between Amtrak, Metra commuter rail and suburban and urban buses. For more information, visit www.planning.org/greatplaces.

VP of Operations Visits NY Penn Station-area Employees

Last Friday, DJ Stadtler, vice president of Operations, continued his Town Hall meetings, explaining the Operations reorganization to employees in New York's Sunnyside Yard, the Penn Station Control Center and Penn Station.

As the department's reorganization progresses, the movement of several groups into the Operations department was also completed.

Those organizational changes included: the Food and Beverage and Product Development groups will report up to a new Chief of Customer Service, a position that will be filled in the near term. Several Health and Safety groups will report to the General Manager, East until a Chief Safety Officer is appointed. The Business Analytics group, now in Operations, gives field managers the tools they need to improve daily service. The creation of a new Operations Research and Planning organization, which will be overseen by a new chief, completes this phase of the reorganization.

Amtrak Fact... Part of the Illinois Service, the *Saluki* provides daily service between Chicago and Carbondale, Ill. The train is named after the saluki breed of dog, the mascot of Southern Illinois University.



VP of Operations to Visit Philadelphia 30th Street Station

This Friday, October 26, DJ Stadler, vice president of Operations, will continue his Town Hall meetings, explaining the Operations reorganization to employees at Philadelphia's 30th Street Station. The meetings are open to all employees and will be held in the Chapel Conference Room on the 2nd Floor North at the following times:

- 10 a.m. to 10:45 a.m.
- 11 a.m. to 11:45 a.m.
- 12 p.m. to 12:45 p.m.

Mr. Stadler will give a brief presentation and then answer questions. Boston hosts the next series of Operations reorganization Town Hall meetings on November 2.

HCESC Did You Know...

The HCESC (Human Capital Employee Service Center) processes retirement requests. Here are some helpful tips for preparing the necessary paperwork.

- Non-agreement employees (55 or older) must complete and sign the Retirement Income Application (NRPC 2394) prior to or on the last day worked in order to maintain their medical and railroad pass privileges.
- Agreement-covered employees who had non-agreement service and non-agreement employees (under age 55) are not required to submit the Retirement Income Application until 120 days prior to their pension start date.
- The Retirement Recognition Program Form (NRPC 2505), used for issuing retirement plaques, should be submitted for processing by all employees retiring from Amtrak.

Incomplete submission of either of the above forms will cause a delay in processing the request. To locate the retirement forms, visit the company Intranet → Library → Forms. If you have any questions regarding the process, please call or write the Human Capital Employee Service Center at 888-694-7372 or HRESC@amtrak.com.

What Do You Think?

Help make next year's Employee Appreciation Day events even better by completing an anonymous, five-minute online survey at <https://www.surveymonkey.com/s/8CVHMNN>.

Amtrak Fact... In 2011, employees collected more than 281 tons of office paper and mixed paper for recycling. In addition, we recycled almost 1,500 tons of commingled materials – bottles, cans, and mixed paper – from stations, trains and facilities.

110-MPH Rail Demonstration in Illinois

Last week, Illinois Governor Pat Quinn, U.S. Transportation Secretary Ray LaHood, Federal Railroad Administrator Joseph Szabo, Illinois Transportation Secretary Ann L. Schneider, Amtrak Board Chairman Tom Carper and local officials boarded a refurbished Amtrak passenger rail car in Joliet, Ill., as the first official demonstration test of high-speed rail kicked-off with passengers between Dwight and Pontiac at speeds up to 110 mph. The 15-mile demonstration showcased major infrastructure improvements, state-of-the-art signaling and significant technological and safety advancements. With the start of 110-mph service between Dwight and Pontiac expected later this fall, Illinois will join Michigan in becoming the second state outside of the Northeast Corridor to offer high-speed rail service.

In FY 2011, 1.8 million passengers rode Amtrak's four state-supported routes in Illinois, almost double the ridership of six years ago. Ongoing improvements are expected to permit 110-mph trains to run between Dwight and Alton by 2015.

For more information about the Chicago-St. Louis high-speed rail corridor, please visit the project website at www.idothsr.org

Fidelity Investments to Conduct Online Workshops

To help make the most of your Amtrak Retirement Savings Plan, Fidelity Investments is conducting two online presenter-led workshops on October 25. The workshop topics will include "Building a Portfolio for Any Weather" to be held at 2 p.m. EST and "Shifting from Saving to Spending" to be held at 4 p.m. EST.

Building a Portfolio for Any Weather is a beginner-level workshop designed for individuals who are enrolled in their workplace savings plans or are looking to get started and help improve their investment mix through asset allocation and diversification.

Shifting from Saving to Spending is an intermediate-level workshop designed for individuals aged 55 or older who are planning to retire in less than two years and who have a retirement income plan in place.

Both workshops have a call-in number, 1-888-830-8905 and the meeting ID is 887902. To learn more about the workshops and to register, visit <http://webworkshops.fidelity.com> and log in to your Fidelity NetBenefits[®] account. Choose enroll and fill in your contact information to sign-up.

Tufts Health Plan Continues as Healthcare Service Provider for Agreement-Covered Employees in Massachusetts

Recently, Aetna was selected as the new healthcare service provider for Amtrak's agreement-covered employees, effective January 1, 2013. At the same time, a procurement process was underway for employees residing in Massachusetts who are currently covered by the Tufts Health Plan.

Following the completion of that competitive procurement process, the Tufts Health Plan has been selected to continue as the healthcare service provider for agreement-covered employees in Massachusetts. Tufts will also offer expanded disease management and behavioral health programs for participants.

Find out more about the Tufts Health Plan at www.tuftshealthplan.com, or in the 2013 enrollment materials being mailed to agreement-covered employees' homes at the end of October.



AmtrakBenefits.com Ready for Enrollment – Are You?

Everything you need to know about Open Enrollment and your 2013 benefits is now available on AmtrakBenefits.com. The site is up to date with all the latest information, including the 2013 Employee Benefits Enrollment Guide, Frequently Asked Questions (and answers) and resources from our benefit partners.

Get ready for Open Enrollment and enroll online today. Open Enrollment for your 2013 benefits begins today, Monday, October 29 and will end on Friday, November 16, 2012.

Daylight Savings Time Ends November 4

At 2 a.m. Sunday, November 4, 2012, all clocks (except in Arizona) will be set back one hour in accordance with the Uniform Time Standards Act. Amtrak trains en route will proceed to the first station after the time change, and hold there until scheduled Standard Time departure. Passengers on board at the time change will find in most cases that their trip will be one hour longer. Additional details are available on the company Intranet →Library→ Daily Advisories→ October 23.

Coast-to-Coast Track Projects Enhance Service

Last week, work began on the Delaware Third Track Construction Project, creating the addition of a third track along a 1.5-mile segment on the Northeast Corridor, south of Wilmington, Del. The project also includes upgrading infrastructure, rehabilitating two bridges and improving signal and communication systems in the area. Scheduled to be completed in early 2015, the improvements will provide service efficiencies for Amtrak *Acela Express*, *Northeast Regional* service and commuter services.

On the West coast, three new tracks opened at Los Angeles Union Station to serve Metrolink and Amtrak passengers. Additional improvements include a reconstructed platform, a new electronic information system and energy-efficient lighting. The new tracks and passenger platform will help meet growing demand for rail travel on the *Pacific Surfliner* service, which has achieved significantly increased ridership over the last 10 years. The 351-mile *Pacific Surfliner* corridor between San Diego and San Luis Obispo, Calif., is the second busiest corridor in the nation. Los Angeles Union Station serves more than two million Amtrak and Metrolink passengers annually and is the nation's fifth busiest train station.

President's Service and Safety (PSSA) Award Additions

We are pleased to let you know that Dawn Amore, contractor in Marketing, Washington, D.C., is a recipient of a PSSA Award for her work on the Train Communications Project. Robert Ripperger, principal officer in Government Affairs and Corporate Communications (GACC), Washington, D.C., and Thomas L. Stennis III, director, South in New Orleans, La., (GACC) will also receive awards for their contributions on the 40th Anniversary Train Project. Congratulations Dawn, Rob and Todd.

Amtrak Fact... From the Big Apple to the Big Easy, the *Crescent* passes between thirteen states during its daily trips between New York City and New Orleans, the most amount of states traveled through on any Amtrak route.

Downeaster Service Expansion

Beginning Thursday, November 1, two additional towns are slated to be added to the Amtrak *Downeaster*. Service to Brunswick and Freeport, Maine will be added to two of the five daily round trips on scheduled service between Portland, Maine and Boston.

During a two-year construction project, the Amtrak *Downeaster* service expansion required a multi-million-dollar rehabilitation of 30 miles of track. In addition, 36 grade crossings have been rehabilitated and two station platforms have been constructed. The project was funded primarily with a \$38.3 million grant from the American Recovery and Rehabilitation Act (ARRA).

The Amtrak *Downeaster* is managed by the Northern New England Passenger Rail Authority (NNEPRA). In FY 2012, *Downeaster* ridership exceeded 528,000 passengers. With the addition of these two new station stops, an additional 30,000 new riders are expected annually. For more information on this service expansion, visit AmtrakDowneaster.com.

VP of Operations to Visit Boston Employees

This Friday, November 2, DJ Stadtler, vice president of Operations, will continue his Town Hall meetings, explaining the Operations reorganization to employees at Boston's South Hampton Street Yard and South Station. The meetings are open to all employees and will be held at the following times:

- 9 a.m. to 9:45 a.m. at South Hampton Street Yard, 1st floor lunch room, Regional S&I Building
- 11:15 a.m. to 12 p.m. at South Station, 5th floor conference room

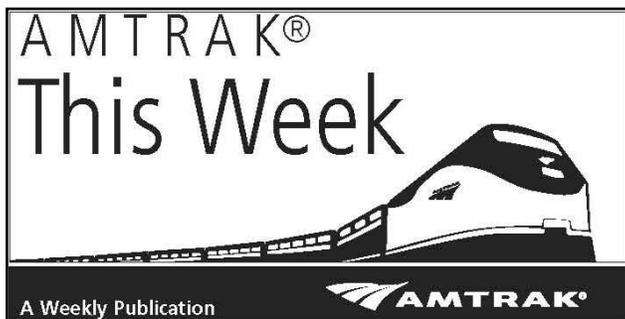
The meetings will include a brief presentation by Mr. Stadtler followed by a question and answer session.

HCESC Do You Know...

The HCESC (Human Capital Employee Service Center) processes retirement requests. The information below is provided to clarify the tips given in the October 22 issue of *Amtrak This Week*.

- Non-agreement employees age 55 or older **with five years of Amtrak service** are eligible to retire under the Amtrak Retirement Income Plan. Employees must complete and sign the Retirement Income Plan Application (NRPC 2394) prior to their last day of employment in order to maintain their medical and railroad pass privileges.
- Non-agreement employees and agreement employees who had non-agreement service and **meet the vesting requirement of five years of Amtrak service but not the age requirement at the time of separation may be eligible for a deferred vested benefit anytime after age 55**. You must submit the Retirement Income Plan Application 120 days prior to your intended pension start date.

These are only some helpful tips and are not a complete description of all eligibility requirements. Eligibility for employee benefits, including retiree benefits, are governed by the requirements and provisions set forth in the plan documents. Amtrak reserves the right to modify, suspend or terminate these benefits at any time.



Employee Appreciation Day

This year Employee Appreciation Day will be held during the last week of September and not on one particular day. It will celebrate the continuing accomplishments and future commitments of the more than 20,000 men and women who help make Amtrak a safer, more sustainable and financially healthy company.

At locations across the country, employees will be thanked for their service and learn how their daily tasks support our five strategic goals of safety and security, customer service, mobility and connectivity, environmental responsibility and financial and organizational excellence.

Because of employees' different shifts, many locations will hold events throughout the week of September 24-30, 2012, to ensure that managers have an opportunity to thank all of their employees for their service. This year's Employee Appreciation Day comes at the end of the 2012 fiscal year, allowing employees to celebrate all they've achieved during that time and become excited and focused on FY13.

Employee "Keep Walking" Program Continues

The 5th Stay on Track...Keep Walking program will begin on Monday, October 1 through Sunday, November 11. The walking program encourages employee physical fitness and exercise. There are 350 new pedometers available for employees who did not receive one from any of the previous four competitions. All employees who would like to participate need to complete a registration form. The form and instructions are located on the Amtrak Intranet at Safety → Health → Health and Medical Services → Keep Walking → 5th Competition Application Form. Forms must be submitted to keepwalking@amtrak.com and registration closes on September 21. Any questions may be directed to Malva Reid, senior director Health Services at (202) 906-3258 or ATS 777-3258.

HCESC Did You Know ...

The Human Capital Employee Service Center (HCESC) can help you insure that your portal inbox tasks are kept up-to-date while you are away.

Managers going on vacation or taking an extended business trip may appoint a substitute who is under their supervision as a "power of authority" to review, approve or deny requests received in their portal inbox. The substitute will have the ability to approve or decline all tasks that are within the manager's authorization level.

For assistance or questions about how to designate a substitute, contact HCESC at 888-694-7372 or HRESC@amtrak.com.

Upcoming PCard Changes (JP Morgan Chase VISA to US Bank MasterCard)

Amtrak is pleased to announce that US Bank (MasterCard) has been selected to provide a new Business Procurement GSA PCard program to employees currently holding an Amtrak-branded JP Morgan Chase PCard (VISA). The conversion to US Bank PCards will occur automatically for current JP Morgan Chase PCard holders. Distribution of the new US Bank PCards will take place beginning the week of September 17, 2012. Effective October 1, 2012, the JP Morgan Chase charge cards will expire.

Prior to new card activation, the Acknowledgement for Procurement Card eform must be completed. This necessary eform is located in eTrax → Create → More → Acknowledgement for Procurement Card. Employees needing assistance locating or completing the eform may contact the eTrax Help Desk at ATS 739-4750 or 1-888-445-7677.

Employees who are current JP Morgan Chase PCard holders that have not received an email notification outlining specific details regarding the transition to US Bank by September 14, 2012, should contact Juanita Johnson at johnsoj@amtrak.com.

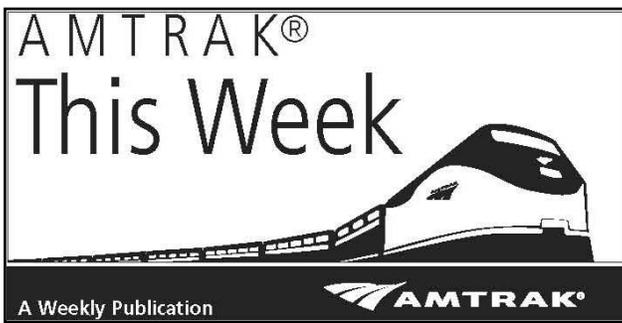
Operations Town Hall Meetings Continue

Vice President of Operations DJ Stadler continues to meet hundreds of employees and answer questions about the company's Operations reorganization through a series of Town Halls that take him to various locations throughout the system. "With employees' input, we'll continue to move Amtrak in a direction of stellar customer service and strong financial accountability, all in alignment with our Strategic Plan," Stadler says of the tour.

So far in the reorganization, the Transition Team has met and developed subgroups that will help create more detailed organizational charts for the four business lines. The first two general manager positions have been posted for the Northeast Corridor and Long-Distance business lines. In addition, the new roles of Chief of Customer Service and Chief Transportation Officer have been posted for applicants. Future Town Hall locations include Chicago, Los Angeles, New York and Philadelphia and Boston.

Great Dome Car Returns

Amtrak passengers will have a unique chance to view fall foliage from the "Great Dome" car this fall. It will operate on the *Adirondack* from September 13 through October 21 on Train 69 on Thursdays, Saturdays and Mondays, and Train 68 on Fridays, Sundays and Tuesdays between Albany, N.Y., and Montreal, Canada. It will then operate on the *Cardinal* from October 27 through November 16 on Train 51 originating on Fridays and Train 50 originating on Saturdays between Washington, D.C., and Chicago. Seats are available on a first-come, first-served basis.



September is National Preparedness Month

Amtrak is committed to providing its employees with a safe and secure working environment and believes that many of the preparedness activities that are done at work can also benefit employees at home. September is National Preparedness Month and a perfect time to prepare yourself and your family for a disaster by making an emergency plan. As a member of FEMA's READY.GOV Alliance for the past three years, Amtrak has again put together a September 2012 calendar of preparedness suggestions to help you during a natural or manmade disaster at home, at work and in your community.

The National Preparedness 2012 calendar will be posted or distributed in your work area, and is also available for download on the Amtrak Intranet by clicking on the Amtrak Police drop down menu. Please take some time to read the information and share it with your family and friends. This month, make an emergency plan and practice it.

Title Change for Passenger Service Representatives

In the effort to continue to focus and improve upon the customer experience, Amtrak has changed the job title of Passenger Service Representative to Customer Service Representative. This change allows Amtrak to better align this role with our Strategic Plan. Customer Service Representatives will continue to fulfill the same role of responding to the wants, needs and expectations of our customers in order to improve our customers' experiences and satisfaction.

In Remembrance: September 11, 2001

The United States Congress has established a National Moment of Remembrance to remember all the Men and Women who lost their lives during the terrorist attacks on our nation that occurred on September 11, 2001. All Americans are encouraged to pause and reflect upon those lives lost on that tragic day. Amtrak supports this National Moment of Remembrance and on September 11, 2012, all Engineers will sound one long whistle, where safe operation permits, at 1 p.m. Eastern Daylight Time to support this national initiative.

New Checked Baggage Program

Effective today, Amtrak is implementing a refined baggage program designed to enhance the safety of our passengers and of our employees. With increasing ridership, baggage volumes onboard trains have also significantly grown. In an effort to maintain the amount of baggage in coach cars, a new baggage program will be implemented in phases. Amtrak's baggage policy is consistent with travel industry standards and offers the best baggage allowances available when compared with other transportation modes.

Carry-On Baggage: There will be no changes to carry-on baggage. Each adult and child (ages 2-15) can carry two items each, free of charge, not including personal items. For passengers traveling with infants under the age of two, additional infant items such as a stroller or a diaper bag will not count against the carry-on baggage limit. Weight and size allowances for allowable carry-on baggage remain the same. The notable change in this category will be improved messaging of Amtrak's carry-on baggage policy to reinforce customer awareness.

Checked Baggage: The checked baggage policy has been modified. Key policy changes include:

- Each passenger can check up to four bags - two free of charge and an additional two for \$20 each.
- Each bag in checked baggage is limited to a size of 75 linear inches (length + width + height). Oversize baggage (76 - 100 linear inches) is accepted for \$20 per bag.
- Luggage must be checked 45 minutes prior to scheduled train departure.
- Rates for storage and parcel check will increase to \$4 (\$5.50 at New York Penn Station) per bag for each 24-hour period.
- Special item rates will increase from \$5 to \$10. Tandem bicycles and kayaks are no longer accepted.
- Each bag checked must be packed within a suitable container; plastic/rubber storage containers are prohibited.

Passengers using Amtrak for business or residential relocation will be allowed to transport their articles for a competitive fee via Amtrak Express.

A new brochure outlining Amtrak's baggage policy is available at all staffed stations. For complete policy details, visit: Amtrak.com →Plan →Baggage Policy & Service.



Human Capital Management Policies and Procedures Updates

Human Capital Management (HCM) recently held a review session to evaluate HCM Policies and Procedures and to ensure that they reflect current state practices. The review session hailed participants from various departmental teams across Amtrak's employee population.

To date, 15 revised policies and procedures with minor changes have been published on the company Intranet. The minor changes include changing the department name from Human Resources to Human Capital Management and the department head's title was changed from Vice President, Human Resources to Chief Human Capital Officer (CHCO). In addition, the name of HCM policy and procedure number 7.8.2 was changed from Employment Reference to Release of Employee Information. The name of the policy was changed to more closely reflect its purpose. HCM will continue to demonstrate its collaborative efforts by conducting additional review sessions to address recommendations and requests to further evaluate HCM practices, policies and procedures.

To locate the revised policy changes, visit the company Intranet → Employees → Policies → Amtrak Policy and Instruction Manual (APIM) → 7.0 Human Capital Management.

Amtrak Guest Rewards "Double Days" Promotion

Amtrak Guest Rewards (AGR) has announced a "Double Days" offer allowing members to earn double points on qualifying Amtrak travel from September 5, 2012, through November 16, 2012. Members must register for this offer online at AmtrakGuestRewards.com/DoubleDays to participate. Terms and conditions apply.

HCESC Did You Know ...

The employee information portal can be used to view your pay stubs and make changes to your bank information.

- Pay stubs are available as far back as 2007.
- Bank information can be viewed, edited and a secondary bank added as needed.

If you need assistance navigating the employee portal, please contact the Human Capital Employee Service Center (HCESC) at 866-694-7372 or e-mail HRESC@amtrak.com.

Milestones Reached on the Niantic River Bridge Project

The Niantic River Bridge, located over the Niantic River between East Lyme and Waterford, Conn., serves as a key link for passenger and freight rail traffic along Amtrak's heavily traveled Northeast Corridor. No longer economically feasible to repair, the Amtrak-owned century-old bridge is in need of a full replacement. The project involves the construction of a new two-track, electrified railroad bascule (rolling lift) bridge across the Niantic River 58 feet south of its present location. The \$140 million replacement project is funded in part by the 2009 American Recovery and Reinvestment Act (ARRA) which appropriated \$1.3 billion to Amtrak for capital investment.

Last week, construction of the new Niantic River Bridge reached two major milestones. The old Track 1 and the old bridge were removed from service and the new Track 2 and the new bridge were introduced into service. The new Niantic River Bridge will replace one of the oldest movable bridges in the country, a two-track, bascule bridge that was built in 1907 and is one of five movable bridges along the Northeast Corridor between New Haven, Conn. and Boston, Mass.

Major work elements of the bridge replacement include: construction of new track alignments on both the East and West approaches to the bridge; expansion of the navigation channel beneath the bridge from 45 feet to 100 feet; and an increase in the vertical under-clearance above the water from 11.5 feet to 16 feet. In addition, sections of the Niantic Bay Overlook boardwalk will be reconstructed and the beach replenished. Once the new bridge is constructed and operational, the existing bridge will be removed. Construction is scheduled to be completed in May 2013.

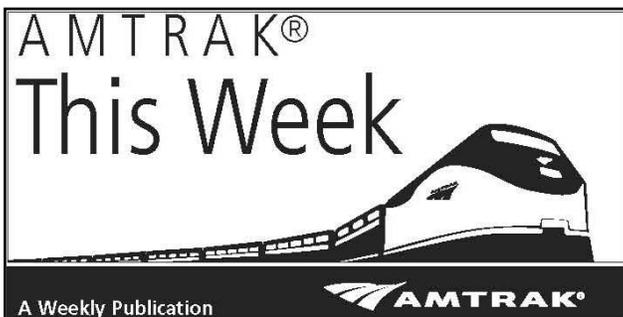
Updates and information on the new [Niantic River Bridge Project](#) can be found on the company website: www.Amtrak.com → About Amtrak → Special Projects → ARRA Projects.

The First 40 Years, 1971-2011 Wins 6th National Video Award

Amtrak: The First 40 Years, 1971-2011, has won its sixth national video award. The program received an Award of Excellence, the highest honor given by the Videographer Awards. The Videographer Awards is one of the most coveted awards in the video industry.

The Award of Excellence was awarded to those projects the judges deemed were written, produced, shot and edited in an exceptional manner.

This documentary has received five other national awards: the AVA, Davey, Telly, MarCom and Communicator Awards.



Drug & Alcohol Policy Reminder

Amtrak is a drug- and alcohol-free workplace and it is the responsibility of all employees to be knowledgeable of Amtrak's policy and procedures for maintaining a safe work environment for employees and our customers. Please read the following documents found on the Intranet under "Safety" → "Health" → "Health and Medical Services":

- Amtrak Drug and Alcohol Policy 7.3.0 and Guidelines
- 49 CFR Part 40 Procedures for Transportation Workplace Drug and Alcohol Testing Programs
- 49 CFR Part 219- Control or Alcohol and Drug Use
- 49 CFR Part 382- Controlled Substance

In addition, Amtrak encourages employees to support the Drug Enforcement Administration's "*National Prescription Drug Take-Back Day*" on Saturday, September 29.

On this day, government, community, public health and law enforcement partners will work together to collect expired, unused and unwanted prescription drugs. To locate local community prescription drug collection sites, visit www.GetSmartAboutDrugs.com and click the "Got Drugs?" icon, or call 1-800-882-9539. The service is free and anonymous.

As a reminder, employees taking prescription medications that have the potential to interfere with the safe performance of their job duties must complete form NRPC 3133 "Authorization to Work with Medications," and submit it to Health Services Medical. For more information, call 215-728-2389 or leave a message on Health Services Drug and Alcohol Program's confidential Employee Hotline at 202-906-2255. Information can also be found on the Intranet under "Safety" → "Health" → "Health and Medical Services" → "Over-The-Counter and Prescription Drugs."

Amtrak Launches History Website

Amtrak recently launched a new website, History.Amtrak.com, dedicated as an extensive archive to the company's rich history.

The site features a collection of historic photographs, ads, route guides, timetable covers and other resources from employees that celebrates Amtrak's more than 40 years as the nation's intercity passenger rail provider. The public is encouraged to share their memorabilia by using the contact link on the site where directions will be provided on how to provide specific items.

In addition to the archives, the site offers a guided tour through Amtrak's history by decade and how it became America's Railroad®. A frequently updated blog provides year-by-year highlights, a look at recently uploaded items and a recap of the our 40th anniversary Exhibit Train's cross-country journey in 2011 and 2012.

Employee Benefits: 2013 Open Enrollment

Open Enrollment for 2013 benefits will be held from October 29 to November 16, 2012. During that period, employees can make changes to their benefit elections.

In 2013, Aetna will replace UnitedHealthcare as the healthcare service provider for Amtrak agreement-covered employees. This change is a result of the standard process Amtrak is required to follow as a recipient of federal financial assistance to ensure that services are obtained in a manner that promotes free and open competition. If you are an agreement-covered employee, watch for opportunities to learn more about Aetna and your 2013 benefit offerings through onsite meetings and recorded webcasts. In addition, an enrollment newsletter will be mailed to your home in early October.

Last year, Cigna was introduced as the healthcare service provider for non-agreement employees. In 2013, we will help employees make the most of their plan by utilizing the wellness tools Cigna offers to improve their health. In keeping with Amtrak's commitment to environmental stewardship and sustainability, this year's enrollment materials for non-agreement employees will be sent via email and are available online.

All employees can access the latest information about Open Enrollment at www.AmtrakBenefits.com.

Upcoming Civic Conversation

The ninth Amtrak Civic Conversation will take place on September 25-26 in St. Paul, Minn. Invitees include officials representing the states and cities on the *Empire Builder* from Williston, N.D., to Chicago including state DOTs, Congressional offices, CVBs, State Historic Preservation Offices and chambers of commerce.

The event kicks off at the historic St. Paul Union Depot (currently under renovation) with a tour and welcoming reception on September 25 and a full day of presentations on September 26 to include station case studies and success stories, information about funding sources and transportation-oriented development, and ADA requirements.

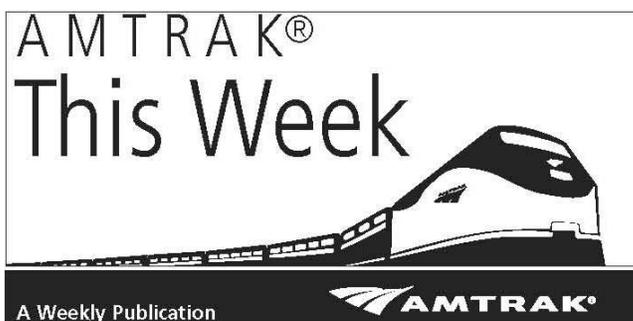
Employee Appreciation Day eCards

From September 24 – 28, Amtrak is celebrating Employee Appreciation Day with events across the country. Now you can thank your employees and co-workers for a job well done or wish them a Happy Employee Appreciation Day with an eCard. Visit <http://mtmrecognition.com/ecards/amtrak> for instructions.

HCESC Did You Know...

The Human Capital Employee Service Center (HCESC) processes changes to Amtrak's organizational structure.

Managers submitting changes to their organizations through Manager Self Service will see their requests reflected on Org Plus the very next day. Org Plus is an electronic organizational chart that is updated nightly via an information feed pulled directly from SAP, Amtrak's system of record. It is recommended to view your organization in Org Plus daily to ensure it is accurate. To access Org Plus from the Intranet, click on Library → Org Charts.



PSSA: This is the last week to submit nominations for the 2012 President's Service and Safety Awards. In order to be considered by the PSSA Committee, nominations must be received by Friday, June 22. Nomination forms are posted on the intranet and can be found at "Employees" → "Awards and Achievements" → "President's Service and Safety Awards."

Guide to Archived Milestones in *Ink*

During the time *Amtrak Ink* was out of print, the employee Milestones were posted on the Amtrak intranet. Those Milestones will also be featured in future issues of *Ink* beginning with the most-senior January anniversaries until all missed Milestones have been recognized in print.

Please check the magazine each month for the January 2012 to April 2012 Milestones. Below is a guide to when each Milestone will run. This list is subject to change according to space allotted in the magazine.

- **July 2012 Issue:** January 35-year anniversaries & December retirees
- **Aug./Sept. 2012:** January 35-, 30-, 25 and 20-year anniversaries
- **October 2012:** February 35-year anniversaries & January retirees
- **November 2012:** February 30-, 25 and 20-year anniversaries
- **December 2012/January 2013:** March 2012 35-year anniversaries & February retirees
- **February 2013:** March 2012 30-, 25 and 20-year anniversaries
- **March 2013:** April 2012 35-year anniversaries & March retirees
- **April 2013:** April 2012 30-, 25 and 20-year anniversaries

Changes to Medical Leave of Absence (MLOA) Process

Recent changes have been made to the medical leave of absence (MLOA) process, and to the National Railroad Passenger Corporation (NRPC) Form 2717, Treating Physician Medical Status Report/Statement of Disability. These changes were made to simplify the documentation required when employees are returning to work from a medical leave of absence from six to nine days.

- When you are ready to return to work after being absent six days or more for medical reasons, you must be cleared to return to work by your physician/health care provider.
- If you have been absent six to nine days, and released to full duty, a physician/healthcare provider's note will be accepted in order to return to work.
- For absences of 10 days or more, your physician/healthcare provider must complete Form 2717, including the "Returning to Work Status" section.

NRPC Form 2717 has also been revised to require the employee and the healthcare provider to certify the truth and accuracy of the reported information. Complete details are available on the intranet under "Employees" → "Employee Info" → "Health and Medical Services." Form 2717 can be found on the intranet under "Library" → "Forms". Employees should destroy any old versions of the form and only use the new version.

Message to Photographers: Stay Safe and Stay Away from Railroad Tracks

During this busy summer season of weddings and other festive events, Amtrak and Operation Lifesaver — the rail safety education nonprofit organization — would like to remind our employees and professional photographers to avoid using train tracks as venues for photo shoots.

Using train tracks as a backdrop for portraits is not only dangerous, it is illegal when you are trespassing on private railroad property. About every three hours in the U.S., a person or vehicle is struck by a train, and these collisions can have deadly consequences. Amtrak and Operation Lifesaver are committed to eliminating needless injuries and deaths resulting from incidents at railroad crossings. To view an Operation Lifesaver presentation for photographers on the intranet, go to "Safety" → "Operation Lifesaver".

Amtrak® Employee Update



Operation RedBlock (ORB) would like to wish everyone a safe and happy holiday. OBR is a labor-developed, company-adopted drug and alcohol prevention and intervention program.

Please remember Operation RedBlock is here to help. Our Labor Coordinators are available 24/7 to provide assistance. Operation RedBlock is offered to all Amtrak employees.

For **CONFIDENTIAL** mark-offs please call 1-800-44R-BLOC (1-800-447-2562).



"Saving jobs and saving lives"

Amtrak® Employee Update



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"Saving jobs and saving lives"



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When was the last time you looked at your retirement plan?

As a valued partner, we strive to keep you informed about Fidelity resources in your area. Diane Bolden will be available on the following dates for a one on one consultation.

If any of the questions below sound familiar, maybe it's time to schedule a meeting.

- I know I'm participating, but how much am I contributing? What are the limits?
- I think I ignored my retirement account when I left my last job, what should I do about that?
- I am confident about my retirement contributions and portfolio, what else should I be doing?
- I'm counting the days until I retire, but what should I do to prepare for it?

<u>Date</u>	<u>Time</u>	<u>Location</u>
Monday, January 30	9:00 A.M. to 3:00 P.M.	Amtrak - Washington DC 10 G Street Conference Room 10 4W143
Tuesday, January 31	8:30 A.M. to 2:30 P.M.	Amtrak - Washington DC Union Station Starlight Room Gate D

Why Fidelity?

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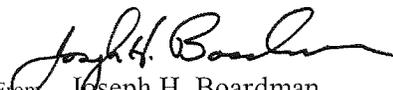
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Memo



Date January 24, 2012
To Amtrak Employees


From Joseph H. Boardman
Department President and CEO
Subject Cooperation with OIG
cc Chairman Tom Carper
Amtrak Inspector General Ted
Alves

Message As Amtrak enters 2012, I want once again to ensure that all Amtrak employees, contractors, and vendors understand the role of Amtrak's Office of Inspector General (OIG), and to address how I expect everyone who works for or with Amtrak to interact with the OIG. To that end, I am re-issuing my September 29, 2010, memorandum to all Amtrak employees, including the attachment. Please take a few minutes to re-familiarize yourself with the issues addressed in this memorandum.

Additionally, I want to emphasize the responsibility of those who work for or with Amtrak and who observe or become aware of crime, fraudulent acts, gross waste of funds, abuse of authority, violations of rules or regulations, or significant mismanagement by an Amtrak employee, contractor, or vendor, or receive an allegation concerning such conduct. It is imperative that any Amtrak employee, contractor, or vendor who observes such conduct or receives an allegation make a report personally by:

- contacting any OIG employee;
- calling the OIG Hotline at (800) 468-5469, which has been established specifically for receiving confidential reports;
- mailing information to the Amtrak Inspector General, P.O. Box 76654, Washington, D.C. 20013; or
- sending a message to the Amtrak OIG through its website: www.amtrakoig.gov.

In order to ensure free and unimpeded access to the OIG, an employee, contractor, or vendor may ask for confidentiality, which will be provided under the terms of the Inspector General Act. Amtrak employees are not required to report their contacts with the OIG to their supervisors.

Following are some typical examples of various matters involving fraudulent acts, criminal activity, gross waste of funds, and abuse of authority or mismanagement that you should report to the OIG:

- theft of Amtrak property;
- embezzlement of Amtrak funds;
- submission of false or fraudulent claims against Amtrak, including employee claims related to healthcare services, claims under the Federal Employers' Liability Act, and vendor or contractor claims for payment;

- contractors or vendors;
- provision of information to vendors or bidders that provides recipients with an unfair advantage over other competitors in the procurement process;
- submission of false or fraudulent documents, such as time cards, with substantial unnecessary or inflated overtime, and travel reports with suspect or inflated reimbursement expenses; and
- procurement/contract fraud involving product substitution, duplicative or unnecessary purchases of high-dollar items, duplicative or inflated billings/invoices/payments to contractors or vendors, and/or unnecessary sole-source contracts with vendors or third parties.

To be clear, these examples are not exhaustive, but illustrative of the types of matters that Amtrak employees and those we work closely with should report to the OIG if observed or are alleged to have occurred.

As you may note from these examples, the OIG works most effectively when it is informed of potential transgressions or wrongdoing at an early stage. Regardless of when one becomes aware of potential fraud, waste, abuse, or mismanagement, however, all Amtrak employees, contractors, and vendors remain obligated to contact the OIG and to cooperate fully during the course of its investigation.

The following examples may help guide you regarding whether to contact the OIG:

- As a supervisor, you are involved in administrative disciplinary proceedings to resolve a situation in which an employee has stolen or embezzled Amtrak funds. You should notify the OIG when you become aware of the allegations. In any event, before taking disciplinary action, finalizing a waiver or other administrative action, you should contact the OIG.
- An employee approaches you complaining that his or her paycheck is short and that he or she was not paid the proper amount. It is not necessary to contact the OIG in this circumstance unless there is a pattern, practice, or trend of suspected fraud involving the payroll system/process/staff over a period of time.
- You have been informed or suspect that an employee may be stealing or embezzling funds, even though you do not have firsthand knowledge. You should immediately report what you have learned to the OIG and await guidance before taking disciplinary action.
- You have heard rumors or received unconfirmed information that Amtrak is about to do or has done business with a contractor or vendor who:
 - is affiliated with a former or current employee,
 - is providing services or products without an appropriate contract or statement of work, or
 - has not gone through the proper procurement or competitive bid process.

You should immediately report what you have learned to the OIG.

- You become aware of certain vendors or suppliers who are providing products or items that consistently fail to perform or fail to meet required specifications. You should immediately report what you have learned to the OIG.

If you have questions on ethical or safety related matters, or believe that you are a victim of

discrimination in violation of Amtrak's Anti-Harassment Policy, you do not need to report this to the OIG, and should follow the Company's process of reporting to your supervisor, Human Resources, the EEO Compliance Unit in the Law Department, or the Amtrak Help-Line at (866) 908-7231, or www.reportlineweb.com/Amtrak.

All offices are expected to review their policies and procedures related to interaction with the OIG and must conform to this guidance.

If you have any questions about this guidance, please contact Amtrak's General Counsel, Eleanor D. Acheson, at ATS 777-2198, or the OIG General Counsel, Colin Carriere, at ATS 777-4355.

Attachments

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

1.0 PURPOSE

To establish the responsibility and authority of the Amtrak Office of Inspector General ("OIG"), the general principles for ensuring a productive relationship between the OIG and the rest of the company, and to summarize the process followed by the OIG when conducting audits, evaluations, and investigations.

2.0 SCOPE

This policy applies to all Amtrak employees, contractors, programs, and operations.

3.0 RESPONSIBILITY

The head of Amtrak and the Amtrak Inspector General ("Inspector General") are responsible for the interpretation and administration of this policy. As of the date of this policy, the "head" of Amtrak is defined as the Board of Directors of Amtrak (the "Board").

4.0 AUTHORITY AND RESPONSIBILITIES OF THE OIG

4.1 Mission of the OIG. The Inspector General Act of 1978, as amended (5 U.S.C. Appendix 3), hereinafter "IG Act," established the OIG as an independent and objective unit within Amtrak to:

- (a) Provide policy direction for and to conduct, supervise, and coordinate audits and investigations relating to Amtrak programs and operations;
- (b) Provide leadership and coordination and to recommend policies for activities designed (1) to promote economy, efficiency, and effectiveness in the administration of, and (2) to prevent and detect fraud and abuse in Amtrak programs and operations;
- (c) Review existing and proposed legislation and regulations relating to Amtrak programs and operations and make recommendations in its semiannual reports concerning their impact on the economy and efficiency in the administration of programs and operations administered or financed by Amtrak or the prevention and detection of fraud and abuse in such programs;
- (d) Keep the Board of Directors and Congress fully and currently informed concerning fraud and other serious problems, abuses, and deficiencies relating to the administration of programs and operations administered or financed by Amtrak, recommend corrective action concerning such problems, abuses, and deficiencies, and report on the progress made in implementing corrective actions.

4.2 Establishment of the OIG.

- (a) The Inspector General is appointed by the Board of Directors without regard to political affiliation, and solely on the basis of integrity and demonstrated

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman Thomas Carper		2.1.2	1

Handwritten signature of Thomas Carper

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

- ability in accounting, auditing, financial analysis, law, management analysis, public administration, or investigations.
- (b) The Inspector General reports to and is under the general supervision of the Board of Directors and is not subject to supervision by any other officer or employee of Amtrak. The Board of Directors cannot prevent or prohibit the Inspector General from initiating, carrying out, or completing any audit or investigation, or from issuing any subpoena during the course of any audit or investigation.
 - (c) The Inspector General serves as a non-voting, ex officio member of the Executive Committee. This is an important mechanism to foster open communications and facilitate the exchange of information. It allows the IG to be aware of management issues and concerns and to provide appropriate input for management to consider. The IG's role will be limited and subject to the following conditions:
 - (1) The IG will not be a voting member;
 - (2) The IG will not perform programmatic functions or roles, which are proscribed under the IG Act;
 - (3) The IG's participation will be in a mutually agreed capacity, which allows the IG to decide not to attend certain meetings, or Amtrak management to elect to conduct meetings or segments of meetings, without the IG's presence;
 - (4) Both the IG and Amtrak management will respect the IG's statutory requirement to maintain independence and objectivity and will not request participation or agreement with respect to any matter that would impair or compromise that independence or objectivity;
 - (5) The IG will not make management decisions or perform management functions.
 - (d) If the Inspector General is removed from office or is transferred to another position or location within Amtrak, the Board of Directors must communicate in writing the reasons for the removal or transfer to both Houses of Congress, at least 30 days before the removal or transfer. The Board of Directors can also take other personnel actions authorized by law.
 - (e) The Board of Directors also provides the OIG with appropriate and adequate office space at central and field office locations of Amtrak, together with needed equipment, office supplies, communications facilities and services, and necessary maintenance services.

4.3 Authority of the Inspector General. In carrying out the provisions of the IG Act, the Inspector General is authorized to:

- (a) Conduct audits and investigations and issue reports relating to Amtrak programs and operations that, in the judgment of the Inspector General, are necessary or desirable;
- (b) Have access to all Amtrak records, reports, audits, reviews, documents, papers, recommendations, or other material available to Amtrak which relate

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	2

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

- to programs and operations with respect to which the Inspector General has responsibilities;
- (c) Request such information or assistance as may be necessary to carry out the duties and responsibilities provided by the IG Act from any Federal, State, or local governmental agency or unit thereof;
 - (d) Require by subpoena the production of information, documents, reports, answers, records, accounts, papers and other data needed to accomplish the functions assigned by the IG Act (procedures other than subpoenas will be used by the Inspector General to obtain documents and information from Federal agencies). Because the Inspector General has access to all Amtrak information, subpoenas are not used to obtain documents and information from Amtrak;
 - (e) Administer oaths, affirmations, and affidavits, when needed to carry out the functions assigned by the IG Act;
 - (f) Have direct and prompt access to the Board of Directors when necessary for any purpose pertaining to the performance of functions and responsibilities under the IG Act; and
 - (g) Enter into contracts and other arrangements for audits, studies, analyses, and other services with public agencies and with private persons, and to make such payments as may be necessary to carry out the provisions of the IG Act.

5.0 GENERAL PRINCIPLES GUIDING RELATIONSHIPS WITH THE OIG

5.1 To work together most effectively, the OIG and Amtrak's management, employees, and contractors should:

- (a) **Interact with professionalism and mutual respect.**
 - (1) Representatives of Amtrak's management and the OIG should always act in good faith and expect the same from the other.
 - (2) Amtrak's management and the OIG share as a common goal the successful accomplishment of Amtrak's mission.
- (b) **Ensure mutual respect for each mission.**
 - (1) Amtrak's officers, directors, employees, and contractors should recognize the OIG's primary responsibility and authority to conduct independent and objective audits, evaluations, and investigations of Amtrak programs and operations, and the OIG's responsibility to report to both the Board of Directors and the Congress.
 - (2) The OIG will seek to carry out its work with a minimum of disruption to the primary mission of Amtrak.
 - (3) Amtrak's management will promptly notify the OIG in the event that it initiates reviews or examinations related to fraud or waste which could be the subject of an OIG audit, investigation, or inspection. Once notified, the Inspector General will determine whether it is a matter subject to the jurisdiction of the OIG and respond promptly to management to determine how to proceed. To the extent the Inspector General deems appropriate, the OIG will coordinate with the responsible

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	3

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

department where management is engaged in a review or examination or litigation involving matters of common interest to the OIG and management.

- (4) If, in the course of its work, the OIG discovers facts or circumstances related to safety or other matters which have some immediacy or may cause significant business or legal harm to the company unless management is notified and given the opportunity to intervene, the Inspector General will, at his discretion, notify and coordinate with appropriate Amtrak managers or the department head in order to address safety issues quickly or to limit significant business or legal harm.
- (c) Foster open communications at all levels.**
- (1) The OIG's access to information, records, facilities and people must be unimpeded. Amtrak's employees, contractors, and representatives should promptly respond to OIG requests for information to facilitate OIG activities.
 - (2) Amtrak managers will be forthcoming in recognizing the existence of challenges that the OIG can help to address.
 - (3) Surprises are to be avoided. The OIG will seek to avoid undertaking its work or presenting its findings without reasonable notice to management and management will keep the OIG informed of significant challenges and problems.
 - (4) With limited exceptions, primarily related to criminal investigations, the Inspector General will keep the President and the Board of Directors advised of its work and its findings on a timely basis, and the OIG will provide information helpful to Amtrak's management at the earliest possible stage.
 - (5) Because some OIG investigations may involve allegations of criminal misconduct or other need for confidentiality, circumstances will dictate whether, and what type of, notice will be given. This will be at the discretion of the Inspector General, with consideration of all factors of confidentiality, sensitivity, and investigative techniques.
- (d) Be thorough, objective, and fair.**
- (1) The OIG will perform its work thoroughly, objectively, and with due consideration of the point of view of Amtrak's management.
 - (2) When working with the OIG, Amtrak's management and staff should objectively consider differing opinions and alternative ways to improve operations.
 - (3) Both the OIG and other departments of Amtrak should recognize successes in addressing management challenges and advancing Amtrak's mission.
- (e) Respect confidential information.**
- (1) The OIG will respect Amtrak's need to protect confidential, sensitive, or privileged information from inappropriate disclosure, while meeting OIG's obligation to report to the Department of Justice, external oversight entities such as Congress, and the public.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	4

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

- (2) The terms confidential, sensitive, and privileged will be accorded the meanings ascribed to them under the Freedom of Information Act (FOIA).
 - (3) Other than the Department of Justice, in disclosing to external oversight entities (such as the Congress, Department of Transportation, OMB, and GAO) or other law enforcement entities, information that may be confidential, sensitive or privileged, the OIG will notify the recipient entities of the confidential, sensitive, or privileged nature of the information and request that they treat the information with the level of protection set forth under the FOIA or as otherwise required by law. If the IG believes there is a significant risk that the information could be released inappropriately, he may, at his discretion, consult with the appropriate department head to ensure that the company's interests are protected.
 - (4) The process to determine the sensitivity of information included in OIG audit, evaluation, and investigative reports that will be subject to public release is described in sections 6 and 7 below.
- (f) Be engaged.**
- (1) The OIG, Amtrak's management, and the Board will work cooperatively to identify the most important areas for OIG work, as well as the best means to address the results of that work, while maintaining the OIG's required independence.
 - (2) Amtrak's leadership will recognize that the OIG's limited resources must also be applied to address work that is initiated by the OIG, requested by members of Congress, or mandated by law or regulation.
- (g) Facilitate the exchange of information.**
- (1) The OIG will keep abreast of Amtrak's programs and operations, and keep Amtrak's management and Board informed of OIG activities and concerns that are raised in the course of the OIG's work.
 - (2) Amtrak's management and Board should ensure that the OIG is kept up to date on current matters and events affecting Amtrak or that may affect it in the future.
 - (3) Amtrak and the OIG will implement mechanisms, both formal and informal, to ensure prompt and regular feedback.
 - (4) All Amtrak employees, contractors, and representatives should understand that the OIG is the primary entity within Amtrak to address issues or concerns related to fraud or abuse; and that they have a responsibility to report suspected violations of the law or Amtrak policy that could result in fraud or abuse.
 - (5) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions.
 - (6) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful authority.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	5

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

6.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND THE OIG ON INVESTIGATIONS

6.1 General Investigative Process.

- (a) The OIG determines whether it will initiate an investigation once it receives an allegation regarding fraud, abuse, criminal action, or other wrongdoing. Allegations originate from various sources including employees, vendors, Congress, federal agencies, and prosecutors. The OIG may also initiate investigations proactively to ensure that Amtrak is not being subject to fraud, waste, or abuse.
- (b) The investigative process generally involves: (1) determining the basis for an allegation; (2) analyzing the issues involved; and (3) obtaining relevant, objective evidence from individuals and entities, in the form of interviews, documents, tangible objects, and data.
- (c) The OIG follows the Quality Standards for Investigations (issued by the Council of the Inspectors General on Integrity and Efficiency ("CIGIE")) to guide its investigative activity.
- (d) Allegations are reviewed and screened and resources are allocated based on, among other things, the seriousness of the allegations, potential harm to Amtrak or the public, whether a violation of a statute or regulation likely occurred, and the effect of the alleged illegal or improper activity on Amtrak programs and operations.
- (e) If the OIG determines that an investigation should be undertaken, it seeks to obtain all relevant facts by examining documents and other tangible materials and interviewing individuals. When appropriate or required by law, the OIG informs subjects of their legal rights, including the right or opportunity to remain silent and to obtain legal counsel.
- (f) The process may result in one or more of the following OIG actions: administrative report to management, referral to a prosecutor for consideration, or closing the investigation.
- (g) When the investigation substantiates a wrongful act which is considered administrative, the OIG usually prepares an investigative report, which describes the allegation, the factual evidence to support its findings, and recommendations. This report is submitted to management for a written response. These administrative reports often recommend that management take action, but usually do not recommend specific disciplinary action. Privacy concerns usually restrict these reports from public release.
- (h) If an issue identified in an investigative report is a recurring or systemic problem, the OIG may also identify this broader problem to managers and, usually, make recommendations for management to consider in addressing the problem. Management normally is given an opportunity to provide comments before the report is issued. The process for obtaining comments and issuing the report is described in Section 7.2(h).

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	6

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

- (i) If there is evidence of criminal wrongdoing, the OIG presents the report to the Department of Justice or other appropriate prosecutors for their consideration. This may lead to prosecution of the subject(s) in Federal, state, or local court. In cases where there is evidence of criminal wrongdoing, the Inspector General may, in his/her discretion, also refer the report to management for administrative action.

6.2 Requirements And Responsibilities.

(a) **OIG.**

- (1) The Inspector General shall not, after receipt of a complaint or information from an employee, disclose the identity of the employee without the consent of the employee, unless the Inspector General determines such disclosure is unavoidable during the course of the investigation.
- (2) The OIG will ensure that Amtrak's confidential, sensitive, or privileged information as defined in section 5.1(e) above is not inappropriately disclosed by OIG employees.
- (3) Circumstances when the OIG will disclose such information include:
 - (A) referrals to appropriate agencies for law enforcement purposes;
 - (B) disclosures under court order;
 - (C) responses to requests by Congress; and,
 - (D) referrals to other agencies that may have cognizance over the matter.
- (4) The OIG will usually honor an employee's request that counsel be present during an interview. The counsel may not be another employee of Amtrak, paid for by Amtrak (unless approved in accordance with Amtrak's Bylaws and policies), a potential subject, or a witness in the case.
- (5) Employees who allege that action was taken against them as reprisal or retaliation for cooperating with or disclosing information to the OIG while they were employed at Amtrak may request the OIG to investigate their reprisal or retaliation allegations.

(b) **Amtrak Management, Employees, and Contractors.**

- (1) All Amtrak employees must comply with requests for interviews and briefings.
- (2) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions or penalties.
- (3) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful appropriate authority.
- (4) In the context of investigations, managers should not question staff about their interactions with the OIG.
- (5) Any employee who makes a complaint to the OIG with the knowledge that the complaint is false or that it is made with willful disregard for the

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	7

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

truth of the information may be held accountable for such statements and may be subject to disciplinary action or criminal prosecution.

7.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND OIG ON AUDITS AND EVALUATIONS

7.1 Types of Audits and Evaluations. The OIG conducts audits and evaluations of Amtrak programs and operations, including performance of contractors. Some audits and evaluations may be specifically required by statute.

- (a) An audit is an independent, formal, and methodical examination of an organization, program, function, or activity, designed to help Amtrak accomplish its mission efficiently and effectively. OIG audits are performed in accordance with Government Auditing Standards (commonly called the Yellow Book).
- (b) Evaluations are reviews of an organization, program, function, or activity. Evaluations are performed in accordance with the Quality Standards for Inspections issued by the CIGIE.
- (c) Audits and evaluations may include financial or performance reviews.
 - (1) Financial reviews include financial statement audits and any other financially related reviews related to Amtrak's financial operations.
 - (2) Performance reviews include evaluating whether Amtrak programs and operations are working efficiently and effectively as well as whether programs are achieving expected results.
- (d) The OIG also routinely gathers information and data but does not use that information in a formal audit report. These activities may be in response to a congressional inquiry, a request for testimony, or routine planning purposes. Normally, OIG staff members assigned to these activities directly contacts responsible managers to collect information. The assigned OIG staff will inform management of the nature of the data gathering effort.

7.2 Audit and Evaluation Processes. The audit and evaluation processes involve the following steps:

- (a) **Audit or Evaluation Planning.** The OIG often conducts informal research to help it develop audit or evaluation plans or to better understand emerging issues. Audit plans outline potential reviews to be conducted, the objectives of each review, and the resources required to conduct them. In developing the audit or evaluation plan for the year, the OIG considers the following:
 - (1) Issues that may pose a risk to or would promote Amtrak's mission;
 - (2) Objectives of Amtrak's Board and senior managers; and
 - (3) Objectives of Congress.
- (b) **Notification.** The OIG will notify responsible management officials of its intent to begin a review.
- (c) **Entrance Conference.** As a general practice, the OIG will request an entrance conference with responsible management officials to advise them of

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	8

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

the objectives and scope of the review and the general methodology that will be followed, and to solicit input from Amtrak officials.

- (d) **Survey.** In some cases, particularly for large or complex reviews, the OIG will perform initial research to refine the objectives, determine the scope, and develop a sound methodology.
- (e) **Field Work.** The OIG analyzes selected areas of a program, activity, or function. It obtains sufficient evidence to support the findings and conclusions and to make recommendations. Frequent interaction with responsible managers and employees occurs during fieldwork.
- (f) **Exit Conference.** Prior to the issuance of a draft audit or evaluation report, the OIG will contact the responsible management official to set up an exit conference to discuss the results of the work. In some cases discussion draft reports or fact sheets are used to facilitate the discussion. The OIG strives to maintain an open channel of communication with managers to ensure that findings, conclusions, and recommendations are accurately and fairly presented in the report.
- (g) **Draft Report.** The OIG provides a draft report to the Audit Liaison, responsible managers of audited organizations, and Amtrak departments affected by the audit findings for their review and comment. The draft report will have been approved by OIG management and will contain the objectives, results, conclusions, and recommendations resulting from the OIG's audit or evaluation.
- (h) **Management Response.** Responsible management officials are normally provided 30 days to respond in writing to the draft report, indicating how they plan to address the findings and recommendations contained in the report. In some cases, the OIG requests a quicker response. Extensions to the established due date will be granted by the responsible Assistant Inspector General.
 - (1) Comments should clearly indicate whether responsible management officials concur with each of the recommendations.
 - (2) Concurrence is when management agrees to implement the recommendation or to take an alternative action that will correct the deficiency, along with actual or estimated completion dates.
 - (3) Nonconcurrence is when management does not agree to implement the recommendation or an acceptable alternative. In this case, management should explain the rationale, and include additional facts, if necessary.
 - (4) Management should also identify any information contained in the report that should be protected from public release on the basis that its release may cause significant business or legal harm to Amtrak (the information so designated must not be subject to public release pursuant to the Freedom of Information Act, as amended, 5 U.S.C. § 552). The responsible manager should also weigh the public benefit of transparency against the harm, or potential harm, to company interests, in light of the fact that the company receives Federal subsidies.
 - (5) With respect to decisions regarding confidential, sensitive or privileged information, the Inspector General will follow the standard set forth in

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	9

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

Section 5.1(e) above. If the OIG disagrees with management's assertion that specific information should be withheld from public release because it is confidential, sensitive, or privileged, the IG will confer with the responsible department head regarding the need to redact the information before publicly releasing the report. If so requested, the department head has one week to articulate in writing to the IG the bases or reasons for protecting the information from disclosure, including identifying the significant business or legal harm anticipated compared to the benefit of transparency. If, following that consultation, the IG determines that the information should be publicly released, he will consult with the Chair before including such information in a publicly released report.

- (i) **Final Report.** The OIG will amend the draft report, as appropriate, based on management's response. The Inspector General makes final determinations about what information will be included in the issued report. The OIG also normally includes the entire management response, along with the OIG's analysis of the response in the final report.
- (j) **Report Distribution.** The OIG usually distributes audit and evaluation reports to the Chairman, other Board members, responsible management officials, and Congress. Final reports are normally public documents and are available on the OIG Web site.
- (k) **Recommendation Follow-up.** Amtrak managers are responsible for implementing OIG recommendations to the extent there is concurrence, and OIG staff and Amtrak's Audit Liaison monitor managers' actions to ensure that recommendations are implemented in a timely manner.

7.3 Audit and Evaluation Process Responsibilities.

(a) **Audit Liaison.**

- (1) The Audit Liaison is an individual, or individuals, designated by Amtrak management to perform the functions outlined in this section.
- (2) Facilitates OIG audits and evaluations with Amtrak management. In this role, the liaison ensures that Amtrak managers are aware of OIG reviews and that OIG staff is provided with initial contacts to begin the review process.
- (3) Coordinates entrance and exit conferences with appropriate Amtrak managers.
- (4) Follows up with Amtrak managers to track the status of management actions to implement OIG recommendations.
- (5) Ensures that management's response to draft reports is coordinated with affected departments, is approved by the head of the audited department or organization and is completed in a timely manner.

(b) **Inspector General Managers.**

- (1) Notifies responsible management officials of the intent to begin a review.
- (2) Contacts responsible management officials and the audit liaison to schedule entrance conferences and exit conferences.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	10

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	November 1, 2011	2.1.3

- (3) Provides copies of draft reports to the Audit Liaison, responsible management officials of audited organizations, and Amtrak departments affected by audit findings.
 - (4) Reviews and evaluates management response to the draft report and, as appropriate, either revises the report or provides the OIG's analysis of the response in the final report.
 - (5) Grants extensions to the established due date for management comments.
 - (6) Distributes final reports to the Audit Liaison and the appropriate Amtrak departments, and makes further distribution to authorized committees and subcommittees of Congress and the public.
- (c) **Responsible Management Officials.** To maximize the value of OIG reports, management officials or their designees will:
- (1) Attend exit conferences, unless they are waived by agreement with the OIG.
 - (2) Prepare responses to draft OIG reports.
 - (3) State in the proposed management decision whether they concur with the recommendations presented in the corresponding audit or evaluation report or propose alternative actions to correct the deficiency. For nonconcurrences, explain why management does not concur and present additional facts, if necessary.
 - (4) Take prompt and effective action to implement agreed-upon corrective actions.

8.0 OTHER POLICIES

- 8.1 The presumption is that this policy will take precedence in instances where other policies are inconsistent with this policy. When inconsistencies are identified, OIG and management will consult and reconcile differences.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Amtrak Board of Directors By its Chairman, Thomas Carper		2.1.2	11

Memo



Date September 29, 2010
To Amtrak Employees

From 
Joseph Boardman
Department President and CEO
Subject Cooperation with OIG
cc Chairman Tom Carper
Amtrak Inspector General Ted Alves

Message As Amtrak approaches FY 2011, I want to ensure that Amtrak managers and staff understand the role of Amtrak's Office of Inspector General (OIG) and to address how I expect Amtrak personnel to interact with the OIG. This memorandum describes the mission of our OIG, its undertakings and Amtrak employees' obligations to the OIG, all as more fully addressed in the "relationship" policy promulgated on March 4, 2010, a copy of which is attached.

As background, the Fiscal Year 2010 Consolidated Appropriations Act (Public Law 111-117) called for an Inspector General (IG) who is a member of the Council of the Inspectors General on Integrity and Efficiency (CIGIE) to determine that Amtrak and the company's Inspector General have agreed upon a set of policies and procedures for interacting with each other that are consistent with the letter and the spirit of the Inspector General Act of 1978, as amended. Amtrak and the Inspector General reached agreement on a set of policies and procedures that we believe are consistent with the letter and spirit of the IG Act.

Carl Clinefelter, Inspector General of the Farm Credit Administration and a CIGIE member, evaluated those policies and procedures as required by the Appropriations Act and determined:

that the Corporation and the IG have agreed to a set of policies and procedures for interacting with each other that are consistent with the letter and the spirit of the Inspector General Act of 1978, as amended (IG Act). As a result, they are now positioned to build a constructive relationship that will enable the Amtrak Office of Inspector General (OIG) to operate unhindered in its role of: 1) promoting economy, efficiency, and effectiveness, 2) preventing and detecting fraud and abuse, and 3) providing a means for keeping the head of the entity and Congress fully and currently informed about the problems and deficiencies relating to Amtrak's programs and operations. Amtrak will benefit by having a properly functioning OIG that remains independent of Corporation programmatic activities and, thus, able to provide objective assessments and recommendations regarding Amtrak operations.

I believe that these new policies and procedures are already helping to rebuild the relationship between Amtrak and the OIG.

The OIG serves as an independent and objective unit within Amtrak, playing an important role in preventing and rooting out fraud, waste, mismanagement and abuse in Amtrak programs and operations. The OIG also endeavors to improve the efficiency of our programs and operations through the performance of audits, evaluations and inspections. To carry out its statutorily required function, the OIG necessarily requires, on a regular basis, information and assistance from Amtrak managers and staff.

It is imperative that, upon request, Amtrak personnel provide OIG auditors, evaluators and investigators with full and unrestricted access to personnel, facilities, records (including, but not limited to, reports, databases and documents), and any other information or material that is needed by the OIG to accomplish its mission. Unrestricted access means that managers and staff are not to impose burdensome administrative requirements or screening procedures that could impede OIG access to needed employees and materials. Management should not attempt to control or influence the free flow of information to and from the OIG or to frustrate the full and unfettered exchange between Amtrak personnel and the OIG.

My expectation is that we will cooperate with the OIG as follows:

1. Managers and staff are to expeditiously provide materials responsive to an OIG request;
2. Materials should be provided to the OIG in the manner requested, rather than routed through an intermediary for review prior to disclosure;
3. Amtrak managers and staff must not conceal information or obstruct OIG audits, investigations or other inquiries. Doing so is against Amtrak policy, and may be in violation of federal law;
4. At any time, the OIG may have access to available information such as policy, guidance, procedures or existing reports and other general information to focus its plans. In the context of specific OIG audits, evaluations or other reviews, the OIG will ordinarily issue a notification letter or kick-off memo to Amtrak management announcing the objectives of the OIG activity. Frequently, a meeting will be scheduled with Amtrak management and the OIG staff to discuss the activity. Under all circumstances, Amtrak managers and staff are to provide complete cooperation upon receipt of such notification; and
5. Amtrak staff are not required to obtain permission from or inform managers before they speak with OIG representatives during audits, evaluations, investigations or other OIG reviews. Staff may, at their own discretion, contact their manager with any questions regarding their responsibility to cooperate with the OIG or their scheduling of meetings with the OIG, unless, in the context of an investigation, they are instructed otherwise by the OIG. In the context of investigations, managers should not question staff about their interactions with the OIG. It should also be clear that any employee who attempts to retaliate against another employee for cooperating or assisting the OIG may be subject to disciplinary action up to and including termination.

The OIG, for its part, has indicated its intent to respect the multiple demands made upon Amtrak managers and staff and, to the extent possible, to seek to accommodate scheduling difficulties or other time constraints that managers and staffs might face. Also, the OIG is committed to honoring requests for confidentiality to the extent permitted by the law and to

handling all Amtrak documents and information in an appropriate manner.

To ensure that reports from audits, evaluations and other reviews (collectively referred to here as "audits") are fairly prepared and presented, the OIG staff will endeavor to provide management with significant opportunities for interaction. To this end, an audit will ordinarily begin with an entrance conference or kick-off meeting and will ordinarily conclude its active phase with an exit conference. Management should attend both entrance and exit conferences and make its views and concerns known. At any time during the course of the audit, Amtrak management may request and meet with the OIG staff to discuss the audit, provide information to clarify management assertions and discuss status and any concerns.

The OIG intends to solicit Amtrak management for input regarding accuracy and tonal quality frequently during the audit up to and including submission of comments to the written audit product. This interaction should help to avoid misunderstandings. The OIG is committed to give full consideration to management comments on discussion drafts and formal draft reports in the course of finalizing reports. Amtrak managers should engage with OIG leadership when it believes that its input is not satisfactorily addressed. In the end, formal Amtrak comments to the formal draft will ordinarily be attached, in their entirety, to the final OIG report. This interactive process, in which the OIG engages management in the audited office in an effort to develop and refine findings and recommendations, is a key part of the OIG process, and Amtrak managers need to see these opportunities for interaction as their primary means of expression in the context of OIG audits.

All offices are expected to review their policies and procedures related to interaction with the OIG and must conform to this guidance.

If you have any questions about this guidance, please contact Amtrak's General Counsel, Eleanor D. Acheson at ATS 777-2198, or the OIG General Counsel, Colin Carriere, at ATS 777-4355.

Attachment

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

1.0 PURPOSE

To establish the responsibility and authority of the Amtrak Office of Inspector General ("OIG"), the general principles for ensuring a productive relationship between the OIG and the rest of the company, and to summarize the process followed by the OIG when conducting audits, evaluations, and investigations.

2.0 SCOPE

This policy applies to all Amtrak employees, contractors, programs, and operations.

3.0 RESPONSIBILITY

The head of Amtrak and the Amtrak Inspector General ("Inspector General") are responsible for the interpretation and administration of this policy. As of the date of this policy, the "head" of Amtrak is defined as the Chairperson of the Board of Directors of Amtrak (the "Chair").

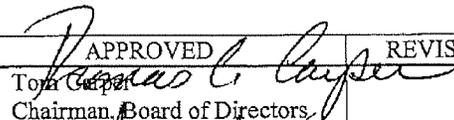
4.0 AUTHORITY AND RESPONSIBILITIES OF THE OIG

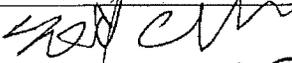
4.1 Mission of the OIG. The Inspector General Act of 1978, as amended (5 U.S.C. Appendix 3), hereinafter "IG Act," established the OIG as an independent and objective unit within Amtrak to:

- (a) Provide policy direction for and to conduct, supervise, and coordinate audits and investigations relating to Amtrak programs and operations;
- (b) Provide leadership and coordination and to recommend policies for activities designed (1) to promote economy, efficiency, and effectiveness in the administration of, and (2) to prevent and detect fraud and abuse in Amtrak programs and operations;
- (c) Review existing and proposed legislation and regulations relating to Amtrak programs and operations and make recommendations in its semiannual reports concerning their impact on the economy and efficiency in the administration of programs and operations administered or financed by Amtrak or the prevention and detection of fraud and abuse in such programs;
- (d) Keep the Chair and Congress fully and currently informed concerning fraud and other serious problems, abuses, and deficiencies relating to the administration of programs and operations administered or financed by Amtrak, recommend corrective action concerning such problems, abuses, and deficiencies, and report on the progress made in implementing corrective actions.

4.2 Establishment of the OIG.

- (a) The Inspector General is appointed by the Chair without regard to political affiliation, and solely on the basis of integrity and demonstrated ability in

APPROVED	REVISION NO.	SUPERSEDES	PAGE
 Tom C. Capper Chairman, Board of Directors		2.1.1	1


 INSPECTOR GENERAL

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

accounting, auditing, financial analysis, law, management analysis, public administration, or investigations.

- (b) The Inspector General reports to and is under the general supervision of the Chair and is not subject to supervision by any other officer or employee of Amtrak. The Chair cannot prevent or prohibit the Inspector General from initiating, carrying out, or completing any audit or investigation, or from issuing any subpoena during the course of any audit or investigation.
- (c) The Inspector General serves as a non-voting, ex officio member of the Executive Committee. This is an important mechanism to foster open communications and facilitate the exchange of information. It allows the IG to be aware of management issues and concerns and to provide appropriate input for management to consider. The IG's role will be limited and subject to the following conditions:
 - (1) The IG will not be a voting member;
 - (2) The IG will not perform programmatic functions or roles, which are proscribed under the IG Act;
 - (3) The IG's participation will be in a mutually agreed capacity, which allows the IG to decide not to attend certain meetings, or Amtrak management to elect to conduct meetings or segments of meetings, without the IG's presence;
 - (4) Both the IG and Amtrak management will respect the IG's statutory requirement to maintain independence and objectivity and will not request participation or agreement with respect to any matter that would impair or compromise that independence or objectivity;
 - (5) The IG will not make management decisions or perform management functions.
- (d) If the Inspector General is removed from office or is transferred to another position or location within Amtrak, the Chair must communicate in writing the reasons for the removal or transfer to both Houses of Congress, at least 30 days before the removal or transfer. The Chair can also take other personnel actions authorized by law.
- (e) The Chair also provides the OIG with appropriate and adequate office space at central and field office locations of Amtrak, together with needed equipment, office supplies, communications facilities and services, and necessary maintenance services.

4.3 Authority of the Inspector General. In carrying out the provisions of the IG Act, the Inspector General is authorized to:

- (a) Conduct audits and investigations and issue reports relating to Amtrak programs and operations that, in the judgment of the Inspector General, are necessary or desirable;
- (b) Have access to all Amtrak records, reports, audits, reviews, documents, papers, recommendations, or other material available to Amtrak which relate to programs and operations with respect to which the Inspector General has responsibilities;

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	2

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (c) Request such information or assistance as may be necessary to carry out the duties and responsibilities provided by the IG Act from any Federal, State, or local governmental agency or unit thereof;
- (d) Require by subpoena the production of information, documents, reports, answers, records, accounts, papers and other data needed to accomplish the functions assigned by the IG Act (procedures other than subpoenas will be used by the Inspector General to obtain documents and information from Federal agencies). Because the Inspector General has access to all Amtrak information, subpoenas are not used to obtain documents and information from Amtrak;
- (e) Administer oaths, affirmations, and affidavits, when needed to carry out the functions assigned by the IG Act;
- (f) Have direct and prompt access to the Chair when necessary for any purpose pertaining to the performance of functions and responsibilities under the IG Act; and
- (g) Enter into contracts and other arrangements for audits, studies, analyses, and other services with public agencies and with private persons, and to make such payments as may be necessary to carry out the provisions of the IG Act.

5.0 GENERAL PRINCIPLES GUIDING RELATIONSHIPS WITH THE OIG

5.1 To work together most effectively, the OIG and Amtrak's management, employees, and contractors should:

- (a) **Interact with professionalism and mutual respect.**
 - (1) Representatives of Amtrak's management and the OIG should always act in good faith and expect the same from the other.
 - (2) Amtrak's management and the OIG share as a common goal the successful accomplishment of Amtrak's mission.
- (b) **Ensure mutual respect for each mission.**
 - (1) Amtrak's officers, directors, employees, and contractors should recognize the OIG's primary responsibility and authority to conduct independent and objective audits, evaluations, and investigations of Amtrak programs and operations, and the OIG's responsibility to report to both the Chairman and the Congress.
 - (2) The OIG will seek to carry out its work with a minimum of disruption to the primary mission of Amtrak.
 - (3) Amtrak's management will promptly notify the OIG in the event that it initiates reviews or examinations related to fraud or waste which could be the subject of an OIG audit, investigation, or inspection. Once notified, the Inspector General will determine whether it is a matter subject to the jurisdiction of the OIG and respond promptly to management to determine how to proceed. To the extent the Inspector General deems appropriate, the OIG will coordinate with the responsible department where management is engaged in a review or examination or litigation involving matters of common interest to the OIG and management.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	3

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (4) If, in the course of its work, the OIG discovers facts or circumstances related to safety or other matters which have some immediacy or may cause significant business or legal harm to the company unless management is notified and given the opportunity to intervene, the Inspector General will, at his discretion, notify and coordinate with appropriate Amtrak managers or the department head in order to address safety issues quickly or to limit significant business or legal harm.
- (c) Foster open communications at all levels.**
- (1) The OIG's access to information, records, facilities and people must be unimpeded. Amtrak's employees, contractors, and representatives should promptly respond to OIG requests for information to facilitate OIG activities.
 - (2) Amtrak managers will be forthcoming in recognizing the existence of challenges that the OIG can help to address.
 - (3) Surprises are to be avoided. The OIG will seek to avoid undertaking its work or presenting its findings without reasonable notice to management and management will keep the OIG informed of significant challenges and problems.
 - (4) With limited exceptions, primarily related to criminal investigations, the Inspector General will keep the President and the Chairman advised of its work and its findings on a timely basis, and the OIG will provide information helpful to Amtrak's management at the earliest possible stage.
 - (5) Because some OIG investigations may involve allegations of criminal misconduct or other need for confidentiality, circumstances will dictate whether, and what type of, notice will be given. This will be at the discretion of the Inspector General, with consideration of all factors of confidentiality, sensitivity, and investigative techniques.
- (d) Be thorough, objective, and fair.**
- (1) The OIG will perform its work thoroughly, objectively, and with due consideration of the point of view of Amtrak's management.
 - (2) When working with the OIG, Amtrak's management and staff should objectively consider differing opinions and alternative ways to improve operations.
 - (3) Both the OIG and other departments of Amtrak should recognize successes in addressing management challenges and advancing Amtrak's mission.
- (e) Respect confidential information.**
- (1) The OIG will respect Amtrak's need to protect confidential, sensitive, or privileged information from inappropriate disclosure, while meeting OIG's obligation to report to the Department of Justice, external oversight entities such as Congress, and the public.
 - (2) The terms confidential, sensitive, and privileged will be accorded the meanings ascribed to them under the Freedom of Information Act (FOIA).
 - (3) Other than the Department of Justice, in disclosing to external oversight entities (such as the Congress, Department of Transportation, OMB, and

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	4

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

GAO) or other law enforcement entities, information that may be confidential, sensitive or privileged, the OIG will notify the recipient entities of the confidential, sensitive, or privileged nature of the information and request that they treat the information with the level of protection set forth under the FOIA or as otherwise required by law. If the IG believes there is a significant risk that the information could be released inappropriately, he may, at his discretion, consult with the appropriate department head to ensure that the company's interests are protected.

- (4) The process to determine the sensitivity of information included in OIG audit, evaluation, and investigative reports that will be subject to public release is described in sections 6 and 7 below.

(f) Be engaged.

- (1) The OIG, Amtrak's management, and the Board will work cooperatively to identify the most important areas for OIG work, as well as the best means to address the results of that work, while maintaining the OIG's required independence.
- (2) Amtrak's leadership will recognize that the OIG's limited resources must also be applied to address work that is initiated by the OIG, requested by members of Congress, or mandated by law or regulation.

(g) Facilitate the exchange of information.

- (1) The OIG will keep abreast of Amtrak's programs and operations, and keep Amtrak's management and Board informed of OIG activities and concerns that are raised in the course of the OIG's work.
- (2) Amtrak's management and Board should ensure that the OIG is kept up to date on current matters and events affecting Amtrak or that may affect it in the future.
- (3) Amtrak and the OIG will implement mechanisms, both formal and informal, to ensure prompt and regular feedback.
- (4) All Amtrak employees, contractors, and representatives should understand that the OIG is the primary entity within Amtrak to address issues or concerns related to fraud or abuse; and that they have a responsibility to report suspected violations of the law or Amtrak policy that could result in fraud or abuse.
- (5) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions.
- (6) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful authority.

6.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND THE OIG ON INVESTIGATIONS

6.1 General Investigative Process.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	5

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (a) The OIG determines whether it will initiate an investigation once it receives an allegation regarding fraud, abuse, criminal action, or other wrongdoing. Allegations originate from various sources including employees, vendors, Congress, federal agencies, and prosecutors. The OIG may also initiate investigations proactively to ensure that Amtrak is not being subject to fraud, waste, or abuse.
- (b) The investigative process generally involves: (1) determining the basis for an allegation; (2) analyzing the issues involved; and (3) obtaining relevant, objective evidence from individuals and entities, in the form of interviews, documents, tangible objects, and data.
- (c) The OIG follows the Quality Standards for Investigations (issued by the Council of the Inspectors General on Integrity and Efficiency ("CIGIE")) to guide its investigative activity.
- (d) Allegations are reviewed and screened and resources are allocated based on, among other things, the seriousness of the allegations, potential harm to Amtrak or the public, whether a violation of a statute or regulation likely occurred, and the effect of the alleged illegal or improper activity on Amtrak programs and operations.
- (e) If the OIG determines that an investigation should be undertaken, it seeks to obtain all relevant facts by examining documents and other tangible materials and interviewing individuals. When appropriate or required by law, the OIG informs subjects of their legal rights, including the right or opportunity to remain silent and to obtain legal counsel.
- (f) The process may result in one or more of the following OIG actions: administrative report to management, referral to a prosecutor for consideration, or closing the investigation.
- (g) When the investigation substantiates a wrongful act which is considered administrative, the OIG usually prepares an investigative report, which describes the allegation, the factual evidence to support its findings, and recommendations. This report is submitted to management for a written response. These administrative reports often recommend that management take action, but usually do not recommend specific disciplinary action. Privacy concerns usually restrict these reports from public release.
- (h) If an issue identified in an investigative report is a recurring or systemic problem, the OIG may also identify this broader problem to managers and, usually, make recommendations for management to consider in addressing the problem. Management normally is given an opportunity to provide comments before the report is issued. The process for obtaining comments and issuing the report is described in Section 7.2(h).
- (i) If there is evidence of criminal wrongdoing, the OIG presents the report to the Department of Justice or other appropriate prosecutors for their consideration. This may lead to prosecution of the subject(s) in Federal, state, or local court. In cases where there is evidence of criminal wrongdoing, the Inspector General may, in his/her discretion, also refer the report to management for administrative action.

6.2 Requirements And Responsibilities.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	6

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

(a) **OIG.**

- (1) The Inspector General shall not, after receipt of a complaint or information from an employee, disclose the identity of the employee without the consent of the employee, unless the Inspector General determines such disclosure is unavoidable during the course of the investigation.
- (2) The OIG will ensure that Amtrak's confidential, sensitive, or privileged information as defined in section 5.1(e) above is not inappropriately disclosed by OIG employees.
- (3) Circumstances when the OIG will disclose such information include:
 - (A) referrals to appropriate agencies for law enforcement purposes;
 - (B) disclosures under court order;
 - (C) responses to requests by Congress; and,
 - (D) referrals to other agencies that may have cognizance over the matter.
- (4) The OIG will usually honor an employee's request that counsel be present during an interview. The counsel may not be another employee of Amtrak, paid for by Amtrak (unless approved in accordance with Amtrak's Bylaws and policies), a potential subject, or a witness in the case.
- (5) Employees who allege that action was taken against them as reprisal or retaliation for cooperating with or disclosing information to the OIG while they were employed at Amtrak may request the OIG to investigate their reprisal or retaliation allegations.

(b) **Amtrak Management, Employees, and Contractors.**

- (1) All Amtrak employees must comply with requests for interviews and briefings.
- (2) The failure to cooperate with or the intentional furnishing of false or misleading information to the OIG by Amtrak employees, contract personnel, or representatives, may result in disciplinary action, contract termination, and/or criminal sanctions or penalties.
- (3) Amtrak's managers must ensure that reprisals are not taken against employees who cooperate with or disclose information to the OIG or other lawful appropriate authority.
- (4) In the context of investigations, managers should not question staff about their interactions with the OIG.
- (5) Any employee who makes a complaint to the OIG with the knowledge that the complaint is false or that it is made with willful disregard for the truth of the information may be held accountable for such statements and may be subject to disciplinary action or criminal prosecution.

7.0 COORDINATION BETWEEN AMTRAK OFFICIALS AND OIG ON AUDITS AND EVALUATIONS

7.1 Types of Audits and Evaluations. The OIG conducts audits and evaluations of Amtrak programs and operations, including performance of contractors. Some audits and evaluations may be specifically required by statute.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	7

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (a) An audit is an independent, formal, and methodical examination of an organization, program, function, or activity, designed to help Amtrak accomplish its mission efficiently and effectively. OIG audits are performed in accordance with Government Auditing Standards (commonly called the Yellow Book).
- (b) Evaluations are reviews of an organization, program, function, or activity. Evaluations are performed in accordance with the Quality Standards for Inspections issued by the CIGIE.
- (c) Audits and evaluations may include financial or performance reviews.
 - (1) Financial reviews include financial statement audits and any other financially related reviews related to Amtrak's financial operations.
 - (2) Performance reviews include evaluating whether Amtrak programs and operations are working efficiently and effectively as well as whether programs are achieving expected results.
- (d) The OIG also routinely gathers information and data but does not use that information in a formal audit report. These activities may be in response to a congressional inquiry, a request for testimony, or routine planning purposes. Normally, OIG staff members assigned to these activities directly contacts responsible managers to collect information. The assigned OIG staff will inform management of the nature of the data gathering effort.

7.2 Audit and Evaluation Processes. The audit and evaluation processes involve the following steps:

- (a) **Audit or Evaluation Planning.** The OIG often conducts informal research to help it develop audit or evaluation plans or to better understand emerging issues. Audit plans outline potential reviews to be conducted, the objectives of each review, and the resources required to conduct them. In developing the audit or evaluation plan for the year, the OIG considers the following:
 - (1) Issues that may pose a risk to or would promote Amtrak's mission;
 - (2) Objectives of Amtrak's Board and senior managers; and
 - (3) Objectives of Congress.
- (b) **Notification.** The OIG will notify responsible management officials of its intent to begin a review.
- (c) **Entrance Conference.** As a general practice, the OIG will request an entrance conference with responsible management officials to advise them of the objectives and scope of the review and the general methodology that will be followed, and to solicit input from Amtrak officials.
- (d) **Survey.** In some cases, particularly for large or complex reviews, the OIG will perform initial research to refine the objectives, determine the scope, and develop a sound methodology.
- (e) **Field Work.** The OIG analyzes selected areas of a program, activity, or function. It obtains sufficient evidence to support the findings and conclusions and to make recommendations. Frequent interaction with responsible managers and employees occurs during fieldwork.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	8

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (f) **Exit Conference.** Prior to the issuance of a draft audit or evaluation report, the OIG will contact the responsible management official to set up an exit conference to discuss the results of the work. In some cases discussion draft reports or fact sheets are used to facilitate the discussion. The OIG strives to maintain an open channel of communication with managers to ensure that findings, conclusions, and recommendations are accurately and fairly presented in the report.
- (g) **Draft Report.** The OIG provides a draft report to the Audit Liaison, responsible managers of audited organizations, and Amtrak departments affected by the audit findings for their review and comment. The draft report will have been approved by OIG management and will contain the objectives, results, conclusions, and recommendations resulting from the OIG's audit or evaluation.
- (h) **Management Response.** Responsible management officials are normally provided 30 days to respond in writing to the draft report, indicating how they plan to address the findings and recommendations contained in the report. In some cases, the OIG requests a quicker response. Extensions to the established due date will be granted by the responsible Assistant Inspector General.
- (1) Comments should clearly indicate whether responsible management officials concur with each of the recommendations.
 - (2) Concurrence is when management agrees to implement the recommendation or to take an alternative action that will correct the deficiency, along with actual or estimated completion dates.
 - (3) Nonconcurrence is when management does not agree to implement the recommendation or an acceptable alternative. In this case, management should explain the rationale, and include additional facts, if necessary.
 - (4) Management should also identify any information contained in the report that should be protected from public release on the basis that its release may cause significant business or legal harm to Amtrak (the information so designated must not be subject to public release pursuant to the Freedom of Information Act, as amended, 5 U.S.C. § 552). The responsible manager should also weigh the public benefit of transparency against the harm, or potential harm, to company interests, in light of the fact that the company receives Federal subsidies.
 - (5) With respect to decisions regarding confidential, sensitive or privileged information, the Inspector General will follow the standard set forth in Section 5.1(e) above. If the OIG disagrees with management's assertion that specific information should be withheld from public release because it is confidential, sensitive, or privileged, the IG will confer with the responsible department head regarding the need to redact the information before publicly releasing the report. If so requested, the department head has one week to articulate in writing to the IG the bases or reasons for protecting the information from disclosure, including identifying the significant business or legal harm anticipated compared to the benefit of transparency. If, following that consultation, the IG determines that the

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	9

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

information should be publicly released, he will consult with the Chair before including such information in a publicly released report.

- (i) **Final Report.** The OIG will amend the draft report, as appropriate, based on management's response. The Inspector General makes final determinations about what information will be included in the issued report. The OIG also normally includes the entire management response, along with the OIG's analysis of the response in the final report.
- (j) **Report Distribution.** The OIG usually distributes audit and evaluation reports to the Chairman, other Board members, responsible management officials, and Congress. Final reports are normally public documents and are available on the OIG Web site.
- (k) **Recommendation Follow-up.** Amtrak managers are responsible for implementing OIG recommendations to the extent there is concurrence, and OIG staff and Amtrak's Audit Liaison monitor managers' actions to ensure that recommendations are implemented in a timely manner.

7.3 Audit and Evaluation Process Responsibilities.

(a) **Audit Liaison.**

- (1) The Audit Liaison is an individual, or individuals, designated by Amtrak management to perform the functions outlined in this section.
- (2) Facilitates OIG audits and evaluations with Amtrak management. In this role, the liaison ensures that Amtrak managers are aware of OIG reviews and that OIG staff is provided with initial contacts to begin the review process.
- (3) Coordinates entrance and exit conferences with appropriate Amtrak managers.
- (4) Follows up with Amtrak managers to track the status of management actions to implement OIG recommendations.
- (5) Ensures that management's response to draft reports is coordinated with affected departments, is approved by the head of the audited department or organization and is completed in a timely manner.

(b) **Inspector General Managers.**

- (1) Notifies responsible management officials of the intent to begin a review.
- (2) Contacts responsible management officials and the audit liaison to schedule entrance conferences and exit conferences.
- (3) Provides copies of draft reports to the Audit Liaison, responsible management officials of audited organizations, and Amtrak departments affected by audit findings.
- (4) Reviews and evaluates management response to the draft report and, as appropriate, either revises the report or provides the OIG's analysis of the response in the final report.
- (5) Grants extensions to the established due date for management comments.
- (6) Distributes final reports to the Audit Liaison and the appropriate Amtrak departments, and makes further distribution to authorized committees and subcommittees of Congress and the public.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	10

SUBJECT	CLASSIFICATION	DATE APPROVED	P/I NUMBER
Office of Inspector General	Inspector General	March 4, 2010	2.1.2

- (c) **Responsible Management Officials.** To maximize the value of OIG reports, management officials or their designees will:
- (1) Attend exit conferences, unless they are waived by agreement with the OIG.
 - (2) Prepare responses to draft OIG reports.
 - (3) State in the proposed management decision whether they concur with the recommendations presented in the corresponding audit or evaluation report or propose alternative actions to correct the deficiency. For nonconcurrences, explain why management does not concur and present additional facts, if necessary.
 - (4) Take prompt and effective action to implement agreed-upon corrective actions.

8.0 OTHER POLICIES

- 8.1 The presumption is that this policy will take precedence in instances where other policies are inconsistent with this policy. When inconsistencies are identified, OIG and management will consult and reconcile differences.

APPROVED	REVISION NO.	SUPERSEDES	PAGE
Tom Carper Chairman, Board of Directors		2.1.1	11

Amtrak Employee Update



Join Amtrak, local communities, families and businesses across the country in supporting the first-ever [National Severe Weather Preparedness Week](#), April 22-28, designated by the Federal Emergency Management Agency (FEMA) and the National Oceanic Atmospheric Administration (NOAA).

Recent tornado outbreaks reminded us that severe weather can strike anywhere and at any time. Just last year, there were more than 1,000 weather-related fatalities and more than 8,000 injuries in the U.S.

It is important to be prepared if severe weather strikes. While we can't prevent severe weather, the following tips may help you stay safe during an emergency.

- **Be prepared:** Familiarize yourself with the evacuation procedures for your station, office or facility. Develop an emergency evacuation plan for your home to protect your family during severe weather.
- **Provide assistance:** Be aware of those who may need assistance at work and at home during an evacuation, and designate someone to assist them.
- **Listen, act, live:** When there is a risk of severe weather, listen for the warnings on the radio, TV, smart phone or whatever device works best for you.
- **Seek cover during tornadoes:** Avoid places with wide-span roofs, such as large hallways. Stay away from windows and open spaces. Get under a piece of sturdy furniture, such as a workbench, heavy table or desk and hold onto it.
- **Be aware of electricity during thunderstorms:** Avoid using a corded telephone or other electrical appliances until the storm passes. Turn off air conditioners.
- **Do not drive on flooded roads:** The speed and depth of the water is not always obvious, and there may be portions of the roadway washed out under the water. Remember: It only takes two feet of water to carry away most cars.
- **Be cautious after severe weather:** Listen to your radio or TV for information about when it is safe to return and where to get assistance. If unaffected by the emergency, stay out of the damaged area until local officials allow entry.

For information on severe weather preparedness or other hazards, visit www.noaa.gov or the FEMA website at www.Ready.gov

I recently met many of you on the West Coast during my Town Hall meetings, where we discussed the best ways to implement the Operations reorganization. Thanks to your comments, along with the assistance of members of the Transition Team and subgroups, we're continuing to move forward with the reorganization.

Your feedback as I was traveling along the *Capitol Corridor*, *Coast Starlight* and Cascades was frank and honest. I appreciate that. With your input, we'll continue to move Amtrak in a direction of stellar customer service and strong financial accountability, all in alignment with our Strategic Plan.

You asked many important questions throughout my travels. I'd like to address two of those directly here. First, of the more than 17,000 Operations employees, the vast majority of you will see no changes to your daily tasks and responsibilities. Also, no one will have to reapply for their current positions. Promotions and movements to positions with new responsibilities will require new interviews, and that is standard operating procedure throughout the company.

Secondly, in Oakland several of you told me, "This reorganization seems to be taking a while." I agree. That is because at the heart of this reorganization is the idea that the resulting improvements and management structure will transcend not just me but all of Amtrak's management and the nation's political changes as well. We're creating a structure that focuses us on our bottom line and providing great customer service. Doing that correctly takes time, and I want to get it right.

I've also had several important meetings with our 24-member Transition Team, which is made up of company veterans from across the country and a variety of departments. Subgroups for the Northeast Corridor and the Long-Distance services have also been formed and already met to begin developing the integrated management system below the business-line general managers and route superintendents. Their input is vital in creating a realistic organizational structure and also important in helping explain the reorganization changes to their colleagues.

Going forward, I'll be making more of these trips and meeting more of you. This week I will be in Miami and Jacksonville. As we progress, I'll continue to provide regular updates as we meet more of our milestones.

Thank you for your cooperation with this process. Please check *Amtrak Ink*, *Amtrak This Week* and the Employee Intranet for continued updates

Sincerely,

DJ Stadler
Vice President of Operations

August 27, 2012 • Page 1 of 1

Dear Co-workers,

I recently met many of you on the West Coast during my Town Hall meetings, where we discussed the best ways to implement the Operations reorganization. Thanks to your comments, along with the assistance of members of the Transition Team and subgroups, we're continuing to move forward with the reorganization.

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Sincerely,

DJ Stadler
Vice President of Operations

Produced by
Employee Communications

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December 14, 2012 • Page 1 of 1

Dear Co-workers,

Please join me in welcoming David Nichols as Amtrak's new chief transportation officer (CTO), effective December 17. In this position Dave will be responsible for setting, managing and maintaining operating rules and policies to ensure that all train operations meet federal requirements and Amtrak's business needs. Other aspects of this position include the management of training and certification for locomotive engineers and conductors as well as overseeing the Host Railroads group. He will be based in Philadelphia.

Dave brings 33 years of Amtrak experience to this CTO position, having joined the company in 1979 as a block operator and most recently served as senior director, operating practices. Reporting directly to me, Dave will continue to bring to Amtrak his solid knowledge base of the regulatory landscape, working relationships, and key operating issues at a pivotal time for our company. He will use this experience to bring a total business and safety focus to all business lines and will work closely with the general managers to ascertain that we are meeting our regulatory and compliance guidelines with respect to transportation functions. Dave and his team will also work very closely with the business lines to improve train operating procedures in order to conserve fuel and lower operating costs.

This senior leadership position is part of the company's ongoing effort to align day-to-day operations with the Amtrak Strategic Plan. As a result, a clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak, federal and regulatory authorities. Dave also will have matrix management relationships with other groups within the company, including the teams responsible for safety, revenue management, customer service, fleet maintenance and human capital.

Dave holds both a Ph.D. and Master of Arts in history from the University of Cincinnati and a Bachelor of Arts in history from Temple University.

There were many highly professional candidates for this job and I am confident Dave best exhibits the Amtrak values of respect, entrepreneurial spirit and accountability. Please join me in welcoming Dave to this new and vital role at Amtrak. His appointment is an important step forward in the company's continuing reorganization and will make it easier for staff to serve customers and improve the bottom line on all services.

Sincerely,

DJ Stadtler
Vice President of Operations

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December 14, 2012 • Page 1 of 1

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Sincerely,

DJ Stadtler
Vice President of Operations

Produced by
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February 12, 2013 • Page 1 of 1

Dear Co-workers,

Please join me in welcoming Jay Commer as Amtrak's new general manager of state-supported services, effective immediately. In this position Jay will be responsible for functions of the Transportation, Mechanical and Engineering departments within this business line. He will continue to be based in Oakland, Calif. and will report directly to me.

Many of you know and have worked with Jay. He brings 27 years of Amtrak experience to this new position most recently as general superintendent, Pacific division. Prior to that role, Jay was a principal officer for state contracts with direct responsibility for the contracts, operating agreements and relationships with the Washington and Oregon state Departments of Transportation. Those established relationships will be critical for this new position and he will use this experience to bring a total business focus to all the state-supported trains and will work closely with other general managers to lead business planning and implement service improvements and productivity enhancements for state-supported routes.

Jay attended Chabot College with a major in mechanical engineering. He began with the Southern Pacific in 1976 and worked as a trainman, switchman and locomotive engineer for that road. He joined Amtrak in 1986 and has assumed positions of increasing responsibility throughout the years.

I am confident Jay exhibits the Amtrak values of respect, entrepreneurial spirit and accountability. He also brings an important perspective to this position. I know that you join me in welcoming Jay to this role and will give him your full support.

Sincerely,

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications

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July 19, 2012 • Page 1 of 2

A Message from DJ Stadler

Dear Co-workers,

Thanks to the help of numerous people across the company, we're moving forward with the Operations reorganization and improving our focus on financial performance and customer service. Yesterday we took another step forward in this process with the posting of two more important positions — Chief Transportation Officer and Chief of Customer Service. They'll help align our new business lines with our Strategic Plan.

These two leaders will be responsible for multi-million-dollar budgets, and their hard work will directly impact the financial performance of our company. We're looking for two individuals who embody the values that we are trying to institutionalize throughout the company — integrity, service, respect, entrepreneurial spirit, accountability, humility and forgiveness. I know many of you pride yourselves in demonstrating these same values everyday as you work aboard trains and in stations, maintenance yards and support offices across the country. I want to make sure we find the right leaders who do the same.

The Chief Transportation Officer will be responsible for setting, managing and maintaining operating rules and policies to ensure that all train operations meet federal requirements and our business needs. The CTO's group will work closely with business lines to improve train operating procedures to conserve fuel and lower operating costs. Additionally, the group is responsible for maintaining close business relationships with host railroads.

The Chief of Customer Service will oversee system operations, including CNOC, crew-management services, intermodal connectivity, special trains and food and beverage services. The position is also responsible for setting and maintaining standards for station and on-board services and working with business line general managers to ensure those standards are met consistently across the Amtrak system. The purpose for pairing these functions under a customer service leader is to ensure that key operating decisions are made with the customers' experience in mind. Our business is to provide safe and reliable world-class transportation for our customers — not just moving trains. That philosophy must be at the center of everything we do.

Both positions will report directly to me, and I welcome all qualified candidates to apply. We will also be looking externally for the right candidates to fill these jobs to make sure we get the best leader possible for these critical functions.

The CTO's performance will be measured on customer safety/injury metrics, on-time performance, locomotive power consumption ratios and financial metrics. The Chief of Customer Service will be held to measurements including customer satisfaction and revenue growth. All these metrics align with the goals laid out in our Strategic Plan, which focuses Amtrak on financial performance.

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As I continue to work closely with the members of the Transition Team, I'm also embarking on an important trip this summer. I've heard feedback from many of you up to this point, and I'm looking for more. As a result, I'll be touring the system and hosting town hall events at a variety of locations across the country. The goal of this is to explain the reorganization face-to-face, answer your questions in person and hear what you think will and won't work.

We'll keep providing you with regular updates about this transition as well as how we hope to support our Strategic Plan. Thank you for your support as we move forward.

Sincerely,

DJ Stadtler
Vice President, Operations

July 19, 2012 • Page 1 of 2

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We'll keep providing you with regular updates about this transition as well as how we hope to support our Strategic Plan. Thank you for your support as we move forward.

Sincerely,

DJ Stadtler
Vice President, Operations

June 28, 2012 • Page 1 of 2

A Message from DJ Stadler

Dear Co-workers,

Yesterday we took a big step forward in our company's Operations reorganization. I had the opportunity to meet with our Transition Team for the first time. That group is made up of 19 employees from a variety of departments, representing an array of perspectives and tenures.

The goal of this team is to manage and coordinate this reorganization successfully and in alignment with our strategic plan. Those chosen to participate will also be ambassadors of the Operations reorganization, explaining the changes over the next 15 months to their colleagues, seeking input and suggesting ways to best implement improvements.

During our first discussion, there was a lot of emphasis put on clear communication and transparency among departments. Along with the Transition Team members, I'll work hard to keep you up to date on our progress and how the reorganization will affect you. With that in mind, I should reinforce that the vast majority of employees will not see any changes to the tasks they complete each day. These changes are meant to improve coordination and collaboration, to increase our focus on the bottom line and will primarily affect higher-level managers, not front-line employees and their supervisors.

I know what some of you may be thinking, "I've been through an Amtrak reorganization before, and this is just the flavor of the month." Yes, there have been past efforts to make Amtrak more financially competitive and operationally efficient, and this time it's different. The Transition Team members are made up of employees who have been with the company 10, 20, 30 and 40 years. The feedback they (and many of you) offered on the current reorganization was frank and will help us create a business structure that transcends management and political changes.

Please don't think that because you are not a member of the Transition Team that you will not have any input on these changes. Going forward, the Transition Team members will be responsible for creating subgroups across the country. Employees who participate in subgroups will play a vital role in communicating the Operations reorganization on an employee-to-employee basis. They'll also gather feedback from their colleagues that will be folded into the work of the Transition Team.

Below is a list of the Transition Team members I'll meet with regularly throughout the reorganization. They were chosen by their vice presidents because they're seen as influencers within their departments and because they bring a special perspective to the Operations reorganization discussion. The members of the subgroups will have these same qualities, and I look forward to meeting you all as I travel the country this summer explaining the reorganization further and gathering your feedback.

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ecom@amtrak.com

OPERATIONS



Business Line Communication

June 28, 2012 • Page 2 of 2

Transition Team: Suzi Andiman, Dan Black, Mike Chandler, Ed Courtemanch, Mike DeCataldo, Tommy Farr, Tom Kirk, Adam Krom, Al Marelo, John Mattocchia, Robin McDonough, Mark Murphy, Scot Naparstek, Gay Banks Olson, Josh Raymond, Brian Rosenwald, Moe Savoy, Doug Varn and Steve Young.

As these changes unfold we will continue to provide you regular updates about this transition as well as how we hope to support our strategic plan. Thank you for your support as we move forward.

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June 28, 2012 • Page 1 of 2

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As these changes unfold we will continue to provide you regular updates about this transition as well as how we hope to support our strategic plan. Thank you for your support as we move forward.

Sincerely,

DJ Stadtler
Vice President, Operations



November 8, 2012 • Page 1 of 1

Dear Co-workers,

Please join me in welcoming Doug Varn as Amtrak's new long-distance general manager. In this position Doug will be responsible for functions of the Transportation, Mechanical and Engineering departments within this business line. He will be based in Chicago and will be relocating there.

Doug brings decades of Amtrak experience to the company's second general manager position, having joined the company in 1973 and most recently serving as the company's chief of product planning and financial analysis for the Marketing department. Reporting directly to me, Doug will leverage his deep experience to bring operational, financial, and organizational excellence to Amtrak long-distance services. As general manager of the *Auto Train*, he achieved a break-even financial performance and garnered leading CSI scores. His Amtrak professional experience crosses a full range of functional areas, including serving as vice president of planning and finance for the former Intercity SBU. He will use this experience to bring a total business focus to all the long distance trains and will work closely with other general managers to lead business planning and implement service improvements and productivity enhancements for the company's longest routes.

This newly created position is part of the company's ongoing effort to align day-to-day operations with the Amtrak Strategic Plan. As a result, a clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak and regulatory authorities. Doug also will have matrix management relationships with other groups within the company, including the teams responsible for marketing and revenue management, fleet maintenance and human capital.

Doug holds a bachelor of arts from Spring Hill College in Mobile, Ala., and pursued additional studies in business at the University of Illinois-Chicago, as well as attended the Amtrak Executive Program at the University of Virginia's Darden School of Business.

Many excellent candidates applied for this position, and I'm confident Doug best exhibits the Amtrak values of respect, entrepreneurial spirit and accountability. Please join me in welcoming Doug to this new and vital role at Amtrak. His appointment is an important step forward in the company's reorganization and will make it easier for staff to serve customers and improve the bottom line on our long-distance routes.

Sincerely,

DJ Stadtler
Vice President of Operations

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November 21, 2012 • Page 1 of 1

Dear Co-workers,

Please join me in welcoming Tom Quigley as Amtrak's new general manager of state-supported services, effective December 10. In this position Tom will be responsible for functions of the Transportation, Mechanical and Engineering departments within this business line. He will be based in Oakland, Calif., and will be relocating there.

Tom brings decades of executive experience to the company's third general manager position, having led half a dozen organizations to financial and operational success. Reporting directly to me, Tom will bring his solid track record of profitably growing businesses in challenging market environments to Amtrak at a pivotal time for our company. Most recently as a vice president at Owens Corning, he improved performance by \$78 million and reduced waste by \$80 million, while remaining steadfastly committed to safety. His experience crosses a full range of functional areas, including having negotiated three of the largest commercial and marketing agreements in the history of Owens Corning. He will use this experience to bring a total business focus to all the state-supported trains and will work closely with other general managers to lead business planning and implement service improvements and productivity enhancements for state-supported routes.

This newly created position is part of the company's ongoing effort to align day-to-day operations with the Amtrak Strategic Plan. As a result, a clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak and regulatory authorities. Tom also will have matrix management relationships with other groups within the company, including the teams responsible for marketing and revenue management, fleet maintenance and human capital.

Tom holds a Bachelor of Arts from the University of Minnesota, and pursued additional studies in executive management at Columbia University, Duke University and the University of North Carolina. He also holds a Master's Degree in International Relations from the University of Stockholm.

I am confident Tom exhibits the Amtrak values of respect, entrepreneurial spirit and accountability. He also brings a keen market sense to our company, helping us carry out our Strategic Plan to "run like a business" in everything we do. Please join me in welcoming Tom to this new and vital role at Amtrak. His appointment is an important step forward in the company's reorganization and will make it easier for staff to serve customers and improve the bottom line on our state-supported routes.

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Sincerely,

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Vice President of Operations

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November 21, 2012 • Page 1 of 2

Dear Co-workers,

This is Chief Engineer Frank Vacca's last week with Amtrak. After 27 years with Amtrak and seven in his current position, Frank has accepted a position with the California High-Speed Rail Authority as its chief program manager. In this role he will lead the technical and engineering teams as they work on delivering the state's high-speed rail project.

Some of Frank's many accomplishments in the Engineering department include the implementation of a very aggressive Engineering Management Associate program necessary for us to meet the challenge of the large number of our Engineering employees nearing retirement age. This five year training program for new engineering graduates has resulted in the hiring of over 30 new graduates over the last five years and it is anticipated that we will continue to hire about eight associates per year.

Under Frank's leadership, the Maximo asset management and work order systems were developed and largely completed with full implementation expected by FY15. Our company is far ahead of our counterparts both in North America and in most of the world with regard to railroad asset management and we have been recognized for this advancement. The importance of this system cannot be underestimated as it has all of our assets in an electronic data base which will be updated through a work order system and will play a major role in the determination of costs for users of the Northeast Corridor (NEC) in the PRIIA cost allocation methodology.

Frank departs with great pride in our company and our employees. He recently told me that he "believes and knows that Amtrak's Engineering employees comprise one of the best engineering teams in any railroad in North America and it has been my pleasure to be associated with this team." It is our pleasure to have worked with Frank and he will be missed.

As we bid Frank farewell, I ask you to join me in welcoming our new Chief Engineer Bruce Pohlot back to Amtrak. In this role Bruce will be responsible for all construction and maintenance activities for the right-of-way, including bridges, buildings, communications, signals, electric traction, track and directs the Engineering department's capital program.

Bruce spent the last 13 years at Parsons Brinkerhoff (PB), most recently as a senior vice president. His project responsibilities at PB included the development of the railroad division and executive direction, leadership and management of their subsidiary and technical excellence center which has project responsibilities for the planning and design of railroad and transit projects.

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Prior to joining PB, Bruce spent 21 years in Amtrak's Engineering department in a variety of positions including engineer of programs in New York, assistant division engineer in both New York and Baltimore, division engineer for both the Western and Boston divisions, program director of high-speed rail and assistant vice president, Engineering, program management.

Mr. Pohlot holds a B.A. in international relations from Lehigh University, a B.S. in civil engineering from Century University, and an M.B.A. from Northeastern University as well as additional coursework in the Executive Program at the University of Virginia's Darden School and George Washington University.

I'm confident that you will support Bruce when he assumes this extremely important role in the corporation. Deputy Chief Engineer, Maintenance, Steve Falkenstein, will be the acting chief engineer during this period of transition.

Please accept my warmest wishes to you and your families for a happy and safe Thanksgiving.

Sincerely,

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November 21, 2012 • Page 1 of 2

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Please accept my warmest wishes to you and your families for a happy and safe Thanksgiving.

Sincerely,

DJ Stadler
Vice President of Operations

October 9, 2012 • Page 1 of 2

Dear Co-workers,

We're now four months into the company-wide reorganization that brings front-line, mechanical, engineering and transportation activities in line with our Strategic Plan to run Amtrak like a business, focused on higher levels of customer satisfaction, safety and financial accountability.

Since my last letter to employees, I've been traveling throughout the country meeting many of you and hearing your ideas on how we can successfully execute this reorganization. I want to thank all of the division employees for their hospitality and honesty. I've had the opportunity to be part of many frank conversations about how we can improve Amtrak, and I'm looking forward to building that company with all of you. Those types of Town Hall meetings will continue into 2013.

I also want to shed light on the work that the Operations Transition Team has been doing and the personnel changes taking place with the recent start of the new fiscal year. The Transition Team is a 24-member team comprised of veteran Amtrak employees who are guiding this reorganization. Some are also participating in subgroups who have been meeting to develop the organizational structures for each of the four business lines. Recently I met with all of the Transition Team members in person. Our six-hour meeting allowed for in-depth thinking about how each business line will be organized and structured to align with the goals of our Strategic Plan and how to create improved communications and efficiency for our Operations.

As you can imagine, the Transition Team has a tall order to fill. They're doing a great job. We all left that meeting having made concrete decisions about how the first two business lines, the Northeast Corridor and the Long-Distance lines, will be structured. We all agreed that the leaders within each business line such as the general managers, the terminal superintendents and the route general superintendents will have to be held accountable to certain performance metrics in order to create the ideal business. In addition, we also all agreed that the reorganization must tie the metrics of different trains together to avoid sacrificing service on one train so that another, tied to a manager's performance, can run smoothly. That is not the culture or business structure we want to create, and we've come up with checks so that doesn't happen.

For the rest of the department, there are also organizational changes in Fiscal Year 2013. The Food and Beverage group will report up to a new Chief of Customer Service, a position that I intend to fill in the near term. In addition, several Health and Safety groups, including Operation RedBlock, will report to the General Manager, East until a Chief Safety Officer is named, in order to solidify our commitment to the safety of our employees and customers. Our goal is to have all aspects of Operations focused on the customer and to continuously improve our service and our financial performance.

Product Development will also report to the new Chief of Customer Service. The focus for Product Development continues to be on driving customer value and developing solutions that improve financial and operating performance. As leadership for routes within Operations business lines are established, Product

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special employee advisory

October 9, 2012 • Page 2 of 2

Development will transition into supporting these business leaders to improve operating performance.

Business Analytics also has a key role to play in Operations — analyzing performance indicators and giving field managers the tools they need to improve daily service. Again, this is all about being more focused on the customer and our bottom line. The new Operations Research and Planning organization, which will be overseen by a new chief, will unite our operations planning staff in one team structure to foster collaboration and innovation.

You can find more information about the Operations reorganization on the employee Intranet, where all of my past letters are kept, as well as in the October issue of *Amtrak Ink*.

Thank you for your commitment to Amtrak.

Sincerely,
DJ Stadtler
Vice President of Operations



October 16, 2012 • Page 1 of 1

Dear Co-workers,

I am very pleased to announce that Michael J. DeCataldo, Jr., the current general superintendent, Northeast Division, has accepted the position of general manager, Northeast Corridor (NEC) Services, effective immediately. Mike is the first business line general manager to be appointed, and he will be leading the Northeast Corridor operation, which stretches from Boston to Washington. The NEC includes the major rail terminals in New York, Washington, Boston and Philadelphia and the operations at intermediate Amtrak stations and facilities.

The business line structure includes the functions of the Transportation, Mechanical, and Engineering departments within a common business line for the corridor. Mike will have accountability for Amtrak's safety, customer satisfaction, ridership, on-time performance, and financial results for Northeast Corridor. Tens of thousands of Amtrak customers, commuters, and partners depend on us every day. We must all do our individual part to meet our customers' and our partners' expectations and Amtrak's own goals.

Many excellent candidates applied for this challenging position. Mike has the leadership skills, experience and vision for this job. He understands Amtrak's business strategy and our Strategic Plan. His task is to put the plan into action within our highly complex operation.

Mike knows the railroad. Thirty-eight years ago he began as a locomotive fireman for Conrail/Penn Central. He then worked at New Jersey Transit for 11 years in operating positions of increasing responsibility. Mike joined Amtrak in 1995 as the assistant general manager, Customer Services. Most recently he has served as the general superintendent, Northeast Division.

The Northeast Corridor is the fastest, most complex railroad operation in North America. Our NEC business line structure will help Amtrak to focus on performance improvements that our customers, our partners and our employees can measure and take pride in. We are in the process of setting up business lines for long distance, state corridor, and commuter operations, so please watch for further announcements in the coming weeks.

I know that you join me in welcoming Mike to this role and will give him your full support.

Sincerely,

DJ Stadtler
Vice President, Operations

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October 16, 2012 • Page 1 of 1

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I know that you join me in welcoming Mike to this role and will give him your full support.

Sincerely,

DJ Stadtler
Vice President, Operations

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October 19, 2012 • Page 1 of 2

Dear Co-workers,

Our number one goal is to operate the safest and most secure railroad in North America, and as we progress through this reorganization that remains paramount. The well-being of our employees and passengers must always be our top priority. Amtrak's approach for reaching this goal is to create a team-oriented culture that minimizes risks and removes barriers to safety. For example, this fiscal year we will work toward the goal of training 1,400 Safe-2-Safer observers and carrying out more observations than ever before.

As Amtrak continues to focus on safety improvements, we have created a new leadership position within Operations — the Chief Safety Officer — who will continue to develop our core safety programs, such as Safe-2-Safer, and provide leadership to drive continuous safety improvements throughout the company.

The Chief Safety Officer position is now open for applications on Amtrak's career page. The ideal candidate will be someone who understands how Amtrak's business strategies are translated through safety, quantifying how safety improvements bolster the company's bottom line and support its Strategic Plan. This role will have direct reports and will provide functional leadership to all safety personnel within Amtrak.

The Chief Safety Officer's team and responsibilities will include Safety, Industrial Hygiene, Safety Program Implementation, Safety Policies and Programs, Ergonomics, Safety Reporting, Operation RedBlock, and continued support of Environmental and Health in conjunction with the most recent reporting alignments. The candidate must also be able to provide leadership to overall safety efforts at Amtrak, interacting with and influencing all levels of management from the Executive Committee to the front-line supervisor, and working with the leadership of labor unions.

Perhaps most importantly, this leader will embody our company's values including integrity, accountability, and a spirit of service. It is a challenging and essential job for the railroad.

Another important announcement I would like to share with you is the appointment of Chris Jagodzinski as chief of Operations Projects and Performance Improvements. As part of our continuing process to align the Operations department with our corporate Business Lines, I have asked Chris to assist me both in developing final design for the Operations department organization as well to oversee the transition plan to the new organization. During the transition to the new organizational structure, Chris will have an integral role on the transition team and their various subgroups. Chris will have the responsibility to oversee all the current general superintendents in order to maintain a safe, consistent operation as we transition. Once the

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October 19, 2012 • Page 2 of 2

transition is complete, Chris will be responsible for utilizing his technical and operational expertise over each of the Business Lines and across the entire operating department to ensure that we meet our strategic goals. Additionally Chris will act as Chief Safety Officer and manage those functions until that position is filled.

As always, thank you for what you do for Amtrak and our customers, and please continue to focus on minimizing safety risks each day.

Sincerely,

DJ Stadtler
Vice President of Operations



October 15, 2012 • Page 1 of 1

Dear Co-workers,

I am very pleased to announce that Michael J. DeCataldo, Jr., the current general superintendent, Northeast Division has accepted the position of general manager, Northeast Corridor Services effective 10/15/12. In this senior management role, Mike will oversee and work with the Transportation, Engineering and Mechanical departments to improve operations and hold managers and employees accountable for performance in this new business line.

A large part of his responsibilities will be to deliver a safe, on-time, consistently enjoyable experience to our customers and improve our financial performance as we continue to align with our Strategic Plan.

Beginning his 38-year railroad career as a locomotive engineer for Conrail/Penn Central, Mike moved to New Jersey Transit where he spent 11 years in operating positions of increased responsibility. He joined Amtrak in 1995 as the assistant general manager, Customer Services and has also served as project director, Rhode Island Freight Improvement Project and general superintendent, New England division.

Mike has significant leadership skills as well as a strong business, labor and customer service background. He brings the proper mix of experience and personality to this very important and challenging position. **PLEASE ADD A PITHY COMMENT HERE to be used for a quote for the press release.**

I know that you join me in welcoming Mike to this role and will give him your support.

Sincerely,

DJ Stadtler
Vice President, Operations

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November 9, 2012 • Page 1 of 1

Dear Co-workers,

Please join me in welcoming Doug Varn as Amtrak's new long-distance General Manager. In this position Doug will be responsible for functions of the Transportation, Mechanical and Engineering departments within this business line. He will be based in Chicago and will be relocating there.

Doug brings decades of Amtrak experience to the company's second general manager position, having joined the company in 1973 and most recently serving as the company's chief of product planning and financial analysis for the Marketing department. Reporting directly to me, Doug will leverage his deep experience to bring operational, financial, and organizational excellence to Amtrak long-distance services. As General Manager of the *Auto Train*, he achieved a break-even financial performance and garnered leading CSI scores. His Amtrak professional experience crosses a full range of functional areas, including serving as vice president of planning and finance for the former Intercity SBU. He will use this experience to bring a total business focus to all the long distance trains and will work closely with other general managers to lead business planning and implement service improvements and productivity enhancements for the company's longest routes.

This newly created position is part of the company's ongoing effort to align day-to-day operations with the Amtrak Strategic Plan. As a result, a clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak and regulatory authorities. Doug also will have matrix management relationships with other groups within the company, including the teams responsible for marketing and revenue management, fleet maintenance and human capital.

Doug holds a bachelor of arts from Spring Hill College in Mobile, Ala., and pursued additional studies in business at the University of Illinois-Chicago, as well as attended the Amtrak Executive Program at the University of Virginia's Darden School of Business.

Many excellent candidates applied for this position, and I'm confident Doug best exhibits the Amtrak values of respect, entrepreneurial spirit and accountability. Please join me in welcoming Doug to this new and vital role at Amtrak. His appointment is an important step forward in the company's reorganization and will make it easier for staff to serve customers and improve the bottom line on our long-distance routes.

Sincerely,

DJ Stadtler
Vice President of Operations

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October 19, 2012 • Page 1 of 2

Dear Co-workers,

Our number one goal is to operate the safest and most secure railroad in North America, and as we progress through this reorganization that remains paramount. The well-being of our employees and passengers must always be our top priority. Amtrak's approach for reaching this goal is to create a team-oriented culture that minimizes risks and removes barriers to safety. For example, this fiscal year we will work toward the goal of training 1,400 Safe-2-Safer observers and carrying out more observations than ever before.

As Amtrak continues to focus on safety improvements, we have created a new leadership position within Operations — the Chief Safety Officer — who will continue to develop our core safety programs, such as Safe-2-Safer, and provide leadership to drive continuous safety improvements throughout the company.

The Chief Safety Officer position is now open for applications on Amtrak's career page. The ideal candidate will be someone who understands how Amtrak's business strategies are translated through safety, quantifying how safety improvements bolster the company's bottom line and support its Strategic Plan. This role will have direct reports and will provide functional leadership to all safety personnel within Amtrak.

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As always, thank you for what you do for Amtrak and our customers, and please continue to focus on minimizing safety risks each day.

Sincerely,

DJ Stadtler
Vice President of Operations

OPERATIONS



Business Line Communication

October 19, 2012 • Page 3 of 2



FREQUENTLY ASKED QUESTIONS

- **What is the Operations Department Reorganization?**
A realignment of the management structure to create business line accountability, dissolve departmental silos and improve customer focus. Manager reporting lines and certain management positions will be adjusted into a new structure.
- **How is this change actually happening?**
A transition team of senior managers provided perspective on the best elements of previous Operations organization structures. The vice president of Operations held Town Hall meetings throughout the Amtrak system to explain the goals of the reorganization and listen to employee suggestions. Drawing from this process, a new management organization structure has been developed. As a result of these changes, over 80 positions will be posted throughout the Operations organization in the next four to six weeks. In order to accomplish a more streamlined organization and align positions appropriately, some employees' current positions will be impacted.
- **What does it mean to be impacted?**
When the scope of a position is significantly changed or phased out and superseded by a new position, then the employee is impacted. The employee will meet with someone from his/her leadership team and also a Human Capital representative who will explain the situation. The employee will continue working in his/her current position until the transition to the new organization is close to complete. This process will take several months at a minimum. During this time, the employee is free to apply for any open position within the company for which he/she is qualified. When the reorganization is complete, and the new management structure is in place, then the positions being phased out will be eliminated.
- **What are the best ways for me to benefit from this reorganization?**
The new management structure will help to foster teamwork and customer focus at the facility and route level. New management positions with greater accountability and responsibility are closer to the field and the front line. What this means for each employee is the opportunity to help build a stronger Amtrak through greater collaboration and teamwork. There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization.
- **If someone receives an impact letter, what is the process for finding another suitable position?**
Positions will be posted on the Employee Information Portal (EIP) career and job section and on this Intranet site throughout the transition, and all employees (regardless if impacted or not) are encouraged to apply for any position for which he/she feels qualified and willing to serve.
- **What is the schedule for the reorganization roll-out?**
Beginning in June, open positions will be posted each week in batches on the EIP career portal (generally on Wednesdays) and will be open for applications for at least seven days. As positions are filled, the organization will be aligned into the new management structure. The timeline for roll out into the new structure will be phased to ensure that safety, security and quality of service will not be affected during the transition.

Operations Department Reorganization

Safety and security are our highest priorities.

We operate as **One Amtrak** to serve our customers.

We are **accountable** for performance.

The new organization is an **opportunity** to improve our performance and for employees to advance professionally.

From the desk of Mr. DJ Stadler

- **When will the reorganization be complete?**

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.
- **If I'm feeling stressed by the changes due to the Operations reorganization; what should I do?**

It is understandable that this change could be stressful. It is strongly encouraged that employees contact the Employee Assistance Program (EAP), a local Human Capital representative, or a supervisor to discuss.
- **If I have additional questions about the changes, to whom should I go?**

The reorganization team is committed to information access for employees. There is a page on the Amtrak Intranet that describes the reorganization in some greater detail. Open lines of communication are encouraged during this change. Supervisors are being equipped with information they need to stay up-to-date and answer your questions. Please talk with your manager about your questions, concerns and comments during this transition. They can then direct any issues to the appropriate channels. In addition, the Human Capital business partners are also a resource for you as they will be working closely with the Operations leadership team throughout this reorganization.
- **What are the ultimate goals of this reorganization?**
 - Safety and security remains our highest priority.
 - One Amtrak.
 - Accountability for performance.
 - Dissolving the silos between operating departments.
 - Greater ability for managers to make decisions with greater autonomy in order to make adjustments faster and better serve our customers.
 - Fewer organizational layers to the front line.

June 11, 2012 • Page 1 of 1

Dear Co-workers,

Thanks to the input of more than 100 front-line employees and managers, we are moving forward with a comprehensive reorganization that I believe will make the company more financially competitive and operationally efficient.

The first step in the Amtrak Operations reorganization is happening today, as two newly created positions are posted for applicants — the general manager of the Northeast Corridor and the general manager of Long-Distance Services. Going forward there will be four general managers in all, each of whom will lead one of the four new business lines within Operations. As laid out in the Strategic Plan, these new business lines are Northeast Corridor Services, Long-Distance Services, State Supported Services and Commuter Services.

The debut of these two general manager positions is the beginning of a transition toward a new, more accountable Amtrak focused on its business lines. The general managers will be working with the Transportation, Mechanical, and Engineering forces to improve operations and hold managers and employees accountable for performance. The general managers are business executive roles who will be accountable for achieving improved results. They will be counting on all of us to do our part.

It is important to remember that this reorganization does not mean employees must reapply for their current positions.

Instead we are creating positions within senior management that will be fully responsible for delivering a safe, on-time, enjoyable experience to our customers. In my search for the right individuals for these roles, I'm taking my time with the goal of getting this reorganization right.

That's why we'll be looking both inside and outside the company for business leaders. If you feel you have the skills, drive and business expertise to become either the Northeast Corridor general manager or the Long-Distance Train general manager, I encourage you to please apply. Other leadership positions will be posted in the coming weeks and months, and we will keep you informed of these opportunities.

This is the first of many changes that this reorganization will bring to Amtrak. While change can be daunting, I'm confident these changes are achievable and will be effective because of the input we have received from employees like you. I believe these improvements will help star employees rise through the ranks and allow our customers to enjoy America's Railroad even more than they do today.

As these changes unfold we will continue to provide you regular updates about this transition as well as how we plan to evolve the way service is delivered to our customers. Thank you for your support as we progress through this transition.

Sincerely,

DJ Stadtler
Vice President, Operations

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Dear Co-workers,

Thanks to the input of more than 100 front-line employees and managers, we are moving forward with a comprehensive reorganization that I believe will make the company more financially competitive and operationally efficient. You asked many important questions throughout my travels. I'd like to address two of those directly here. First, of the more than 17,000 Operations employees, the vast majority of you will see no changes to your daily tasks and responsibilities. Also, no one will have to reapply for their current positions. Promotions and movements to positions with new responsibilities will require new interviews, and that is standard operating procedure throughout the company.

of a transition toward a new, more accountable Amtrak focused on its business lines. The general managers will be working with the Transportation, Mechanical, and Engineering forces to improve operations and hold managers and employees accountable for performance. The general managers are business executive roles who will be accountable for achieving improved results. They will be counting on all of us to do our part.

We're now four months into the company-wide reorganization that brings front-line, mechanical, engineering and transportation activities in line with our Strategic Plan to run Amtrak like a business, focused on higher levels of customer satisfaction, safety and financial accountability.

It is important to remember that this reorganization does not mean employees must reapply for their current positions.

Instead we are creating positions within senior management that will be fully responsible for delivering a safe, on-time, enjoyable experience to our customers. In my search for the right individuals for these roles, I'm taking my time with the goal of getting this reorganization right.

This reorganization seems to be taking a while." That is because at the heart of this reorganization is the idea that the resulting improvements and management structure will transcend not just me but all of Amtrak's management and the nation's political changes as well. We're creating a structure that focuses us on our bottom line and providing great customer service. Doing that correctly takes time, and I want to get it right.

That's why we'll be looking both inside and outside the company for business leaders. This is the first of many changes that this reorganization will bring to Amtrak. While change can be daunting, I'm confident these changes are achievable and will be effective because of the input we have received from employees like you. I believe these improvements will help star employees rise through the ranks and allow our customers to enjoy America's Railroad even more than they do today.

As these changes unfold we will continue to provide you regular updates about this transition as well as how we plan to evolve the way service is delivered to our customers. Thank you for your support as we progress through this transition.

- **What is the Operations Reorganization?**

A realignment of the management structure to create business line accountability, dissolve departmental silos, and move decision making and accountability closer to the customer. Manager reporting lines and certain management positions will be adjusted into a new structure.

A transition team of senior managers provided perspective on the best elements of previous Operations organization structures. The Vice President of Operations held town hall meetings throughout the Amtrak system to explain the goals of the reorganization and listen to employee suggestions. Drawing from this process, a new management organization structure has been developed. As a result of these changes, over 80 positions will be posted throughout the Operations organization in the next 4-6 weeks. In order to accomplish a more streamlined organization and align positions appropriately, some employees' current positions will be impacted.

- What is the business case for the reorg
- Question states, "why should employees want to participate" but in this case there is no choice
- What is the impact on the Ops employees?
- How will this change actually happen?
- What are the details?

When the scope of a position is significantly changed or phased out and superseded by a new position, then the employee is impacted. The employee will meet with someone from their leadership team and also a human capital representative who will explain the situation. The employee will continue working in his/her current position until the transition to the new organization is close to complete. This process will take several months at a minimum. During this time, the employee is free to apply for any open position within the company for which he or she is qualified. When the reorganization is complete, and the new management structure is in place, then the positions being phased out will be eliminated.

▪ **What are the best ways for me to benefit from this reorganization?**

The new management structure will help to foster teamwork and customer focus at the facility and route level. New management positions with greater accountability and responsibility are closer to the field and the front line. What this means for each employee is the opportunity to help build a stronger Amtrak through greater collaboration and teamwork. There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization.

▪ **If someone receives an impact letter, what is the process for finding another suitable position?**

Positions will be posted on the Amtrak career website throughout the transition, and all employees (regardless if impacted or not) are encouraged to apply for any position for which he or she feels qualified and willing to serve.

▪ **How many people are being impacted?**

It is expected that fewer than 60 current employees across the entire Operations organization have positions that will be directly impacted in this reorganization.

▪ **What is the schedule for the reorganization roll-out?**

Beginning in June, open positions will be posted each week in batches on the career portal (generally on Wednesdays) and will be open for applications for at least seven days. As positions are filled, the organization will be aligned into the new management structure. The timeline for roll out into the new structure will be phased to ensure that Operation safety, security, and quality will not be affected during the transition.

▪ **When will the reorganization be complete?**

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.

- Each train is part of a business line for performance reporting. The business lines are accountable for overall results.
- This reorganization is NOT a reestablishment of strategic business units.

Comment [01]: See if this makes sense/is correct

- Operations remains a national, unified department with greater integration of management within facilities.
- Business lines do not change the way we operate train service.
- We are accountable for the performance of each train we operate.
- Over 80 positions will be available for interested applicants.
- All employees have the opportunity to apply for any position(s) for which they feel they are qualified.

Operations is not broken.

Explaining the Reorganization

June 11, 2012 • Page 4 of 1

- We are not reinventing the wheel. We are transitioning to business lines in order to “Operate like a business,” to better serve our customers and increase our overall performance.
- This is an opportunity to become a stronger business – reducing cost, improving safety, and structuring the organization to provide improved service to customers.
- The goal is to establish business lines by the end of the fiscal year. DJ Stadler has traveled the country to meet with local Amtrak employees to gain their perspectives.
- The opinions, feedback, and suggestions from employees have been taken into consideration when designing the reorganization. This process has not been taken lightly.
- The reorganization asked long-serving employees to share their knowledge; what worked in the past, and what did not work.
- Employees shared the best and worst parts of previous Amtrak organizations and reorganizations, in order to generate this new structure.
- The reorganization is not driven to reduce headcount. The goal is to improve performance, including financial performance. Most management positions are not changing, and employees do not need to reapply for a job that is not changing.
- Even though we report our results by business line, previously there was no management structure within Amtrak that was directly related to business line performance — there was no accountability within the company for each business line.
- Therefore, the new structure is focused on creating management positions with greater accountability for the business line performance. General managers are accountable for business line performance. There will be a route director for each long- distance train accountable for the individual performance of his or her rout The business lines also hold each other accountable for performance, and they hold the supporting components of Operations and Amtrak, such as terminals, backshops, and other support services accountable for the roles they perform on behalf of the business.

Significant time and resources are being dedicated to this reorganization in order to get it right.

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April 26, 2012 • Page 5 of 6

- This is very different from the old Strategic Business Units (SBUs). The SBUs were mini-companies that operated trains within a particular region of the country. The theory was that this would produce better accountability, customer focus, and management decisions, but in practice it resulted in rising costs, internal competition for resources, and fragmentation of the company. We are not going to split up Amtrak again. Operations will still be managed as a coordinated unit, but there will be greater empowerment and accountability for the performance of the routes.
- A terminal is a complex of facilities that originate, terminate, and perform major servicing of trains. Examples include Boston, New York, Albany, Philadelphia, Washington, Miami, New Orleans, Chicago, Los Angeles, Oakland, and Seattle.
- Within each terminal, many different roles are performed including mechanical servicing and inspection, switching, crew bases, commissaries, and customer service, among others.
- Previously, each terminal organization was managed separately, reporting through the Transportation, Mechanical, and Engineering departments.
- New management positions are being created to lead operations within each terminal. These positions are fully accountable for all the service components within the terminal. The business lines will hold the terminal manager accountable for performance. The terminal manager will work to ensure that employees are working as a team to prevent and solve problems, for maximum safety, efficiency, productivity, and customer service in the terminal.
- Previously, mechanical services for each terminal reported to the Mechanical department through a regional master mechanic. Amtrak is going to transition to a new organization in which mechanical services at each terminal will report into the terminal manager.
- The Mechanical department will still be responsible and accountable for managing the fleet, defining work standards, processes, initiatives, programs, process improvement, financial management, and **accountabilities**.

How will terminal organizations with integrated be managed?

Comment [A2]: Accountable for accountabiities?



special employee advisory

April 26, 2012 • Page 6 of 6

- The terminal manager and the terminal mechanical team are directly accountable to the Mechanical department for the work to be performed, that the engineering processes and specifications are adhered to, and to meet Amtrak's standards. The terminal team is also accountable to the business lines for mechanical performance and reliability. Delays, breakdowns, and other operating statistics are tracked for accountability.

The reason that the terminal workforce will report to the terminal manager instead of a master mechanic is to have more collaboration across functions locally within the terminal, in order to facilitate teamwork and better



OPERATIONS



Business Line Communication

XXXXXXXX XX, 2012 • Page 1 of 2

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Business Line Communication

XXXXXXXX XX, 2012 • Page 1 of 2

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OPERATIONS



Business Line Communication

XXXXXX XX, 2012 • Page 2 of 2



June 11, 2012 • Page 1 of 1

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The debut of these two general manager positions is the beginning of a transition toward a new, more accountable Amtrak focused on its business lines. The general managers will be working with the Transportation, Mechanical, and Engineering forces to improve operations and hold managers and employees accountable for performance. The general managers are business executive roles who will be accountable for achieving improved results. They will be counting on all of us to do our part.

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Instead we are creating positions within senior management that will be fully responsible for delivering a safe, on-time, enjoyable experience to our customers. In my search for the right individuals for these roles, I'm taking my time with the goal of getting this reorganization right.

That's why we'll be looking both inside and outside the company for business leaders. If you feel you have the skills, drive and business expertise to become either the Northeast Corridor general manager or the Long-Distance Train general manager, I encourage you to please apply. Other leadership positions will be posted in the coming weeks and months, and we will keep you informed of these opportunities.

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Sincerely,

DJ Stadtler
Vice President, Operations

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2012 Operating Plan for the Amtrak/National Park Service Partnership – Trails & Rails Program

Employees: <input checked="" type="checkbox"/> All <input type="checkbox"/> Train Service <input type="checkbox"/> On-Board Service <input type="checkbox"/> Station Service	
Divisions: <input checked="" type="checkbox"/> All <input type="checkbox"/> Northeast <input type="checkbox"/> Mid-Atlantic <input type="checkbox"/> Southern <input type="checkbox"/> NEC Service Operations <input type="checkbox"/> Central <input type="checkbox"/> Southwest <input type="checkbox"/> Pacific <input type="checkbox"/> Pacific Northwest	
Issue Date: 01-20-2012	Contact: Russell Fox: ATS 734-2068
Department Contact: Anne McGinnis: (314) 962-5399	Approved By: Jeff Snowden

Background

Amtrak and National Park Service will provide onboard educational programs along selected Amtrak routes again in 2012. The program is known as "Trails & Rails." The program consists of National Park Service representatives boarding trains and providing commentary about significant places of interest along the route. The following operation plan for the 2012 Trails & Rails programs is a guide for train service employees. There may be operational issues where this schedule is not followed, interrupted or the city pairs listed may be altered.

Advisory

Eastern Trains (5 Programs)

Train Number	Train Name	National Park	Location	City Pairs	Schedule	Hotel
69/250 (or 290 if late)	Adirondack	Roosevelt-Vanderbilt National Historical Sites Joe LaLumia	Hyde Park, NY	ALB – CRT CRT-ALB (Sometimes stop at HUD per crew)	May 12 – Oct 28 (Sat/Sun)	None
69/68	Adirondack	Saratoga National Historical Park Joe LaLumia	Saratoga, NY	SAR – POH POH – SAR	May 12 – Oct 28 (Sat/Sun)	None – At local park expense
63/48	Maple Leaf	Erie Canal Way National Heritage Corridor Joe LaLumia	Saratoga, NY	ALB – SYR SYR – ALB	May 12 – Oct 28 (Sat/Sun)	None
29/30	Capitol Limited	Chesapeake and Ohio Canal NHP/ Harpers Ferry NHP Cheri Yost	Hagerstown, MD	CUM-WAS WAS-CUM	May 25 – 9/1 (Fri /Sat – Day Trip)	None
19/20	Crescent	Martin Luther King, Jr. National Historic Site Rich Klima	Atlanta, GA	ATL – NOL NOL – ATL	May 23 – Aug 12 (Wed/Thu; Thu/Fri; Fri/Sat; Sat/Sun; Sun/Mon)	Sheraton (NOL) Wed, Thu, Fri, Sat and Sun nights



Operations Service Advisory

Advisory Number
OSA 12-05

Midwestern Trains (5 Programs)

Train Number	Train Name	National Park	Location	City Pairs	Schedule	Hotel
58/59	City of New Orleans	New Orleans Jazz National Historical Park Matt Hampsey	New Orleans, LA	NOL-GWD GWD-NOL	May 24 – Sep 2 (Thurs/Fri; Fri/Sat; Sat/Sun)	Holiday Inn (GWD) Thurs, Fri, and Sat nights
302/21	Lincoln Service/ Texas Eagle	Lincoln Home National Historic Site Laura Gundrum	Springfield IL	SPI-CHI CHI-SPI	5/18-9/3 (Fri, Sat, Sun, Mon) 9/8-11/18 (Sat, Sun)	None
302/301	Lincoln Service	Jefferson National Expansion Memorial Mike Corns	St. Louis, MO	STL – SPI SPI – STL	May 26 – Sep 3 (7 Days/wk) Sep 8 – Nov 18 (Sat/Sun Only)	None
311 (Sat) 314 (Sun) on selected weekends	Missouri River Runner	Jefferson National Expansion Memorial Mike Corns	St. Louis, MO	STL – KCY KCY – STL	Jun 9-10 Jun 23-24 Jul 14-15 Jul 28-29 Aug 11-13 Aug 25-27	Fairfield Inn (KCY) Sat night
352/353	Wolverine	Indiana Dunes National Lakeshore Jean-Pierre Anderson	Porter, IN	CHI-NLS NLS-CHI	5/1-10, 6/19-9/6 10/9-18 (Tue /Wed / Thurs only)	None

Western Trains (16 Programs)

Train Number	Train Name	National Park	Location	City Pairs	Schedule	Hotel
8/7	Empire Builder	Klondike Gold Rush National Park Ruth Kerr	Seattle, WA	SEA – SBY SBY – SEA	April 20 - Sep 30 (7 Days/wk) On Board Training Apr 20 – Apr 30	None. Volunteers use crew Sleeping Car space pending room availability (OK by John Kukec)
8/7	Empire Builder	Nez Perce National Historical Park – Bear Paw National Battlefield Stephanie Martin	Chinook, MT	HAV – MOT MOT – HAV	May 29 – Aug 31 (Tue/Wed; Thu/Fri) Training Trips Will be scheduled early	International Inn (MOT) Tue and Thu nights



Operations Service Advisory

Advisory Number
OSA 12-05

Train Number	Train Name	National Park	Location	City Pairs	Schedule	Hotel
8/7	Empire Builder	CHI/Mississippi National River and Recreation Area (MSP) Brian Valentine	MSP	MSP – CBS CBS – MSP	May 14 – Sep 15 (Wed/Thurs/Sat) out and back the same day.	None
7/8	Empire Builder (Schedule 1)	Fort Union Trading Post National Historic Site Lisa Sanden	Williston, ND	WTN – SBY SBY – WTN	May 30 – Sep 4 (Tues/Wed) One night per week.	O'Haire Manor Inn (SBY) Tue night only.
7/8	Empire Builder (Schedule 2)	Fort Union Trading Post National Historic Site Lisa Sanden	Williston, ND	WTN – MAL MAL – WTN	May 26 – Sep 8 (Sat) Day trip only	None
7/8	Empire Builder (Schedule 1)	Knife River Indian Villages National Historic Site Craig Hansen	Stanton, ND	MOT – SBY SBY – MOT	May 22 – Sep 2 (Thurs/Fri)	O'Haire Manor Inn (SBY) Thu night only.
7/8	Empire Builder (Schedule 2)	Knife River Indian Villages National Historic Site Craig Hansen	Stanton, ND	MOT – MAL MAL – MOT	May 27 – Sep 2 (Sun)	None
11/14 (Train 508 if Train 14 is late)	Coast Starlight	Klondike Goldrush Ruth Kerr	Seattle, WA	SEA – PDX PDX – SEA	April 20 – Sep 30 (Daily) On Board Training Apr 20 – Apr 30	None
14/11	Coast Starlight (Schedule 1)	Juan Bautista de Anza National Historic Trail Gary Coombs	Oakland, CA	SBA – SLO SLO – SBA	April 1 – May 22 (Thu/Fri/Sat/Sun) May 23 – Sep 17 (Thu/Fri/Sat) Sep 5 – Nov 4 (Thurs/Fri/Sat/Sun)	None
14/11	Coast Starlight (Schedule 2)	Juan Bautista de Anza National Historic Trail Gary Coombs	San Jose, CA	SBA – SJC SJC – SBA	May 27 – Sep 4 (Sun/Mon)	Sun night only



Operations Service Advisory

Advisory Number
OSA 12-05

Train Number	Train Name	National Park	Location	City Pairs	Schedule	Hotel
22/21	Texas Eagle	San Antonio Missions National Historical Park Robert Espinosa / Margarita Viera	San Antonio, TX	SAS – FTW FTW – SAS	May 25- Sep 3 (Fri/Sat, Sat/Sun, Sun/Mon) Thanksgiving 11/16-26 and Christmas 12/21-31 (Fri/Sat, Sat/Sun, Sun/Mon) ***Fall pending approval.	Sheraton Hotel & Spa (FTW) Fri, Sat and Sun night
3/4	Southwest Chief	Bent's Old Fort National Historic Site Rick Wallner	La Junta, CO	LAJ – ABQ ABQ – LAJ	May 6 – Sep 3 (Sun/Mon & Fri/Sat)	Plaza Inn Airport Location (ABQ) Sun and Fri nights
821/822	Heartland Flyer	Chickasaw National Recreation Area Ron Parker	Sulphur, OK	NOR–FTW FTW–NOR	May 26, Jun 9, Jun 23, Jul 7, Jul 21, Aug 4, Aug 18, Sep 1, (Sat Only)	None
1	Sunset Limited	Amistad National Recreation Area Lisa Evans	Del Rio, TX	DRT – SND	Mostly Year Round (Tue)	None
1 / 2	Sunset Limited	Matt Hampsey	New Orleans	NOL-BMT BMT-NOL	May 28-Sep 3 Monday/Tuesday	Holiday Inn Beaumont Plaza Monday Night
5/6 and 6/5	California Zephyr (Team 1) And (Team 2)	Intermountain Regional Office Nathan Souder	Denver, CO	DEN – GJT GJT – DEN And GJT-DEN DEN – GJT	May 24 – Sep 2 (Thurs/Fri, Sat/Sun)	La Quinta (DEN) or La Quinta (GJT) Thu and Sat night

Conductor Announcements When Guides are on the Train.

Conductors should make the following announcement when guides are on the train.

Ladies and gentleman, the Trails & Rails Guides from the National Park Service will be on-board the train today until _____ (the city point where the guides finish). Please join them in the _____ (Lounge or Café Car) if you are interested in learning more about the history and highlights along the train's route.

PA Usage by Volunteers

With the exception of announcing the program and its location and a few significant interpretive sites, the narration will be limited to the Lounge Car or other designated area. Guides will utilize their own portable PA systems, when possible. Train wide announcements can be made for significant sightings ("Kodak moments") *like a pod of California Gray Whales or elk or the Mississippi River, etc.*

Meals

On-board guides, individuals being trained to become guides or individuals performing guide audits, and Trails & Rails staff traveling on business travel are to receive complimentary meals. This could be in the Dining Car, Cross Country Cafe or Café Car depending on the service available. Business Travel may be for meetings or research projects, and could take place on any Amtrak train. Any individual working with the Trails & Rails program must have a Trails & Rails ID and/or a National Park Service ID. Meals must be appropriate to the time of day. Please note that there are occasions where the guide services will take place as a special request and may not exactly fit any of the outlined schedules above.

- The Steward/LSA is to provide each Guide with a Meal Check designated as Coach.
- It is mandatory that the Guide sign the meal check including the Guide's ID number and indicate the affiliation (*National Park Service - Trails & Rails Program*) on the bottom of the Coach meal check.
- Meals consist of the following: All items selected will be recorded on the meal check.

Dining Car and Cross-Country Meal Service

- Breakfast consist of one (1) Breakfast entrée and one (1) Breakfast meat along with coffee, tea and a choice of juice. (One or more nonalcoholic revenue beverages - soda or bottled water may be provided to the passenger upon request during the meal period only.)
- Lunch and Dinner consist of one (1) entrée with two (2) sides, one (1) dessert and one (1) non-alcoholic beverage per meal period. (A second non-alcoholic revenue beverage – soda or bottled water may be provided to the passenger upon request during the meal period.) (Refer to Chapter 8, Section 2 “*On-Board Service Accounting Procedures,*” Letter e. on page 8-185 of the “*Service Standards for Train Service & On-Board Service Employees Manual Number 6.1.*”)

Café Car Meal Service

Meals should be appropriate to the time of day. (i.e. sandwiches, chips, beverage, etc.)

Normal complementary accounting procedures apply. Refer to Chapter 8, Section 2 “*On-Board Service Accounting Procedures,*” Letter E. “*Complimentary Service*” of the “*Service Standards for Train Service & On-Board Service Employees Manual Number 6.1.*” Page 8-165, Number 1 “*Complimentary Service Accounting*” (NRPC 3157) explains how to complete the paperwork related to On-Board Guides.

Accommodations On-Board

The schedule of Trails & Rails volunteers make it unlikely that accommodations will be needed enroute. In the event of extreme service disruptions or late trains, Trails & Rails volunteer should be afforded accommodations in the Crew Sleeper (Transition Sleeper) if possible.

Hotel Transportation

Guides generally travel to Amtrak Hotels with the crews in crew transportation. Most of the time, they use the Hotel Shuttle or other service as provided.

This OSA is fulfilled on January 31, 2013 and should be removed from all posting areas.

The latest electronic version of this OSA or the *Service Standards: Manual for Train Service and On-Board Service Employees* is available on the Intranet under Library > Service Standards or on the Internet at <http://customerservice.amtrak.com> under Standards.

Dear Co-workers,

Since the launch of Safe-2-Safer more than three years ago, we have seen positive impacts to safety, security and our culture at Amtrak. We are in a much better place today than we were in 2009, and for that you should all be proud.

Amtrak is firmly committed to the Safe-2-Safer process that now involves nearly all of our employees system-wide. In order to continue to properly support the implementation of Safe-2-Safer we have extended our partnership with Behavioral Science Technology (BST) for two additional years.

In the following years, with support from BST, we are going to continue to provide our employees with the same high-quality coaching and training that has made the implementation of Safe-2-Safer a success. We will provide additional management training with a continued focus on the leadership behaviors that move us toward our goals.

You can expect to see increased numbers of observations with feedback, primarily to recognize and thank you for the many safe behaviors you use every day, and to help us all understand how we can avoid putting ourselves or our customers at risk. You can also expect to see the continued elimination of barriers to safe performance, enabling collaboration as we look for opportunities to make Amtrak a safer and more secure place to work.

I want to assure you that I am fully committed to Safe-2-Safer and believe wholeheartedly in the importance of changing our safety culture here at Amtrak. Together as an organization along with the help of BST, we are pursuing safety excellence; we are demonstrating every day that safety is a core value at Amtrak. I am asking all of you to continue to do your part to make Safe-2-Safer a way of life for Amtrak.

Thank you for your support.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Boardman". The signature is fluid and cursive, with a long horizontal stroke at the end.

Joe Boardman
President and CEO



SPECIAL ORDER

SO#:	# 12-02	X	New Subject:	Officer of the Year 2011
EFFECTIVE:	February 24, 2012		Amends:	
EXPIRES			Rescinds:	
SUBJECT: AMTRAK POLICE DEPARTMENT 2011 OFFICER OF YEAR AWARD				

I am pleased to announce the selection of Investigator George W. Gernon as Amtrak Police Department's Officer of the Year for 2011. Investigator Gernon was chosen to receive this prestigious award for his numerous and significant contributions to the Amtrak community.

Investigator Gernon has been employed by the Amtrak Police Department since March 6, 2003. He has worked as a Police Officer, a Canine Officer in the Mobile Tactical Unit, and presently as an Investigator assigned to the New York Division. Investigator Gernon was selected as Officer of the Month for January 2011.

Some of the significant incidents exhibiting Investigator Gernon's abilities and dedication to duty are as follows:

In January 2011, Investigator Gernon assisted the Drug Enforcement Agency of New Jersey in a drug interdiction of a male adult who was possibly transporting narcotics from Florida to New York. The subject's reservation was located and Investigator Gernon and Drug Enforcement Agency personnel located the individual as he exited the train. The interdiction was successful and one kilogram of heroin was recovered. The subject cooperated with law enforcement, which led to the arrest of two other persons in Newark Penn Station, and seizure of a vehicle.

In March 2011, Investigator Gernon led the investigation of a suspect wanted for a pattern of 20 grand larcenies of passengers inside Penn Station. The subject was identified with the assistance of Criminal Investigations Unit (CIU) members, and was found to have absconded from parole. After an extensive attempt to locate the residence of the subject via surveillance of previous addresses in two states and through family members, the subject was located inside Penn Station attempting to commit another grand larceny, and was arrested. The subject pled guilty and was sentenced to two to four years in prison.

In July 2011, Investigator Gernon was notified by the New York Police Department of a male wanted for an assault possibly attempting to flee the state on an Amtrak train. Investigator Gernon located the subject's reservation via a check of the ARROW system and, along with other CIU Officers, arrested him without incident.

Investigator Gernon and other CIU/Special Operations Unit members were notified of a male traveling from Florida to New York transporting narcotics. The reservation was located and the identified subject was found to be in possession of over 800 oxycodone pills. The subject pled guilty and has been cooperating with law enforcement. To date, four persons have been arrested for narcotics' related activity from this incident.

APPROVAL:

John J. O'Connor

TITLE:

Vice President & Chief of Police

PAGE:

1 OF 2



**Special Order
12-04**

Title/Subject:
Officer of the Year

On July 29, 2011, Police Officer Jones and Sergeant Kosakowski responded to the Duane Reade store, in New York Penn Station, which had just been robbed at gunpoint for approximately \$18,400. CIU was contacted, and Investigators Gernon and Coiro responded to Penn Station where they found the store manager with her hands zip-tied together. CIU conducted follow-up interviews of Duane Reade employees present during the incident, which revealed that the store manager's collection of earlier shift's receipts violated store protocol. All evidence from the crime was secured and transferred to CIU. Upon examination of surveillance video, it was determined that one of the two suspects involved in the crime resembled the victim's husband.

For approximately four months, Investigator Gernon meticulously mapped out this case as he worked closely with the New York District Attorney's Office, conducted interviews, secured search warrants and video evidence, subpoenaed cell phone records, "pinged" cell sites and conducted surveillance on the Duane Reade manager and her husband.

The four month investigation revealed that the Duane Reed manager, her husband, and an accomplice planned and performed the robbery, and divvied up the proceeds. On November 1, 2011, Investigator Gernon along with CIU members Investigator Kevin McCandless, Investigator Alex Colon and New York Special Operations Unit Agents Marc Deslandes and Michael Cardinali and Detective Steve Ulrich arrested the husband and wife for grand larceny. Upon further interview by Investigator Gernon and Detective Colon of family members, the accomplice voluntarily turned herself in at the Amtrak Police Department New York Command Center and was charged with grand larceny. At the New York District Attorney's Office, the accomplice gave a full written and video statement of her role, as the person who entered the Duane Reade store with a firearm.

In September 2011, Investigator Gernon assisted Investigator McCandless in the investigation and arrest for a larceny that occurred inside New York Penn Station. The subject was a known pickpocket and was on active parole.

In October of 2011, Investigator Gernon assisted Investigator Kevin McCandless in the investigation, surveillance, and arrest of three subjects for burglary/wire larcenies inside Adams Yard. The subjects were entering the yard by cutting a hole in the fence and would then cut and steal copper wire that was stored at the yard. The subjects were arrested, and two cars were seized.

In November 2011, Investigator Gernon conducted a follow-up investigation in regard to a grand larceny reported by an Amtrak passenger in Penn Station New York. Video evidence was secured and based on that evidence a female restaurant employee was interviewed. During the interview, she admitted to finding a credit card and using it to make purchases. The female was arrested for identity theft and grand larceny.

In December 2011, Investigator Gernon and other CIU members conducted "Operation Lucky Bag" inside Penn Station to combat a high number of larcenies occurring. The detail resulted in the arrest of a felon, who had an active extraditable warrant in New Jersey.

Through his ongoing efforts with local law enforcement and Amtrak personnel, Investigator Gernon has continually contributed to employee and passenger safety and security. Investigator Gernon displays the qualities of an exemplary law enforcement officer, worthy of the Amtrak Police Department's "Officer of the Year" Award.

APPROVAL:

John J. O'Connor

TITLE:

Vice President & Chief of Police

PAGE:

2 OF 2

special employee advisory

Month Date, Year • Page 1 of 1

A Message from Joe Boardman



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special employee advisory

February 24, 2012 • Page 2 of 2



special employee advisory

December 11, 2012 • Page 1 of 1

Employee Appreciation

We received this heartwarming email last week and we were asked to share it with you.

*"Unless you have experienced it, and I know many of you did when Katrina hit New Orleans, you cannot fathom the devastation and utter hopelessness you feel seeing your house and your belongings washed away. For many days after Hurricane Sandy hit the New York/New Jersey area, most of us walked around in a daze, trying to understand the loss and not knowing what to do. The support and donations given by our fellow Amtrak employees was amazing, words cannot express the gratitude and appreciation that was felt by those hit hard by the hurricane. We know we speak for everyone when we say **thank you from the bottom of our hearts!** You helped make a traumatic situation that much better with your love and support. **THANK YOU!!!**"*

Amtrak employees, Penn Station NY - Debbi Hoeler, Felix Martinez, Ellen Rizzo, Tom McClinchy, Dan Borisuck, Jessica Guastella, Naomi Miller and the many others who fell victim to Sandy's rage.

We would like to continue easing the pain that this hurricane produced.

Amtrak Employee's Relief Fund

A month ago our company established the Amtrak Employee's Relief Fund, a peer-to-peer fund, allowing you to make donations via payroll deductions to help our colleagues impacted by Hurricane Sandy. We have collected close to \$11,000 to date in payroll pledges. Donations may be made by completing *NRPC 3238 Amtrak Relief Fund Payroll Deduction* (attached) or sending a check to our lockbox.

Relief Fund Application

The Amtrak Employees' Relief Fund application form (*NRPC 3382 A*) for those employees affected by Hurricane Sandy, is now available on the Intranet and is attached. Please note that applications are due by January 18.

We know that you have numerous questions regarding how the funds will be disbursed, how this fund is administered and deadline and contact information. Explanations are attached in the FAQ document.

Thanks for all of your generosity and concern.



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February 24, 2012 • Page 2 of 2



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Month Date, Year • Page 1 of 1

A Message from Joe Boardman



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Amtrak® Employee Update



December 6, 2012

2013

special employee advisory

April xx, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Since 2010 Amtrak has, under contract, provided Metrolink, the southern California commuter service, with train and engine crews to operate their trains. After a great deal of consideration, I notified their chief executive officer that we will not be renewing our operating contract when it expires on June 30, 2014.

We will certainly work with their management to ensure a successful transition and we wish them all future success.

We would like to recognize our managers and employees for the excellent job they have done over the past three years and we are depending upon them to continue the professional and dedicated service they demonstrate today through the expiration of the current agreement.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



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April 15, 2013 • Page 1 of 1

AMTRAK MONITORS BOSTON MARATHON EXPLOSIONS; EMPLOYEES ASKED TO REMAIN VIGILANT

Amtrak is closely monitoring the situation surrounding the explosions this afternoon at the Boston Marathon. At this time, there are no specific threats to the rail system and both Amtrak and MBTA service are operating as scheduled. As a safety precaution, Amtrak Police, including its K9 units, is conducting heightened patrols of stations and infrastructure nation-wide.

Employees are asked to be extra vigilant and immediately report any suspicious activity or persons to the Amtrak Police Department at 1-800-331-0008. In the event of an emergency, please call 911. Specifically, employees should:

- Report any unattended baggage.
- Be aware of packages, bags or containers that look out of place.
- Report any trespassers along the right-of-way.
- Be alert for any other unusual activity.

Further updates will be provided as necessary.



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special employee advisory

April 22, 2013 • Page 1 of 1

Alleged Terror Plot Disrupted in Canada

It has been known for several years that Bin Laden suggested the targeting of railroads, infrastructure, bridges, tunnels, airports and other forms of transportation.

Authorities, including the Amtrak Police Department (APD), were notified about a year ago that an alleged Al Qaeda-supported attack of a passenger railroad was under development in Canada and the alleged operatives were under surveillance during that period. APD was very supportive of these investigative efforts.

Collaborative efforts between Canadian law enforcement and intelligence authorities, in a joint cross-border operation with the Federal Bureau of Investigation and the Department of Homeland Security disrupted this alleged terrorist plot.

There is no imminent threat to the public, employees, train passengers or infrastructure. Today's arrests in this investigation ARE NOT LINKED to the Boston Marathon bombing last Monday.

We apologize for not being able to answer any specific questions related to today's events and we will update you as more information becomes available.

Employees are asked to remain vigilant and immediately report any suspicious activity or persons to the Amtrak Police Department at 1-800-331-0008. In the event of an emergency, please call 911. Specifically, employees should "See Something, Say Something" and:

- Report any unattended baggage.
- Be aware of packages, bags or containers that look out of place.
- Report any trespassers along the right-of-way.
- Be alert for any other unusual activity.

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April 16, 2013 • Page 1 of 1

AMTRAK CONTINUES TO MONITOR BOSTON MARATHON EXPLOSIONS UPDATES; EMPLOYEES ASKED TO REMAIN VIGILANT

Amtrak continues to monitor the developments surrounding the explosions this week at the Boston Marathon. The Amtrak Police Department (APD) has stepped up patrols and is conducting increased sweeps of stations, trains and railroad property. APD continues to work with local, state and national law enforcement partners in staffing intelligence centers to share and collect information.

Employees are asked to remain vigilant and immediately report any suspicious activity or persons to the Amtrak Police Department at 1-800-331-0008. In the event of an emergency, please call 911. Specifically, employees should:

- Report any unattended baggage.
- Be aware of packages, bags or containers that look out of place.
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April 22, 2013 • Page 1 of 1

A Message from Chief of Police Polly Hanson

Dear Colleagues,

Information gathered during the Bin Laden raid indicated that transportation, infrastructure, bridges, tunnels and airports were suggested targets.

Authorities, including the Amtrak Police Department (APD), were notified about a year ago that an alleged Al Qaeda-supported attack of a passenger railroad was under development in Canada and the alleged operatives were under surveillance during that period. APD was very supportive of these investigative efforts.

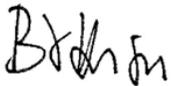
Collaborative efforts between Canadian law enforcement and intelligence authorities, in a joint cross-border operation with the Federal Bureau of Investigation and the Department of Homeland Security, disrupted this alleged terrorist plot.

There was no imminent threat to the public, employees, train passengers or infrastructure. Today's arrests in this investigation ARE NOT LINKED to the Boston Marathon bombing last Monday.

We apologize for not being able to answer any specific questions related to today's events as we are not the lead investigatory agency but we will update you as more information becomes available.

Employees should report unattended items, suspicious activity, usual behavior and trespassers along the right-of-way and as well as remain vigilant. Please don't hesitate to call the Amtrak Police Department at 1-800-331-0008 or in the event of an emergency, call 911.

Sincerely,



Chief Polly Hanson
Amtrak Police Department

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April 22, 2013 • Page 1 of 1

A Message from Chief of Police Polly Hanson

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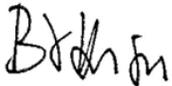
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Employees should report unattended items, suspicious activity, usual behavior and trespassers along the right-of-way and as well as remain vigilant. Please don't hesitate to call the Amtrak Police Department at 1-800-331-0008 or in the event of an emergency, call 911.

Sincerely,



Chief Polly Hanson
Amtrak Police Department

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April 23~~24~~, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Section 209 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA) directs us to work together with all affected states (19 in total) to develop and implement a consistent cost-sharing formula for services under 750 miles outside of the Northeast Corridor. Over the last three years, we worked with our state partners to develop this new costing formula and to get ready for implementing it on October 1, 2013, the beginning of our new fiscal year.

One of the goals of this Congressionally-mandated requirement is having a consistent formula for all our state-supported services ~~is fairness~~ and having the states know that they are being treated equally. Our assumption is that under this new formula, the state-supported trains will continue to operate in the states affected just as they do today. But this raises the question of what we do if a state decides that it ~~is unwilling or unable to~~ will not or cannot pay the costs for routes covered by Section 209. We are hopeful that we will be able to ~~negotiate successfully~~ reach agreement with each of our state partners, and negotiations are underway, but it is a question we have been asked and are prepared to deal with.

~~We sent a letter last Friday to all states affected by Section 209 service informing them that we must have all agreements in place b October 1 if there is to be no loss of service. In other words~~ Simply put, Amtrak cannot absorb the cost of running these trains and if the Section 209 funding is not available for any particular state train then that service will end. We continue to believe that maintaining these state routes is in the best interest of a national passenger rail system and we are working hard with our state partners to reach agreements that implement the legal mandate in Section 209 of PRIIA. So that there is no confusion about what will happen though, In the event that the state is not able to provide the funding required under the Section 209 formula, and/or does not execute an agreement with Amtrak consistent with the requirements of Section 209, the service will end. Last Friday, we sent a letter last Friday to all states affected by Section 209 service informing them that we must have all agreements in place by October 1 if there is to be no loss of service. We are committed to working with the states to finalize the arrangements to transition the state-supported trains to the Section 209 formula ~~in order to avoid discontinuing the service~~ and we are hopeful that, together, we will be able to negotiate successfully accomplish that.

While we finalize these agreements to continue these corridor routes under Section 209, the best thing we can do is show our state partners and our passengers the true value of the services we provide and that we are a safe and customer-oriented company delivering an important transportation option to their communities. Please dedicate yourselves to provide the very best customer service because that's the best way for us to ensure that our state-supported services continue to grow ~~under the new rules of Section 209.~~



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special employee advisory

April 26, 2012 • Page

Thank you for everything you do for Amtrak, and we will keep you informed.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

April 25, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

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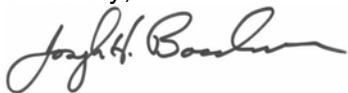
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While we finalize these agreements to continue these corridor routes under Section 209, the best thing we can do is show our state partners and our passengers the true value of the services we provide and that we are a safe and customer-focused company delivering an important transportation option to their communities. Please continue your dedication to providing outstanding customer service because that's the best way for us to ensure that our state-supported services continue to grow.

Thank you for everything you do for Amtrak, and we will keep you informed.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

August 15, 2013 • Page 1 of 1

Tom Carper Reappointed to Board of Directors

Tom Carper rejoined the Amtrak board of directors on August 9, following his recent nomination by President Obama and confirmation by the U.S. Senate. He will serve a five-year term.

Mr. Carper had previously served as a member of the board from March 2008 through March 2013. He was elected chairman of the board in January 2009 and served in that capacity until his term on the board expired.

With Mr. Carper's reappointment, there remains only one vacancy on the board.

Mr. Carper was originally nominated by President George W. Bush as a director of the Amtrak board of directors in May 2007 and was confirmed by the U.S. Senate in March 2008. He was a small business owner from Macomb, Ill., and served as mayor of Macomb from 1991 to 2003. He was appointed by the Amtrak board of directors to serve on the Amtrak mayor's advisory council and served as its chair from 2000 to 2001. In 2003, he was named regional director of the West Central region for Opportunity Returns by the Illinois governor. He retired from that position in 2010.

Mr. Carper received his Bachelor of Arts degree from Western Illinois University and served in the U.S. Army from 1967 to 1970 in both Thailand and Vietnam.



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August 21, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As we continue to work under financial constraints, we must seek out opportunities to save money and increase our bottom line.

Recently, it has been brought to my attention the amount of potential savings we can achieve by reducing our color copying expenses. If we eliminate color copying entirely, we can achieve a potential cost savings of \$540,000. When we add in certain printing costs and individual desk-top printers, our savings have the potential to double.

While I realize that there are times when color copies are necessary and that they can not be entirely eliminated, I ask all of you to be more conscientious of your printing choices.

Here are a few ways in which we can reduce our color copying expenditures:

- When ordering copies from our Philadelphia and Washington, D.C., Reprographics Centers, select black and white copies as your first option.
- Change the default setting on all printers to black and white. This includes those employees with desk-top printers. By doing so, we automatically stop the color printing of drafts and unnecessary copies, saving money on toner and ink.
- Whenever possible, consider going paperless. By going paperless, not only do we save our financial resources but we also support our commitment to preserving the environment.

By simply changing this work process, we alleviate our financial expenditures and preserve resources that can be committed elsewhere, such as on our safety and customer focus initiatives.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



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special employee advisory

December 20, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As we enter the holiday season, I want to remind all employees, contractors and vendors that Amtrak is a drug- and alcohol-free workplace.

Our dedicated and conscientious employees are Amtrak's most valuable resource; your health and safety and the safety of our customers is our primary concern. Since drug misuse and alcohol abuse may pose a serious threat to health and safety, Amtrak is committed to establishing and maintaining a drug- and alcohol-free workplace. Employees who come to the workplace (on- or off-duty) with drugs and /or alcohol on their persons or in their bodies constitute an unacceptable hazard to themselves, their fellow workers and the traveling public. Amtrak adheres to the Drug Free Workplace Act of 1988, which requires Amtrak to adopt a policy with specific provisions that prohibits the unlawful manufacture, distribution, possession, and use of alcohol and illicit drugs in our workplace. Therefore, Amtrak requires that all employees report for and remain on-duty drug- and alcohol-free.

Amtrak has three programs that assist in this effort:

- Prevention through Operation RedBlock (ORB). Operation RedBlock is a labor-developed company-adopted drug prevention and intervention program for our agreement employees. The program emphasizes awareness, education, and prevention committees
- Treatment programs and services through an Employee Assistance Program (EAP) for all Amtrak employees with drug and alcohol abuse problems. The EAP provides assessment, counseling and referral for treatment or rehabilitation, as appropriate.
- A testing program for drug use and alcohol misuse consistent with applicable law, federal regulation and company policy.

Amtrak provides for supervisory training to assist managers and supervisors in identifying and addressing illegal drug use and alcohol misuse by their employees.

It is the responsibility of all of us to ensure the safety of our customers and ourselves by becoming knowledgeable with the following:

- Amtrak Drug and Alcohol Policy 7.3.0 and Instructions for Supervisors
- Employee Assistance Program Policy 7.4.2
- 49 CFR Part 40 Procedures for Transportation Workplace Drug and Alcohol Testing Programs
- 49 CFR Part 219 – Control of Alcohol and Drug Use
- 49 CFR Part 382 – Controlled Substance and Alcohol Use and Testing
- Operation Red Block – By pass, mark-off procedure

Should you require more information please contact:

Deborah Jowers, Manager D&A Programs at jowersd@amtrak.com

Chian Gavin, Interim Manager EAP at chian.gavin@amtrak.com

Michael Oathout, Manager ORB at oathoum@amtrak.com

Sincerely,



Joe Boardman
President and CEO



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December 1, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As railroaders and people, we cannot help but feel connected to today's tragedy in New York.

I know that you join with me in offering our deepest sympathy to those employees, customers and families so deeply affected by the Metro-North train derailment in New York and its aftermath.

We will offer whatever assistance we can.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

December 20, 2013 • Page 1 of 1

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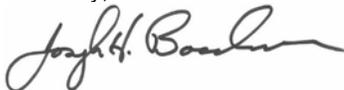
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Michael Oathout, Manager ORB at oathoum@amtrak.com

Sincerely,



Joe Boardman
President and CEO



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February 11, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to let you know that tomorrow, we will resume normal operations on the Northeast Corridor between New York and Boston, including the resumption of full *Acela Express*, *Northeast Regional* and *Springfield Shuttle* service following this weekend's severe winter storm.

Our crews have been working around the clock to clear affected track of large amounts of snow, in excess of several feet in some cases. In addition, crews have removed downed trees and made all necessary repairs to allow for full restoration of service.

I appreciate what you do every day and especially these last few days. I know that it is hard to be away from your families during these weather situations and I thank you for that.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
CEO and President



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March 14, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Yesterday Gordon Hutchison, our Acting Chief Financial Officer and Controller, told me that he will be resigning effective-----.
I want to assure our employees that we are actively seeking the right person to fill the Chief Financial Officer role.

Gordon has been with Amtrak since -----and successfully led the Finance department since DJ Stadtler assumed the vice president of Operations position.

Gordon was of great assistance through Hurricane Sandy, led the effort to create PRIIA Section 209 workbooks on costing methodology for the state-supported services, and was at the helm of our critical FY2013 budget preparation.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



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March 14, 2013 • Page 1 of 1

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Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



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February 20, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very happy to let you know that on 12:01 a.m. this past Saturday morning (February 16, 2013), we assumed maintenance responsibilities for the rail line (former Norfolk Southern route) owned by the state of Michigan on behalf of the Michigan Department of Transportation (MDOT). This line is used by the *Wolverine Service* and *Blue Water* trains from Kalamazoo to Central and Eastern Michigan.

As announced in December 2012, MDOT used a grant from the Federal Railway Administration to purchase 135 miles of Norfolk Southern railroad for \$140 million. This line is directly connected to the Amtrak-owned Michigan District, which runs 97 miles from Kalamazoo to Porter, Ind. The result is that nearly 80 percent of the route between Detroit and Chicago is now publically owned and will be maintained for passenger trains at higher speeds.

To conduct daily maintenance of way responsibilities our Engineering department has employed 46 people including:

- 14 Communications and Signal employees, seven of whom transferred from Norfolk Southern to work at Amtrak;
- 31 Track employees, five of whom transferred from Norfolk Southern to work at Amtrak and
- 23 Amtrak employees we were able to bring back from furlough status.

These employees reported to the Jackson, Mich., office to receive assignments, basic orientation, personal protective gear and truck assignments where needed. They will be mainly based out of Jackson, but will also work out of Ypsilanti and Battle Creek, Mich., to enable quicker responses to emergency situations.

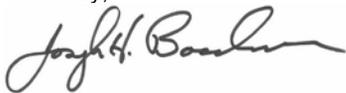
This transition to Amtrak maintenance will not come without future challenges. As our maintenance crews access this territory we anticipate learning more and future slow orders may be required to operate trains safely.

Regardless of these challenges, we are very excited about this opportunity as it will extend a long relationship with the state of Michigan for at least the next 20 years following the completion of the High Speed Rail projects. These projects include the replacement of the old signal system and upgrade of current track conditions. In addition, new track will be installed between Ypsilanti and Dearborn to address capacity issues between passenger and freight services in that area.

I am sure you will be happy to join me in congratulating MDOT for their vision and commitment to High Speed Rail. We are proud to be their partner and we are proud of our excellent team in Jackson.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
CEO and President



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special employee advisory

February 28, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

You have probably been hearing about sequestration discussions in Washington and some of you are wondering if it will impact our service. Congress and the Administration have to agree on how to resolve these across the board cuts that will impact our federal funding.

I want to assure you that we've been planning for this reduction in our operating and capital budgets and do not anticipate immediate cuts to service. We will continue to tighten our belts and focus on the bottom line. Hopefully, the sequestration debate will not last long. The continued lack of predictable federal appropriations makes proper budgeting and future planning extremely difficult for us.

I will let you know if our situation should change.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

July 1, 2013 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

I am very pleased to let you know of the successful negotiations which have resulted in ongoing agreements with both Maryland Transit Administration (MTA) and Connecticut Department of Transportation (CTDOT).

Amtrak and the MTA concluded negotiations of two new agreements taking effect on July 1, 2013 for a period of five years.

Under the new Northeast Corridor Access Agreement, MARC trains will continue to access the Northeast Corridor (NEC) between Perryville and Washington Union Station, including the use of Amtrak-owned stations. This agreement also allows for continuation of existing weekday service levels. The MTA may also request service expansions, which we will evaluate based on our current and future intercity needs. The access agreement will once again continue to support recapitalization on the NEC via the Joint Benefits Program. Additional capital support in the form of new storage fees and on-time performance incentive payments will now provide even greater financial contribution to recapitalization than in past agreements.

The MTA has agreed to have us continue to provide train crews and mechanical servicing for MARC Penn Line trains under the recently negotiated MARC Commuter Operating Agreement. This also covers other Amtrak services such as ticket selling, car washing, claims handling and Quik-Trak machine usage.

The Northeast Corridor Infrastructure and Investment Development business line (NEC IID) has also recently concluded negotiations with CTDOT related to Shore Line East commuter rail service. The amendment to the Shore Line East Commuter Operating Agreement will have Amtrak continue to provide train crews and mechanical servicing for Shore Line East trains, as well as continues to allow for access to Amtrak's infrastructure between New Haven and New London. This agreement is a three-year extension of the existing agreement, which expired yesterday.

Combined, these agreements will provide Amtrak with total payments of approximately \$370 million by these two state agencies, and keep over 150 Amtrak employees in service, dedicated to the operation of MARC and Shore Line East service.



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July 1, 2013 • Page 2 of 2

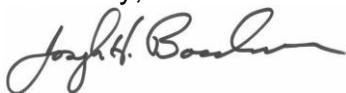
The Amtrak negotiating team consisted of representatives of the NEC business line, Northeast Corridor business line, and the Finance and Legal departments. This coordinated effort is an example of the evolving corporate structure within Amtrak and highlights the successful collaboration of the recently-formed business lines.

Both of these agencies demonstrated real confidence in Amtrak by extending these agreements. In both cases, Amtrak was able to show consistent value and win the confidence of our state partners. These agreements not only strengthen Amtrak's bottom line, they strengthen important and valued relationships.

I would like to recognize our managers and employees for the excellent job you have done over the past five years. We are depending upon you to continue the professional and dedicated service you demonstrate on a daily basis.

Thank you for everything you do for Amtrak

Sincerely,



Joe Boardman
President and CEO



special employee advisory

July 1, 2013 • Page 1 of 2

A Message from Joe Boardman

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July 1, 2013 • Page 2 of 2

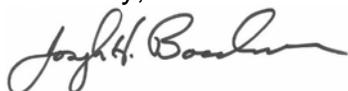
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Sincerely,



Joe Boardman
President and CEO



special employee advisory

July 19, 2013 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

On July 26, 1990, the Americans with Disabilities Act (ADA) was signed into law to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” We are proud to recognize the 23-year anniversary of the ADA and are proud to serve as an important mode of travel for people with disabilities.

Accessibility for passengers with disabilities has historically placed Amtrak at a competitive advantage over other travel modes. With input from national disability advocacy groups and a robust program supported by collaborative teams throughout the company, we have taken significant steps to improve the travel experience for passengers with disabilities from trip planning, to purchasing tickets, to stations, to equipment and on-board services.

Over the past four years, Amtrak has:

- Held disability customer service training for front line employees.
- Begun planning initiatives that are underway for level-boarding and gap bridge plate projects at many stations.
- Installed wheelchair lifts or replaced aging and obsolete lifts where needed so that we now have in excess of 500 wheelchair lifts at our stations.
- Made accessibility improvements at more than 200 stations including repairs and upgrades to platforms, ramps and sidewalks and renovated entrance ways and restrooms.
- Either replaced or installed accessible Quik-Trak ticket kiosks in stations.
- Made improvements to Amtrak.com to allow passengers with disabilities to book online.

All Amtrak trains have accessible seating and restrooms, all long-distance trains have accessible bedrooms and Amtrak is the only mode of intercity transportation that provides a discount to passengers with disabilities and their companions.

Our advancements are reflected in part by the ridership growth of passengers with disabilities. Through June 2013, this segment has grown by 20 percent over the same period last year.



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July 19, 2013 • Page 2 of 2

Since 2006, through our Great American Stations Project, Amtrak has been working to educate communities on the benefits of redeveloping train stations and making improvements to ensure stations are accessible for all. We have sponsored 10 Civic Conversations around the system touching over 200 Amtrak-served communities across the country. The purpose of these meeting is to bring together city officials, civic leaders and state officials to discuss station redevelopment, accessibility requirements and how Amtrak can serve as a partner in the process.

However, for all the progress we have made, there is still work that needs to be done. Upgrading stations and making them fully accessible is a challenge that requires significant, dedicated funding and, in many cases, complex access and other agreements.

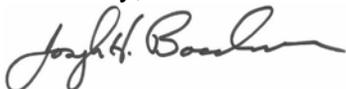
We own only a small percentage of the nearly 500 stations that are required to become ADA-compliant. We need to find a way to overcome the length of time it takes to work through the complexity of station ownership issues and we remain committed to working with all of the owners of the stations, platforms and parking facilities to create a nationwide rail system that is accessible to each and every employee and customer.

We are confident that we can build on the progress made to date and we plan to advance a robust program of station accessibility improvements in Fiscal Year 2014 if sufficient federal funding continues to be available. Making Amtrak service accessible to all individuals aligns with our Strategic Plan, specifically the goals of customer focus, safety and security and mobility and connectivity.

Providing accessibility to our trains, facilities and workplace is the right thing to do as a company because all of our customers and employees must be treated equally and without differentiation.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

July 25, 2013 • Page 1 of 1

A Message from Joe Boardman

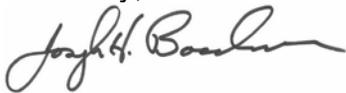
Dear Co-workers,

As railroaders and people, we cannot help but feel connected to yesterday's tragedy in Spain.

I know that you join with me in offering our deepest sympathy to those employees, customers and families so deeply affected by the incident and its aftermath.

We will offer whatever assistance we can.

Sincerely,



Joe Boardman
President and CEO



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June 18, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I wanted to update you on Amtrak's federal funding request.

Today, the House Appropriations Committee issued its FY 2014 budget numbers for transportation, including Amtrak.

The Amtrak number in the draft bill comes in at \$950 million: \$350,000 for operating and \$600,000 for capital and debt service. This represents a one third cut from our 2013 number of \$1.344 billion and is the lowest number since 2002.

This amount is just not workable and we believe that many members of Congress understand this.

We are not alone in this. The essential air service and Federal Aviation Administration facilities and equipment also received cuts and the High-Speed Rail and Intercity Passenger Rail Program were unfunded.

It is expected that the full House will vote on the bill after the July 4th recess.

This is a lengthy process and we have been down this road before. It is important that we continue to focus on running America's Railroad in the safest, most customer-focused and professional manner possible. I will continue to keep you posted as this process continues.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



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June 19, 2013 • Page 1 of 1

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We are not alone in this. The essential air service and Federal Aviation Administration facilities and equipment also received cuts and the High-Speed Rail and Intercity Passenger Rail Program were unfunded.

It is expected that the full House will vote on the bill after the July 4th recess.

This is a lengthy process and we have been down this road before. It is important that we continue to focus on running America's Railroad in the safest, most customer-focused and professional manner possible. I will continue to keep you posted as this process continues.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June 25, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very pleased to let you know of the successful negotiations which have resulted in ongoing agreements with both the Maryland Transit Administration (MTA) and Connecticut Department of Transportation (CTDOT).

Amtrak and the MTA concluded negotiations of two new agreements taking effect on July 1, 2013 for a period of five years.

Under the new access agreement, MARC trains will continue to access the Northeast Corridor between Perryville and Washington Union Station. This agreement also allows for continuation of existing weekday service levels. The MTA may also request service expansions, which we will evaluate based on our current and future intercity needs. The access agreement will once again continue to support recapitalization on the NEC via the Joint Benefits Program. Additional capital support in the form of new storage fees and on-time performance incentive payments will now provide even greater financial contribution to recapitalization than in past agreements.

The MTA has agreed to have us continue to provide train crews and mechanical servicing for MARC Penn Line trains under the recently negotiated operating agreement. This also covers other Amtrak services such as ticket selling, car washing, claims handling and QuikTrak machine usage.

NEC IID has also recently concluded negotiations with CTDOT, to have Amtrak continue to provide train crews and mechanical servicing for Shore Line East service. This agreement is a three-year extension of the existing agreement, which was due to expire on June 30, 2013.

Combined, these agreements will provide Amtrak with payments of over \$80 (approximately) million per year by these two state agencies, and keep over 150 Amtrak employees in service, dedicated to the operation of MARC and Shore Line East service.

Both agencies had several companies from which to choose and Amtrak was able to show its consistent value in both cases.

I would like to recognize our managers and employees for the excellent job they have done over the past five years and we are depending upon them to continue the professional and dedicated service they demonstrate on a daily basis.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



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June 27, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

There are two pieces of news that I would like to share with you today.

Funding

In my advisory of June 19, I promised to keep you updated on Amtrak's federal funding request.

On Wednesday, the Senate Appropriations Subcommittee proposed a FY 2014 funding level for Amtrak of \$1.45 billion. This is a realistic and workable number. It recognizes the need for federal investment to operate and maintain the Amtrak national network, and to keep the Northeast Corridor the safe and reliable economic engine that it is today.

Even at this funding level, however, there is a significant amount of critical backlog infrastructure work that will not get done. In order for the nation's intercity passenger rail system to reach its full potential, Amtrak will need higher and sustained levels of federal capital funding.

Secretary of Transportation Anthony Foxx

The U. S. Senate confirmed Anthony Foxx as our next Secretary of Transportation. Amtrak Board of Directors Chairman Tony Coscia and I believe that Secretary Foxx will play a pivotal role in providing critical federal investments for advancing intercity and high-speed passenger rail projects that enhance service, improve reliability, expand capacity, reduce trip-times and increase speeds.

Tony and I welcome Secretary Foxx to the Amtrak board of directors where he will help shape the future of America's Railroad and further improve our record-breaking financial and operational performance.

As a former mayor of Charlotte, N.C., an Amtrak-served community, we believe Secretary Foxx understands that intercity passenger rail is a vital and necessary part of the national transportation network and provides mobility, connectivity and economic development across America in rural communities, small and medium sized towns, and major cities.

We look forward to working with him to deliver more and better intercity and high-speed passenger rail service to the nation.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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June 7, 2013 • Page 1 of 1

PSSA Nomination Period Extended

Nominations for the 2013 President's Service and Safety Awards will now be accepted through **Wednesday, June 19, 2013**.

Nomination forms are located in the "Forms Library" on our company Intranet, <http://apps.nrpc/forms/> or by emailing 2013PSSA@amtrak.com.

Also, in response to multiple questions concerning the Safety Committee of the Year award, please note that all Safety Committees are eligible for this award including Safe-2-Safer Core Committees and Safe-2-Safer Steering Committees.



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March 15, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

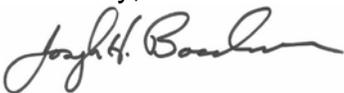
This week Gordon Hutchinson, our acting chief financial officer and controller, told me that he will be resigning effective mid-April. Gordon has been with Amtrak since 2010 and successfully led the Finance department since DJ Stadtler assumed the vice president of Operations position.

Gordon was of great assistance through the final implementation of our strategic asset management system. He championed the effort to create a business process and management controls function and he led our improved cash management and forecasting.

I want to assure you that we are actively seeking and interviewing candidates to fill both the chief financial officer and controller roles.

I know that you will join me in wishing Gordon well in his career after Amtrak.

Sincerely,



Joe Boardman
President and CEO



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March 18, 2013 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

Last week the Amtrak board of directors elected Anthony R. Coscia to be its next chairman to help guide the future of America's Railroad[®] and carry out initiatives to increase ridership and improve operational and financial performance. In addition, the Amtrak board elected Jeffrey R. Moreland as vice-chairman.

An Amtrak board member since June 2010, and current chairman of its Audit and Finance committee, Coscia succeeds departing board chairman Thomas C. Carper whose term on the board expires this month.

"During my five years on the board of directors, Amtrak has made undeniable progress and all board members have worked together successfully, and in bipartisan fashion, to improve our nation's intercity passenger rail service," said Carper.

"I am confident Tony and Jeff will provide effective leadership, continue what is working while promoting new initiatives and work closely with President and CEO Joe Boardman to further transform Amtrak so it better delivers on its national mission to provide connectivity and mobility across the country," Carper added.

"It is an honor to serve as Amtrak's next chairman and I thank the Obama administration and many members from both houses of Congress whose support for Amtrak has been invaluable," Coscia said. "On behalf of the Board and Amtrak's employees I also want to thank Tom Carper and Nancy Naples for their exemplary service as their terms as board members come to an end.

"As chairman, I am committed to increasing ridership, strengthening Amtrak's operational performance and improving its financial position," he explained. "Over the many years that I have been involved in infrastructure, and especially over my last three years on Amtrak's board, I have come to recognize that passenger rail is vital to America's economic growth and to addressing our nation's growing need for mobility and connectivity."

Since joining Amtrak's board, Coscia has strongly supported investments in America's national rail network. In particular, he is a strong advocate for making improvements to rail corridors that link the nation's urban centers, such as the Northeast Corridor, and that



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March 18, 2013 • Page 2 of 2

connect parts of the country underserved by other modes of transit. He also supports investments in rail infrastructure so it can handle more trains and carry more passengers at higher speeds.

Coscia brings to the position an extensive background, including previously serving as chairman of the Board of Commissioners of the Port Authority of New York and New Jersey, and experience in redevelopment finance and corporate governance. Currently, he is a partner at the law firm of Windels Marx Lane & Mittendorf, LLP.

Jeffrey Moreland also has been an Amtrak board member since June 2010 and is the chairman of its Government Affairs and Legal & Corporate Affairs committee. He succeeds Nancy Naples as vice-chairman. He enjoyed a long career at BNSF Railway including several senior management positions in law and government affairs, and most recently as executive vice president for public affairs.

"I look forward to continuing to work with Tony, the other board members and Joe Boardman and his management team. I believe all of us working together will allow Amtrak to continue to make progress in achieving our goals," said Moreland.

I believe that the success of Amtrak is, in part, a result of the strong and collaborative relationship between management and the board of directors. Tony and Jeff have always brought passion and solutions to the discussion and their leadership will help carry Amtrak into the future and to continued improvements.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

March 21, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Amtrak is pleased to have reached an agreement with our partners in the Commonwealth of Pennsylvania to preserve the *Pennsylvanian*, servicing communities between Pittsburgh, Harrisburg and Philadelphia with connections to New York.

This is an exciting day for the people of Pennsylvania, and I want to thank Governor Corbett and Secretary Schoch for working with us to continue this important service.

Sincerely,



Joe Boardman
President and CEO



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May 9, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to announce the establishment of the corporate safety advocate position within the Office of the President. Mark McKeon will serve in that role effective May 14.

Mr. McKeon will report directly to me and will serve as my trusted advisor on safety programs. In partnership with the Corporate Communications department, the chief safety advocate will ensure that a consistent corporate safety message is communicated across all media platforms, highlighting success stories and emphasizing the human aspect of safety. This role will collaborate with key business line leaders, especially the chief safety officer and appropriate subject matter experts in the Safety department, to plan and implement strategies that embody Amtrak's commitment to safety. The corporate safety advocate will identify safety areas of concern, will assess relative safety risks and rewards of emerging safety technologies and solutions and will be an advocate for safety in the corporation, with our external partners and the public.

Mark has extensive experience in the rail transportation industry spanning over 40 years and most notably spent 30 of those years at the Federal Railroad Administration (FRA). Most recently, he was employed at the FRA as the special assistant to the associate administrator and chief safety officer. In that role, Mark implemented major provisions of the Railroad Safety Improvement Act of 2008. He chaired and managed the Railroad Safety Advisory Committee Passenger Hours of Service Working group, the Conductor Certification Working group, the Hours of Service Recordkeeping Working group and served as a senior advisor to the associate administrator and chief safety officer on safety and security issues having nationwide application. Prior to that, Mr. McKeon served as FRA's regional administrator in Cambridge, Mass., for 18 years. There he managed the federal and state Railroad Safety Oversight program in eight states and was responsible for federal safety oversight of the Northeast Corridor between Boston and Trenton. In addition, he served interim assignments as regional administrator in Chicago and Fort Worth. Mark was chairman of the Locomotive Engineer Review Board from 1992 to 2000 and a member of the Railroad Safety Board from 2000 to 2011.

Please join me in welcoming Mark. I look forward to your support of his efforts to continue Amtrak's goal to become North America's safest railroad for our employees and our passengers.

Sincerely,



Joe Boardman
President and CEO



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May 9, 2013 • Page 1 of 1

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Sincerely,



Joe Boardman
President and CEO



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May 23, 2013 • Page 1 of 1

A Message from Amtrak Board Chairman Anthony Coscia

Dear Employees,

On behalf of the Amtrak board of directors, I am pleased to report that we have approved a two-year renewable contract extension for Joe Boardman to serve as president and CEO of the company. Our decision recognizes Joe's achievements in improving the operational and financial performance of America's Railroad®, and helps ensure continuity of leadership critical to the ongoing implementation of the company's strategic plan.

Joe has been able to bring results and build considerable confidence among Amtrak's employees, passengers and supporters since he became president and CEO in November, 2008. We believe that he will continue to make progress and strengthen the company.

Joe's tenure as president and CEO has been marked by significant accomplishments by the company. Amtrak has increased ridership and revenue to record levels, reduced our need for federal operating support, began infrastructure upgrades, achieved the best ever system-wide on-time performance, championed the Safe-2-Safer program, introduced the Wi-Fi service and eTicketing, created and implemented a corporate strategic plan, made the decision to acquire new equipment, continues to proactively move ahead with the development of next-generation high-speed rail program in the Northeast Corridor in addition to completing numerous capital projects across the Amtrak network.

Joe is often seen greeting passengers and talking with employees and it is not uncommon for him to visit crew bases, commissaries, stations, yards and maintenance facilities. He has travelled over 200,000 miles on Amtrak trains since joining the company.

The board looks forward to continuing to work with Joe Boardman, his leadership team and the entire Amtrak family.

Sincerely,

Tony Coscia
Chairman, Amtrak Board of Directors



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May 24, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

May 27 is Memorial Day, a time for us to commemorate all those whose lives have been lost in wars at home and abroad. Traditionally, the American flag is flown at half-staff from sunrise until noon, when it is quickly raised in honor of the fallen.

We often mark the day by attending hometown parades, planting flags in cemeteries and yards and attending family gatherings. But we all know that war affects many—mothers and fathers, siblings, children and friends—who lose a loved one fighting on behalf of our country.

For me and other veterans, Memorial Day offers an opportunity for quiet reflection and remembrance of those who did not return.

At 3:00 p.m. local time on Monday, we encourage all Amtrak employees to participate in the National Moment of Remembrance by taking a moment to observe, each in our own way, the Americans who have died while defending our nation. This year, as in the past, all of the engines on our system will sound one long whistle at this time, where safe operation permits, as a salute to those who died for our country.

Our thoughts also remain with our Amtrak employees who are currently on active duty and are deployed away from their families and friends.

American railroads have long witnessed dedicated employees ship off to the front lines of battle, and have warmly welcomed them back in peacetime.

Skills in heavy machinery, electronics and other specialized fields often carry over well from a position in the armed forces to a railroad career. Today, Amtrak employs more than 1,500 veterans, and we have a goal of recruiting qualified veterans as 25 percent of all new hires by 2015.

As you enjoy the traditional start of summer, a season known for fun and relaxation, join me in taking a moment to remember those who fought and died in defense of our nation and its founding principles. Their ultimate sacrifice made possible our present and future—and the liberty to choose our own paths in life.

I wish you a happy, a safe, and above all, a peaceful Memorial Day.

Sincerely,



Joe Boardman
President and CEO



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May 3, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

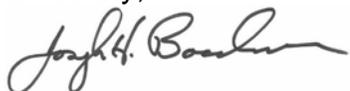
I am happy to announce that Dan Black, currently the assistant vice president of financial analysis, has agreed to temporarily become the acting chief financial officer. Dan has been with Amtrak since 2001 and has an extensive Finance and Transportation background.

This appointment was approved this week by our board of directors and becomes effective immediately.

We continue to actively seek and interview candidates to fill the chief financial officer position.

I know that you will join me in supporting Dan as we move forward.

Sincerely,



Joe Boardman
President and CEO



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May 22, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Yesterday afternoon I testified before the House of Representatives Subcommittee on Railroads, Pipelines and Hazardous Materials on understanding the cost drivers of passenger rail.

The operation of long-distance trains has been a core federal responsibility since 1971 and a federally-funded national system is the best way to keep costs low and provide customer choices that build ridership and develop economies of scale is part of the message I delivered.

Congress is clearly 100 percent in charge in directing how long-distance train service is provided in the United States and has been ever since it created Amtrak 42 years ago. Should Congress again decide in the next passenger rail reauthorization to continue a national system, Amtrak is dedicated to ensuring that long-distance trains are sustained and run as efficiently and effectively as possible.

Federal law requires Amtrak to operate a national passenger rail system that includes long-distance routes. The current law also includes a "Sense of Congress" statement that declares "long-distance passenger rail is a vital and necessary part of our national transportation system and economy."

Long-distance trains are a public service, provide national connectivity and mobility, feed riders onto the rapidly growing state-supported corridor services and deliver about half a million passengers to the Northeast Corridor each year. Since 2006, ridership on long distance trains is up nearly 27 percent and in FY 2012, six of the 15 routes set new ridership records. In addition, our long-distance trains serve 40 percent of America's rural population and are the only remaining scheduled intercity transportation in many places as intercity bus and airline service continue to disappear from smaller communities.

A focus on improving financial performance is achieving results for America's Railroad®, including: setting new records for ridership, revenue and on-time performance; covering 88 percent of operating costs with ticket sales and other revenues; reducing federal operating support to just 12 percent and significantly paying down debt.

Making Amtrak better is not solely about controlling and cutting costs. In FY 2012, about 50 percent of our expenses were for labor costs—an



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May 22, 2013 • Page 2 of 2

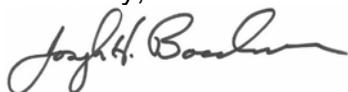
amount not unique for the service industry and lower than the 55 percent average for the manufacturing sector in our country.

It is very important to understand that the national intercity passenger rail network delivers a huge public benefit and that every penny made is reinvested in Amtrak with an overwhelming majority of revenues and funding spent in America.

And much of this could not be done without everything that you do every day for Amtrak.

A complete copy of my testimony can be found at <http://www.amtrak.com/ccurl/605/21/Amtrak-Operates-LD-Trains-Direction-of-Congress-ATK-13-044.pdf>

Sincerely,



Joe Boardman
President and CEO



special employee advisory

May 22, 2013 • Page 1 of 1

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May 22, 2013 • Page 2 of 2

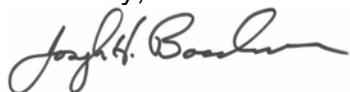
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Sincerely,



Joe Boardman
President and CEO



special employee advisory

November 26, 2013 • Page 1 of 1

Message from Operation RedBlock

Operation RedBlock would like to wish everyone a safe and happy holiday.

“Saving jobs and saving lives” is our motto.

Operation RedBlock is a labor-developed, company adopted drug and alcohol prevention and intervention program.

Please remember Operation RedBlock is here to help. Our labor coordinators are available 24/7 to provide assistance. Operation RedBlock is offered to all Amtrak employees.

For **CONFIDENTIAL** mark-offs please call 1-800-44R-BLOC (1-800-447-2562).

Have a safe, happy and sober holiday.



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November 26, 2013 • Page 1 of 1

Message from Operation RedBlock

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October 3, 2013 • Page 1 of 1

SHELTER IN PLACE

There have been reports of gunfire at the U.S. Capitol.

Please shelter in place until further notice.

We will provide updates.



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October 3, 2013 • Page 1 of 1

SHELTER IN PLACE HAS BEEN LIFTED

We will provide any further updates if required.

Thank you for your cooperation.



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October 15, 2013 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

The numbers are in, and I'm happy to announce that FY13 proved to be another record-breaking year for ridership and revenue. Amtrak carried 31.6 million passengers and earned \$2.1 billion in ticket revenue; these figures represent increases of one percent and 4.2 percent, respectively, over FY12. They also follow on positive trends witnessed earlier this year: in March, we saw the best ridership month in the company's history, only to surpass it in July.

Amtrak services set new annual ridership records on 20 of 45 routes. Long-distance routes combined had the best year in two decades, while state-supported routes had the best year ever with 15.4 million passengers. Although Hurricane Sandy caused unprecedented damage to the Northeast Corridor (NEC) last fall, it still had its second best year in history and the popular *Northeast Regional* service set a new ridership record.

In ten of the last 11 years, we have marked new ridership records, and since ridership has risen by 50 percent since FY2000, This great accomplishment is not solely ours, but was made possible through strong, collaborative relationships with our state partners and the federal government. With their help, Amtrak will pursue the resources necessary to rebuild and enhance the passenger rail system for the next generation, including infrastructure to support high-speed rail.

I believe that all of these records point to our success in creating and marketing a product desired by the traveling public. In growing metropolitan areas, passenger rail is clearly a viable alternative to crowded roads and skies, while in many rural areas, Amtrak often is the only means of regularly scheduled, public intercity transportation. Amtrak also contributes to local economies along the routes we serve through the purchase of goods and services needed to maintain, operate and improve the national network. In addition, states and communities realize stations served by Amtrak are anchors for economic development, catalysts for historic preservation and tourism growth, sites for commercial and cultural uses and points of civic pride.

The success of the past few years can also be attributed to our five-year Strategic Plan, which ensures all major initiatives align with our long-term goals. Recently, we focused on the customer by introducing technologies such as eTicketing that appeal to changing travel habits, and worked out new cost-sharing agreements with 18 of our state



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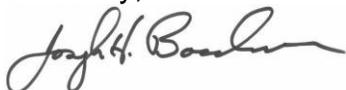
special employee advisory

October 15, 2013 • Page 2 of 2

partners; enhanced the safety and security of the railroad through the continuation of Safe-2-Safer; increased mobility and connectivity with route extensions and expanded Thruway bus connections; evaluated methods to lessen our environmental footprint and encouraged financial and organizational excellence by using limited resources wisely.

On behalf of myself, our board of directors and management team, I appreciate all you do for the company, our partners and most importantly, our passengers. The records attained this year highlight your dedication to Amtrak. Sometimes, in a large organization like ours that spans the country, it can be hard to understand how all the pieces fit together. But your individual efforts build upon one another and contribute to our positive growth and good reputation. Whether you are in a station, corporate office, maintenance facility or on board the trains, your work ultimately impacts the health of Amtrak. By drawing on our collective strengths, I am confident we can lay a foundation on which America's Railroad will thrive for years to come.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

October 21, 2013 • Page 1 of 2

2013 PSSA Recipients Announced

We are pleased to announce the recipients of the 2013 President's Service and Safety Awards (PSSA). The company annually honors employees and external partners who have made exceptional contributions to Amtrak. The following award winners will be honored at a ceremony in Washington, D.C., on November 7.

Excellence in Customer Service

Samir Balanca
Wanda J. England
Guadalupe Flores-Lara
Pamela Ford
Phillip D. Horne*
Rodney G. Jones
Rodney G. Patterson
David Pryor
Justin K. Sommers

Excellence in Leadership

Gessner S. Canadiate
Edward P. Clarke
Morrell K. Savoy
John Wojciechowski

Sustained Excellence

Gul H. Ashraf
Kathy A. Brewer
Michael Capobianco
Arlene Casenave
William M. Gardner
George P. Hurchick*
James K. Mann, Jr.
Francesco Z. Mc Bride
Mark S. Musselwhite
Ramona R. Schmitt

Achievement

eTicketing Nationwide Implementation Team

Ann M. Adams
Stephen J. Alexander

Peggy J. Beverage
Michael J. Bonner
Phillip A. Bouchard
George P. Bucha
Clyde D. Coatney
Samantha R. Eitzmann
Anthony P. Flynn
Donald J. Hancock
Maria A. Hefley
Vincent A. Hodge
Clyde M. Hottel
Kim R. Jackson
Michael L. Jones
Julie A. Kams
Amir N. Khan
Douglas W. Konn
Carleton J. MacDonald
Ina L. Martin
Wanda D. McQueen
Lydia J. Mendez
Jonathan D. Miller
Mark S. Musselwhite
Geoffrey L. Nelson
Steven R. Osterhout
Jeffrey D. Palmer
Robert D. Pee
Daniel R. Pehrson
Penelope R. Porter
Betty A. Purich
Victoria S. Radke
Maygail F. Rothweiler-Nagle
Terrance P. Rowley, Jr.
Charles W. Shillingford
Charles F. Simmers
George Vogel
Stanley Winkler, Jr.
John Wojciechowski
Kim M. Wright-Long

Train of Hope Team

Raymond J. Ciarlo
Clifford B. Cole
Martin Conway
Michael J. Gallagher
Jocelyn Harper
Karen H. Klotzbach-Piper
Marc A. Magliari
James J. McDaniel



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special employee advisory

October 21, 2013 • Page 2 of 2

LaMarr R. Miller
John R. Roseen
Tina M. Slapcinsky
Thomas L. Stennis, III.
Brenda Walker

Amtrak Champion **Hope Platform Team**

Rodney Bobo
Catherine Cook
Jeff Cook
Dolly Henley
Paul Henley
Steve Montgomery
Bill Pollard
Bubba Powers
Dennis Ramsey
Mike Ross
Henry Struckman
Kathy Struckman
Larry Teague
Chris Thomason
John Watkins

North Dakota and Montana **Operation Lifesaver Team**

John Althof
Michael Bachmeier
Cheryl Bonebrake
Andy Cummings
Benjamin Dahl
Craig Erickson
Richard Flink
Roy Harper
Tom Micek
Serena Schmit
James Styron
Paula Thomas
Leann Wallin
Clark Wheeler

Innovation

Edward J. Mruk

Bear Acela MWP Overhaul Team

Darryl American
David P. Brong
Kenneth P. Creedon
Scott J. Fleming

Phillip A. Fowler
Joseph Freeland
Robert C. Hope
Howard W. Hunter, IV
Michael E. Jones
Donald C. Keller, Sr.
Mark A. Lewandowski
Robert C. Lilly
Daryle L. Mattox
John H. McCardell, II
Brian L. Meloni
Jay A. Miller
Lestin Myrie
Hong V. Nguyen
David R. Rager
Jeffrey E. Shaw
Frank L. Skatuler
William R. White, IV

Safety Achievement

Ronald J. Roscoe

Safety Committee of the Year **Central Florida Safety Committee**

Gessner S. Canadiate
Danny J. Gregg
Douglas C. Rutledge, Jr.
Astrid J. Schettini-Rodriguez

Valor

East River Tunnel Pumping Crew **Team**

Harold Austin
Douglas J. Barry
Joseph J. Braithwaite
Michael Carbonaro
David Cooper
Scott W. Dunnagan
Eric M. Haggerty
Joseph N. LiCalzi
Jose Oliva
Robert F. Schoch
Evans E. Thomas
Daniel K. Thorpe
Kumoni U. Van Der Veer
Wilfred A. Warren

* In Memoriam



special employee advisory

October 11, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Late last week we announced that we are moving forward with a plan to eliminate our food and beverage losses over five years. This builds on successful initiatives implemented since FY 2006 that have increased the cost recovery rate from 49 percent to 65 percent.

Most of these initiatives involved providing our dining car staff with enhanced inventory management systems which permit closer tracking and deliver customer service improvements.

In inflation adjusted dollars, the Amtrak food and beverage loss declined \$31 million, from \$105 million in FY 2006 to a projected \$74 million in FY 2013; about a 30 percent move in the right direction.

Approximately 99 percent of the food and beverage loss is reported from long-distance trains that Congress requires Amtrak to operate, specifically costs associated with dining car service. Café car services across the system, on the other hand, essentially break even or make a positive contribution to the bottom line.

I believe it is time to commit ourselves to end food and beverage losses. We have a plan to expand successful initiatives, add new elements and evolve as technology leads us to better solutions.

The centerpiece of this plan is an improved management structure that has been put into place over the past year. It consolidates operations and accountability for food and beverage into a single department. This new organization also established a long-distance services general manager and route directors responsible for profit and loss on specific trains and they will identify opportunities for further cost savings and efficiencies.

Some of these opportunities will involve examining labor productivity and revenue performance, reducing spoilage, enhancing inventory controls and close tracking of onboard stock levels and exploring new pricing and revenue management options to align with customer needs and enhance cost recovery.

Recently, we started a pilot on the *Silver Meteor* to test the use of a touch-screen tablet-based solution to replace the manner in which dining car service attendants' take passenger meal orders and print receipts. We are using technology onboard trains aimed at improving customer service, automating financial and other reporting and eliminating the error prone and time consuming method of manual data entry.

Amtrak is involved in two other very important food and beverage programs 2014. We will roll out our Point of Sale (POS) system across our national



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special employee advisory

October 11, 2013 • Page 2 of 2

network. Currently in operation on *Acela Express*, *Surfliners*, *San Joaquins* and the *Capitol Corridor* trains, POS technology improves the customer experience by streamlining the check-out and receipt printing process in café and lounge cars, and allows onboard employees more time to focus on sales and customer service. It also provides real-time inventory status, better decision support and more flexibility to introduce targeting pricing and discounts.

“Cashless” sales for food and beverage will be tested on certain routes. The elimination of cash reduces transaction time and significantly reduces accounting expenses and the risk of fraud or abuse. Some department stores and the airline industry have been following this or similar models and have seen increased sales results.

This is going to take a while and I will keep you informed about our progress. I know how important dining car service is to you and the overall customer experience on our long-distance trains. The goal is to end our losses and improve our service quality and I look forward to hearing your feedback on how we are doing.

It is an exciting time and I am confident that we will succeed in these efforts just as we have in setting new revenue, ridership and on-time performance records these past years.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

October 3, 2013 • Page 1 of 1

SHELTER IN PLACE

There have been reports of gunfire at the U.S. Capitol.

Please shelter in place until further notice.

We will provide updates.



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October 3, 2013 • Page 1 of 1

SHELTER IN PLACE HAS BEEN LIFTED

We will provide any further updates if required.

Thank you for your cooperation.



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October 15, 2013 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

The numbers are in, and I'm happy to announce that FY13 proved to be another record-breaking year for ridership and revenue. Amtrak carried 31.6 million passengers and earned \$2.1 billion in ticket revenue; these figures represent increases of one percent and 4.2 percent, respectively, over FY12. They also follow on positive trends witnessed earlier this year: in March, we saw the best ridership month in the company's history, only to surpass it in July.

Amtrak services set new annual ridership records on 20 of 45 routes. Long-distance routes combined had the best year in two decades, while state-supported routes had the best year ever with 15.4 million passengers. Although Hurricane Sandy caused unprecedented damage to the Northeast Corridor (NEC) last fall, it still had its second best year in history and the popular *Northeast Regional* service set a new ridership record.

In ten of the last 11 years, we have marked new ridership records, and since ridership has risen by 50 percent since FY2000, This great accomplishment is not solely ours, but was made possible through strong, collaborative relationships with our state partners and the federal government. With their help, Amtrak will pursue the resources necessary to rebuild and enhance the passenger rail system for the next generation, including infrastructure to support high-speed rail.

I believe that all of these records point to our success in creating and marketing a product desired by the traveling public. In growing metropolitan areas, passenger rail is clearly a viable alternative to crowded roads and skies, while in many rural areas, Amtrak often is the only means of regularly scheduled, public intercity transportation. Amtrak also contributes to local economies along the routes we serve through the purchase of goods and services needed to maintain, operate and improve the national network. In addition, states and communities realize stations served by Amtrak are anchors for economic development, catalysts for historic preservation and tourism growth, sites for commercial and cultural uses and points of civic pride.

The success of the past few years can also be attributed to our five-year Strategic Plan, which ensures all major initiatives align with our long-term goals. Recently, we focused on the customer by introducing technologies such as eTicketing that appeal to changing travel habits, and worked out new cost-sharing agreements with 18 of our state



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special employee advisory

October 15, 2013 • Page 2 of 2

partners; enhanced the safety and security of the railroad through the continuation of Safe-2-Safer; increased mobility and connectivity with route extensions and expanded Thruway bus connections; evaluated methods to lessen our environmental footprint and encouraged financial and organizational excellence by using limited resources wisely.

On behalf of myself, our board of directors and management team, I appreciate all you do for the company, our partners and most importantly, our passengers. The records attained this year highlight your dedication to Amtrak. Sometimes, in a large organization like ours that spans the country, it can be hard to understand how all the pieces fit together. But your individual efforts build upon one another and contribute to our positive growth and good reputation. Whether you are in a station, corporate office, maintenance facility or on board the trains, your work ultimately impacts the health of Amtrak. By drawing on our collective strengths, I am confident we can lay a foundation on which America's Railroad will thrive for years to come.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

October 15, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

It is with great pleasure that I am writing you today to let you know that all states covered by Section 209 of PRIIA have now signed agreements to share the costs of all affected routes. As a result of reaching agreement with 19 affected states and agencies, our 28 state-supported routes will continue to operate in the coming fiscal year.

As you know, Section 209 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA) calls for states to share costs with Amtrak under a consistent formula for all routes less than 750 miles in length outside of the Northeast Corridor. We began preparing for Section 209 almost four years ago, and I know many of you have been working hard on it since then.

We didn't make Section 209 a reality by ourselves. Section 209 required us to work with our state partners to develop this formula, and we were fortunate to sit down with a group of committed state partners from California, Maine, North Carolina, Virginia and Wisconsin to figure out the details. Now that all states are paying under the same formula, we have created a level playing field where all state partners are being treated fairly under the same rules.

I wish I could tell you our work here is done, but in many ways it is just beginning. Our state partners have told us that in exchange for these new payments under Section 209, they are expecting Amtrak to continue to improve the services we provide them. It will be a challenge, but it is a challenge I know that Jay Commer, the general manager of our state-supported business line, and his team are ready to meet, and I know he has the support of all of you.

Thanks to all of you who played a part in this effort of developing the Section 209 policy, preparing the forecasts and the agreements and showing our state partners the value of what we offer their communities. I would also like to welcome our new state partners – Connecticut, Indiana and Massachusetts – and we look forward to many years of successful partnership with them.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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October 31, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As you know, safety and security of our railroad, passengers and our employees is our number one corporate goal. The Safe-2-Safer (S2S) program represents our effort to drive the culture change in our company and to make it a safer place to work. One of the measures of our success is the contact rate – the number of individual conversations that Safe-2-Safer observers have with their peers every month. Since each one of those conversations is an opportunity to change someone's life, doing them frequently and well is important to our success.

The contact rate is a simple calculation – it is the number of total observations divided by the total number of people in Amtrak who are covered by S2S observers. I set an FY13 goal that by the end of the year Amtrak would achieve a 0.75 contact rate. We exceeded that goal by achieving a 0.84 contact rate and I want to congratulate you on this milestone.

This represents a significant achievement for us. Overall, Amtrak increased observations from 77,000 at the end of FY12 to more than 160,000 at the end of this past year. That means that in one year we more than doubled the total number of contacts that we had done in the past three years combined. I know this was a stretch goal, but you made it.

The importance of achieving this goes far beyond a number – it represents one-on-one, face-to-face conversations about safe behavior every day of the year. Every one of those conversations helps someone work more safely. And, every one of those conversations has the potential to change someone's life. If you point out to friends how they are putting themselves at risk, and they change what they are doing, they have just reduced their chance of being hurt. If what they were doing was something serious, you may have just saved lives – something you can't even measure, but definitely worth doing.

Being an observer is a noble calling and I realize not everyone can do it. I am truly grateful to all of you who are observers, and to all of you who will become observers in the future. Together we are changing this company and moving closer to our goal of being the safest and most secure railroad in North America. That's a goal worth pursuing, and we are getting there together.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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June 7, 2013 • Page 1 of 1

PSSA Nomination Period Extended

Nominations for the 2013 President's Service and Safety Awards will now be accepted through **Wednesday, June 19, 2013**.

Nomination forms are located in the "Forms Library" on our company Intranet, <http://apps.nrpc/forms/> or by emailing 2013PSSA@amtrak.com.

Also, in response to multiple questions concerning the Safety Committee of the Year award, please note that all Safety Committees are eligible for this award including Safe-2-Safer Core Committees and Safe-2-Safer Steering Committees.



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September 4, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Amtrak is now into our fifth year of the Safe-2-Safer process. We did a baseline survey of our culture in the fall of 2009, and a mid-term survey in the fall of 2011. During October we will be administering the third Organizational Culture Diagnostic Instrument (OCDI) to all of our employees. This survey gives you a chance to tell us how Safe-2-Safer is going, and whether it's changing the culture as we intend.

At Amtrak, we are striving to create a culture focused on reducing risk, a culture that prevents accidents and injuries. The first survey told us that injuries were not being reported due to the culture we had at the time so we changed some things. Since that time, injuries initially went up, as we expected, and have now begun to come down as a result of the Safe-2-Safer process really takes hold.

You told us in the two earlier surveys that we still had a lot of work to do to become a company that emphasizes collaboration and communication. I hope you'll agree we are turning a corner on those issues.

The purpose of this new OCDI is to assess and benchmark our organization as we exist in 2013. The survey administration will begin on October 1 and end on October 31. If you have questions about the survey, please contact your manager or your union leader.

The OCDI is again voluntary, but I'm asking that all of you to please participate in the survey. I need to hear from each of you to fully understand our strengths and where we need to improve. As with all of the surveys so far, I assure you that all of your responses will be anonymous.

Every employee in Amtrak will have a couple of ways to complete the survey. You may prefer pencil and paper, so we will have paper surveys available at all Amtrak locations. Or you may prefer to take it online, so that option will also be available.

After data from the survey is collected, it will be analyzed and a report written and presented to the Amtrak board of directors. The results will be used by Amtrak to continue moving toward an environment that will result in zero injuries. As in the past, the formal OCDI report will be posted on the company Intranet so all employees can read it and I will let you know when that happens.



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special employee advisory

September 4, 2013 • Page 2 of 2

We said at the outset of the Safe-to-Safer process that in order for it to be successful we needed to work together without fear of retribution. Over 110,000 peer-to-peer observations have been completed, and no one has received any kind of discipline from them. Hundreds of barriers identified and discussed in those observations have been removed.

Each of those observations and the feedback from peers has enabled an employee somewhere to change from an at-risk behavior to a safe one. For most of us, that is a life-changing event. While peer observers never know the injuries they have prevented, we can see that these changes are occurring all across our railroad. That is certainly a different culture than we had before Safe-2-Safer was introduced.

Your participation in this survey process is important. Your responses will help us plan the next steps in continuing the process of strengthening of our culture and safety climate.

Thank you for everything you do for Amtrak and for your participation in the OCDI.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

September 19, 2013 • Page 1 of 1

Amtrak-Issued Identification Cards

In light of this week's events at the Washington, D.C., Navy Yard it is appropriate to remind employees and contractors of the requirement and importance of wearing your Amtrak- issued photo identification cards (Smart IDs). The mandatory display of these Smart IDs enhances security capabilities for the safety of our employees, facilities and customers.

All Amtrak employees and contractors are to display your badges at all times, protect your Smart IDs and encourage those around you to visibly wear your Smart ID on Amtrak property.

Please remind your fellow employees and contractors to visibly display their Smart IDs. Please help set the example and make an important contribution by politely and professionally asking individuals to visibly display their Smart IDs while on Amtrak property.

Avoid "piggybacking" by being aware of who is around you when entering secure locations. If an individual does follow closely behind you through a secured door and does not visibly show the Amtrak-issued Smart ID, let them know that you can escort him/her to a security desk for assistance. If that is met with refusal, please call **Amtrak Police at 1-800-331-0008**.

The Smart ID is Amtrak property and must be protected by each of us. Employees are not to lend or give their Smart ID to anyone, nor alter it in any way. Help safeguard Amtrak employees, customers and assets by properly protecting your Smart ID.

If your Smart ID is lost or stolen, please immediately report this loss or theft to your supervisor and the Smart ID administration office via email (SmartID@amtrak.com) or phone (202-906-3639/777-3639). If you believe that your Smart ID is stolen, please also immediately notify the **Amtrak Police at 1-800-331-0008**.

Working together we can make a difference.



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September 13, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As many of you know, October 1, 2013, is the implementation date for Section 209 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA). Section 209 calls for states to share costs with Amtrak under a consistent formula for all routes less than 750 miles in length outside of the Northeast Corridor.

There are 19 states and 28 routes affected by Section 209, and we have been working closely with these states to have them begin funding a portion of the full costs of these routes under the Section 209 formula beginning on October 1.

In an April 25 Special Employee Advisory, I said that we had sent letters to the governors of these states letting them know that if we did not have agreements in place by October 1, Amtrak would be forced to end service on the affected routes. This letter also notified the governors that under that scenario, the last day of service would be October 16, 2013.

As of today, **we have final agreements with seven states.** They are Virginia, Missouri, Oklahoma, Texas, Wisconsin, Oregon and Washington.

We are still working to finalize agreements with Connecticut, Maine, Massachusetts, New York, Pennsylvania, Vermont, North Carolina, Illinois, Indiana, Michigan and California before the start of the new fiscal year on Oct. 1. In several of these states, we are very close to completing negotiations.

I know that everyone at Amtrak and in these states where we do not yet have agreements is working diligently to conclude them as soon as we can. However, in cases where we do not have a signed agreement in the near future, we must begin planning for the possibility that some service will end. For many of these trains, we have been working closely with our state partners for years in developing the routes, and it is hard to imagine any interruption in service. Nevertheless, the law prohibits us from running these services without financial support from the states, and we are required to plan for this outcome.

Many of the routes in question have received significant investments from our federal and state partners, and all have seen tremendous growth in ridership in recent years. Beginning next week, employee notices must go out to locations directly affected by any potential service suspensions. I am aware that sending out these notices will be a distraction to all of us. We will continue doing everything we can to conclude these negotiations and get agreements signed.

Please continue to show our state partners and passengers the value of the services that are at stake. Thank you for everything you do, and we will continue to keep you informed.

Sincerely,



Joe Boardman
CEO and President



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September 30, 2013 • Page 1 of 1

AMTRAK TO CONTINUE OPERATING IN THE EVENT OF A SHORT-TERM FEDERAL GOVERNMENT SHUTDOWN

Amtrak will continue normal operation of our national intercity and high-speed passenger rail network in the event of a short-term federal government shutdown. Please be assured that Amtrak will remain open for business for our customers and employees.



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September 4, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Amtrak is now into our fifth year of the Safe-2-Safer process. We did a baseline survey of our culture in the fall of 2009, and a mid-term survey in the fall of 2011. During October we will be administering the third Organizational Culture Diagnostic Instrument (OCDI) to all of our employees. This survey gives you a chance to tell us how Safe-2-Safer is going, and whether it's changing the culture as we intend.

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The OCDI is again voluntary, but I'm asking that all of you to please participate in the survey. I need to hear from each of you to fully understand our strengths and where we need to improve. As with all of the surveys so far, I assure you that all of your responses will be anonymous.

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September 4, 2013 • Page 2 of 2

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Your participation in this survey process is important. Your responses will help us plan the next steps in continuing the process of strengthening of our culture and safety climate.

Thank you for everything you do for Amtrak and for your participation in the OCDI.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

September 19, 2013 • Page 1 of 1

Amtrak-Issued Identification Cards

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All Amtrak employees and contractors are to display your badges at all times, protect your Smart IDs and encourage those around you to visibly wear your Smart ID on Amtrak property.

Please remind your fellow employees and contractors to visibly display their Smart IDs. Please help set the example and make an important contribution by politely and professionally asking individuals to visibly display their Smart IDs while on Amtrak property.

Avoid "piggybacking" by being aware of who is around you when entering secure locations. If an individual does follow closely behind you through a secured door and does not visibly show the Amtrak-issued Smart ID, let them know that you can escort him/her to a security desk for assistance. If that is met with refusal, please call **Amtrak Police at 1-800-331-0008**.

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November 8, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Monday is Veterans' Day, which some of our older relatives and friends may still refer to as "Armistice Day."

The holiday, first observed in 1919, originally marked the end of fighting—the armistice—in the First World War, which took place at the eleventh hour of the eleventh day of the eleventh month of 1918.

The largest, most brutal war the world had ever known was over. Although the following weeks and months were a time of joy in celebration of newfound peace, they were also a period of sorrow and reflection as family and friends remembered the loved ones who would not return from across the Atlantic.

In a Congressional resolution passed in 1926, it was noted that November 11 "should be commemorated with thanksgiving and prayer and exercises designed to perpetuate peace through good will and mutual understanding between nations." Americans were encouraged to honor those who fought in the war with parades and community gatherings.

Following World War II and the Korean War, President Eisenhower signed a law in 1954 to broaden the holiday to honor all veterans of American wars.

To my fellow veterans, thank you for your service to our nation, for

defending the right to liberty and democratic traditions upon which it was founded.

To those who have not served in the armed forces, I encourage you to look around you. Amtrak employs more than 1,500 veterans in all areas of the company, and one of your co-workers has likely served in the Army, Navy, Marine Corps, Air Force or Coast Guard.

Specialized skills in heavy machinery, electronics and other fields often carry over from a career in the armed forces to one in railroading. This spring, Amtrak established a goal of recruiting qualified veterans as 25 percent of all new hires by 2015. To date, we've partnered with numerous companies to hold veterans' hiring fairs across the country.

If you've been out on the system recently, you may have seen our Veterans' Locomotive, whose red, white and blue paint scheme and 50 stars commemorate the 50th anniversary of the Vietnam War and also honors all those who have served in our nation's armed forces.

I wish you a happy, peaceful Veterans' Day.

Sincerely,



Joe Boardman
CEO and President



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April 16, 2013 • Page 1 of 1

AMTRAK CONTINUES TO MONITOR BOSTON MARATHON EXPLOSIONS UPDATES; EMPLOYEES ASKED TO REMAIN VIGILANT

- Amtrak continues to monitor the developments surrounding the explosions this week. The testing of the structural fasteners, as part of the ceiling repair project, has been rescheduled for 4:30AM, Thursday, April 18 (tomorrow).
- All testing will be completed prior to 7AM.
-
- The tests will involve shooting several metal “nails” into steel in the attic area above the Main Hall with a powder-actuated tool. In addition to testing the strength and adequacy of various fastener sizes, another aspect of this test is to judge how audible the popping sound of this tool will be to Union Station patrons and to make any necessary adjustments for construction. Previous versions of this tool have been quite loud, not unlike a large pistol, although we’re told the newer version is somewhat quieter.
-
- Please pass on this information on to any concerned parties not included in this distribution.
-

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December 18, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Fiscal Year 2013 marked another strong year for Amtrak thanks to the hard work and collaboration of our employees. Together, we improved on customer satisfaction system-wide, achieved record revenue and ridership and reduced our operating ratio as the gap between our operating expenses and revenues continued to shrink.

As a result, in FY13 we beat our targeted reduction in our net operating loss by \$11 million.

We also successfully reorganized our Operations department into three business lines: Northeast Corridor, Long-Distance and State-Supported Services, and appointed experienced, capable leaders for each of the new business lines.

All of these things would not be possible without the dedication, perseverance and performance of our people. Throughout the system, we made hard decisions about where to reduce expenses, found new ways to enhance the customer experience and we embraced the challenges and changes inherent in one of the largest reorganizations Amtrak has ever experienced.

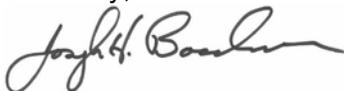
It is with great pride that I announce that due to our hard work and achieved results, we will be awarding performance-based incentives under our new Short Term Incentive (STI) program for our eligible non-agreement employees. The STI payment will be made in a separate payment on December 20.

In the next two weeks, you will receive a personalized statement at home outlining our final financial results, achievement of our corporate goals and the level of your individual award.

Together we have placed Amtrak in an excellent position to make additional progress and improvement over the coming years in providing the safest and most enjoyable transportation to our customers. Thank you for all you do to make our success possible.

I wish you and your families a healthful and happy holiday season and wonderful New Year.

Sincerely,



Joe Boardman
President and CEO



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December 10, 2013 • Page 1 of 1

Mr. Boardman Named “Railroader of the Year”

Yesterday, *Railway Age* named Joe Boardman, our president and CEO, as their 51st Railroader of the Year.

“Joe Boardman, who came to Amtrak after his tenure as Federal Railroad Administrator, has been chief executive for the past five years, far longer than any of his post-Graham Claytor predecessors,” said *Railway Age* editor-in-chief William C. Vantuono. “Under his watch, Amtrak has posted record ridership and revenues, ordered a new fleet of electric locomotives for the Northeast Corridor and new single-level long-distance cars, developed a long-term strategy for additional new rolling stock acquisitions and is effectively administering major capital programs. Boardman has a sustainable vision for the future of U.S. intercity passenger rail, which includes higher-speed services. As such, he is a deserving recipient of our Railroader of the Year award.”

Mr. Boardman is the first Amtrak chief executive to be given this honor since 1989 when W. Graham Claytor Jr. was the recipient.

“My selection for this award is really a tribute to the men and women of Amtrak who are responsible for the safe operation of our trains, transforming our business culture, improving our customer service, enhancing our safety and security, planning for our future and strengthening our focus on the bottom line,” said Mr. Boardman. “We are accomplishing a great many things and I am proud of all Amtrak employees in helping to make it happen.”

Mr. Boardman will be honored on March 11, 2014, at Chicago’s Union League Club. *Railway Age* will feature Mr. Boardman in the January 2014 cover story

We will post video highlights of the interview and provide a link to the online article when available.



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June 6, 2013 • Page 1 of 1



Operations Department Intranet Site Updates

The Operations department wiki site available on the Amtrak Intranet has been updated with important information.

The available sections now include:

- [A Message from DJ Stadtler, Vice President of Operations](#)
- [Frequently Asked Questions \(FAQs\)](#)
- [New Positions within Operations to be Posted](#)
- [Position Descriptions](#)
- [Future Operations Department Organization Charts](#)
- [Tips for the Application Process](#)
- [Employee Assistance](#)

The site can be located on the Amtrak Intranet home page > Employee Information > Operations Reorganization **OR** How We Work > Operations Reorganization.

Please check the site frequently for content updates.

Thank you.

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June 25, 2012 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to announce that Jason D. Molfetas is joining Amtrak today as chief information officer (CIO) to lead the company's information technology (IT) team, and develop and implement world-class state-of-the art systems to support customer service initiatives, enhance business operations and improve financial performance. He will report directly to me.

Mr. Molfetas brings to Amtrak more than 28 years of experience in the IT industry. He most recently served as senior vice president and CIO for Recall, an Australian-based global company involved in secure information management and logistics, digital media and data protection. He simultaneously held the position of general manager for its Brazilian operations.

Prior to joining Recall, Mr. Molfetas served as CIO at Westcon Group and has held global executive positions at Xerox Corporation and Pearson, Publishing, PLC.

His leadership skills and expertise in the IT field will allow us to continue building the partnerships and the new technology systems to advance Amtrak into our bright future.

I would like to express my appreciation to Dee Waddell, acting chief information officer. Being in an acting position is not easy and Dee's leadership and technical knowledge has served us well.

Please join me in thanking Dee and welcoming Jason to America's Railroad.

Sincerely,



Joe Boardman
President and CEO



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March 19, 2013 • Page 1 of 1

Amtrak Policy Prohibiting Harassment and Intimidation for Injury and Illness Reporting

Amtrak is committed to complying with the Federal Railroad Administration's accident reporting regulations as set forth in 49 CFR Part 225 and the Federal Rail Safety Act's whistleblower protections set forth in 49 U.S.C. 20109.

Accordingly, Amtrak requires the accurate reporting of all accidents, incidents, injuries and occupational illnesses arising from the operation of the railroad completely and in a timely manner. Amtrak will, under no circumstances, tolerate harassing or intimidating conduct by any employee that is calculated to discourage or prevent any individual from receiving proper medical treatment or from reporting an accident, incident, injury or occupational illness. Amtrak will not tolerate retaliation for accident, incident, injury or occupational illness or avoidance (or attempted avoidance) of the Federal Railroad Administration (FRA) reportability through coercion, medical interference or other improper means.

Any employee who engages in harassment, intimidation, retaliation, interference or other prohibited conduct described above will be subject to discipline, up to and including termination. In addition, civil monetary penalties can be assessed, by the FRA, against any railroad employee, executive, manager or supervisor, who willfully causes a violation of or non-compliance with any part of 49 CFR Part 225. Furthermore, Amtrak will take immediate disciplinary action, up to and including termination, against any employee who disciplines an individual in retaliation for reporting an injury or who makes any attempt to deny, delay or interfere with medical treatment, which are both prohibited activities under the FRSA, 49 U.S.C. 20109.

Any employee who has reasonable grounds to believe this policy statement has been violated should contact the toll-free Amtrak Helpline at 866-908-7231. The Equal Employment Opportunity Compliance office (EEOC) will conduct an inquiry immediately following the receipt of the complaint.

If the assigned investigator finds that sufficient evidence exists to support the complaint, a comprehensive investigation will be initiated. Should the inquiry determine that insufficient information exists to support the complaint, the employee will be notified and the case administratively closed.

Employees will be provided whistleblower protection from any retaliatory action taken as the result of reporting conduct they reasonably believe violates this policy. Employees shall be free from restraint, interference, coercion or reprisal for communicating directly or indirectly, information that they believe indicates violation of law or company policy.



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November 6, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very pleased to announce that Gerald Sokol, Jr. is joining Amtrak on December 3 as our new chief financial officer (CFO) reporting directly to me.

As CFO, Mr. Sokol will be responsible for corporate finance, business forecasting and development of growth strategies to help secure the long-term viability of our company. I believe that Jerry's talent and experiences are valuable assets that will further improve our financial performance with the goal of strengthening our bottom line. I would expect that he will assist us further in advancing our significant progress in financial performance and improving our financial metrics.

He comes to us with 27 years of consecutively responsible executive-level experience most recently as president and CEO of Vertis Corporation, a \$1.2 billion revenue direct mail and newspaper insert printing company. His prior experience encompassed several leadership roles at AOL, including executive vice president of AOL Access Finance, Operations and Strategy; executive vice president, AOL International Finance and Strategy and senior vice president, AOL International Finance and Operations.

From 1997 to 1999, Jerry held various positions with NTN Communications, Inc. including CFO, CEO and acting chairman of the board. He also spent nine years in various positions at Tele-Communications, Inc., at the time the nation's largest cable TV company.

Please join me in welcoming Jerry to America's Railroad.

Dan Black has been the acting CFO since May 2013 and has performed most admirably in this capacity. He has been a very collaborative and engaged member of the Executive Committee and I thank him for his service, especially his contributions during the PRIIA Section 209 process. Dan will assume his former position as assistant vice president of financial analysis and I am glad that we can still turn to him for guidance.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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September 13, 2013 • Page 1 of 1

Amtrak Resumes Service as Delays Continue between Philadelphia and Washington, D.C.

Earlier today extensive damage to the overhead wires of the electrical system caused Amtrak to suspend train service between Philadelphia and Washington, D.C.

Northeast Corridor service has now been restored.

Passengers can expect extensive residual delays through the area while we single-track and crews complete the final repairs to the system and restore the second track to service.

The cause of this incident remains under investigation.

Additional updates will be provided as necessary.



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September 16, 2013 • Page 1 of 1

Situation at Washington, D.C., Navy Yard

There is an ongoing situation at the Navy Sea Systems Command HQ in the Washington, D.C., Navy Yard military facility with a number of people reportedly wounded. The Navy Yard is on the Anacostia River in southeast Washington, several blocks from Nationals Park.

Please be assured that the situation is contained.

Amtrak Police Department will reissue the active shooter procedures for all employees.

Our operations are not affected by these tragic developments.



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September 16, 2013 • Page 1 of 1

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Our operations are not affected by these tragic developments.



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April 11, 2013, 2013 • Page 1 of 1

Message from Corporate Medical Director Dr. Paul McCausland

We have been made aware that a passenger has been diagnosed with a communicable disease.

Amtrak is collaborating with both the Centers for Disease Control and Prevention (CDC) and New York health authorities to investigate this matter.

Amtrak employees who are considered likely to have had significant contact with the passenger have been identified and referred for medical evaluation and this evaluation is ongoing.

To date, none of our employees who were evaluated have been found to have any active disease, none are contagious and all may continue to work normally.

Based on discussions with the CDC and New York health authorities, no other Amtrak employees are presently considered to be at risk of infection from incidental exposures to the passenger while in transit.

Our employees will be notified promptly if the situation changes due to the ongoing investigations by the CDC and New York health authorities.

Amtrak's protocol for dealing with communicable disease can be found on the corporate Intranet by clicking the following link:
[http://wiki.corp.nrpc/display/PublicHealth/Serious+Communicable+Disease+Protocol+\(SCD\)](http://wiki.corp.nrpc/display/PublicHealth/Serious+Communicable+Disease+Protocol+(SCD)).

Thank you.



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May 6, 2013, 2013 • Page 1 of 1

A Message from Chief of Police Polly Hanson

Amtrak Colleagues,

Amtrak is partnering with Operation Lifesaver (www.oli.org) and other agencies across the United States to celebrate International Level Crossing Awareness Day (ILCAD) on May 7.

Since 2009, the International Union of Railways has been coordinating the ILCAD, and in 2012 more than 40 countries around the world participated in this celebration.

Amtrak, Operation Lifesaver state program leaders and safety partners from the railroad industry, state government agencies, local law enforcement, communities and other groups will participate in activities across the country during this week, in conjunction with ILCAD. This year, 45 countries worldwide are holding events in observance of ILCAD.

A variety of events will occur at Amtrak stations and other locations in 25 participating states to illustrate the importance of safe behavior at grade crossings and around train tracks.

Events include crossing safety community activities, state proclamations, posters and banners, special trains, commuter rail station displays, positive reinforcement exercises, outreach to professional truck drivers, school safety presentations, special training events, media interviews, news releases and involvement of social media.

The full list of events and locations is included with this advisory.

Sincerely,

Chief Polly Hanson
Amtrak Police Department



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April 12, 2013, 2013 • Page 1 of 1

A Message from Chief of Police Polly Hanson

Amtrak Colleagues,

Human trafficking is a terrible crime of modern-day slavery where criminals profit from control and exploitation of their victims. Human trafficking is also often hidden in plain sight. Have you observed human trafficking while at work, or in your local community? Would you know the indicators of human trafficking if you witnessed it first-hand?

Amtrak partnered with the Department of Homeland Security (DHS) and the Department of Transportation (DOT) and made a commitment to educate all Amtrak employees on how to identify and report suspected cases of human trafficking. While there is no evidence that human traffickers are making particular use of our trains, we can be valuable partners in identifying and reporting potential cases.

Amtrak has worked closely with DHS and DOT to prepare educational materials for distribution to all employees across our national network. The flyer attached to this message contains valuable information that outlines the definition of human trafficking, defines who is at risk, and assists you in identifying important indicators.

Human trafficking computer-based training has also been available online, and can be accessed via the Amtrak Intranet, through the Employee Information Portal under the Training section. All employees are encouraged to review the interactive online training as well.

You can access the human trafficking computer-based training course by following the links below:

[Course Catalog](#) > [Security Awareness](#) > [DHS Human Trafficking General Awareness](#) > Human Trafficking General Awareness CBT

Please take the time to familiarize yourself with the information in the attached flyer, and online if possible. Remember that if you suspect that you are a witness to the crime of human trafficking, contact the Amtrak Police Department at **(800) 331-0008**.

Sincerely,



Chief Polly Hanson
Amtrak Police Department



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February 8, 2013 • Page 1 of 1

Winter Storm Impacting Amtrak Operations

As weather conditions deteriorate along the Northeast Corridor, we continue to adjust service in order to best accommodate passengers with travel plans in and around New England this weekend. Due to high winds and heavy snowfall, Amtrak is reducing service between New York and Boston.

There will be no *Acela Express* service between New York and Boston on Saturday, February 9. *Acela Express* service between New York and Washington will operate as scheduled.

Southbound *Northeast Regional* service out of Boston South Station will operate a limited schedule starting with the 11:40 a.m. departure of train # 163.

Northbound *Northeast Regional* service out of New York Penn Station will operate a limited schedule starting with the 10:00 a.m. departure of train # 162.

In addition, the following service adjustments have been made for Saturday:

- Most *Springfield Shuttle* service (New Haven, Conn. - Springfield, Mass.) is cancelled.
- *Vermont* service will not operate between Springfield, Mass. and St. Albans, Vt.
- *Lake Shore Limited* train # 449 will not operate between Boston and Albany, N.Y.
- *Empire Service* will operate on a reduced schedule between Albany, N.Y. and New York Penn Station.

A determination about service on the *Downeaster* (Brunswick, Maine - Boston) will be updated later and passengers notified.

Northeast Regional and *Acela Express* service south of New York, as well as *Keystone Service* are not affected at this time.

Amtrak crews continue to monitor the progress of this major winter storm and are working to restore full service as quickly as possible.

Information about Sunday service will be made available tomorrow.

During this weather event, arrangements have been made with the local law enforcement agencies that Amtrak **employees with proper company identification**, going to or coming from work, or responding



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February 24, 2012 • Page 2 of 2

to calls while **on railroad business** should be considered essential personnel and should be permitted travel, if necessary. Any agency or employee with questions should call the Amtrak Police National Communications Center at 1-800-331-0008.

Please check Amtrak.com for any further service changes and/or check your email for updates.

We will continue to keep you advised about any important developments as they are known.

Please be safe.



special employee advisory

February 13, 2013 • Page 1 of 1

Message from Corporate Medical Director Dr. Paul McCausland

We have been made aware that a New York-based employee was hospitalized on Tuesday, February 12, 2013, with a serious illness.

Amtrak has been in contact with the New York Department of Health and has received assurance that our employees are unlikely to contract this illness. We have been advised by the Department of Health that no medical evaluation or treatment is recommended for our employees. We will notify you if additional information becomes available that changes this recommendation.

The following information is being provided to answer questions that you may have about the situation:

How is the disease spread?

The disease is spread by ***prolonged close contact with respiratory and throat secretions, like spit***, from an infected person. Examples of prolonged contact include living in the same household or engaging in intimate activities, such as kissing and sexual contact. Fortunately, the infection is not as contagious as the common cold or the flu. Also, it is not spread by casual contact or by simply breathing the air where a person has been.

Should people who have been in contact with an infected individual receive treatment?

Casual contact, as might occur in an office, factory or other work setting is not usually sufficient enough to cause concern.

Only people who have been in ***prolonged close contact*** (household members, intimate contacts, health care personnel performing mouth-to-mouth resuscitation, day care center playmates, etc.) need to be considered for preventive treatment. Such individuals should contact their health care provider. Individuals who are immunocompromised have a higher risk of disease and should discuss this with their health care provider.

What are the symptoms I should be aware of?

As noted above, the risk of contracting the disease in the workplace is low. However, contact your health care provider as soon as possible if you experience a high fever, headache, stiff neck or rash. Other symptoms could include nausea, vomiting, sensitivity to light and mental confusion.

When do symptoms appear?

The symptoms may occur two to 10 days after exposure, but usually within five days.



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January 9, 2013 • Page 1 of 1

A Message from D.J. Stadler

Dear Co-workers,

Chief Safety Officer Magdy El-Sibaie has resigned effective immediately.

I will be filling this position as soon as possible.

Sincerely,

D.J. Stadler
Vice President, Operations



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January 22, 2013 • Page 1 of 1

MARC Discounts Ending

We would like to inform you that the discount offered to Amtrak employees who purchase monthly passes for the MARC commuter rail service has been discontinued effective immediately.

This change is being implemented by mutual agreement of Amtrak and the Maryland Transit Administration. Amtrak does not offer its employees discounted passes on any commuter rail system.



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June 5, 2013 • Page 1 of 1

AMTRAK HONORED TO CARRY SEN. LAUTENBERG BACK TO WASHINGTON, D.C.

WASHINGTON -- Amtrak Chairman Tony Coscia and President and CEO Joe Boardman made the following statement:

With the passing of U.S. Senator Frank Lautenberg, the nation has lost a dedicated public servant who valiantly served the American people in time of war and peace. A World War II veteran, successful businessman and national leader, Amtrak is honored to be chosen to carry him back to Washington, D.C. one final time.

During his long career, he championed many causes and provided essential leadership to improve the country's transportation infrastructure in order to advance economic growth, increase mobility and connect the nation. In his eyes, passenger rail was equally important as all other modes of transportation.

He was a true friend of Amtrak who deeply believed in the national mission of America's Railroad and in the people who do every facet of work to make this railroad run. Time and time again he fought for and delivered what was needed to maintain and grow the Amtrak national network, particularly for the Northeast Corridor which runs through his beloved New Jersey.

While we mourn his passing, intercity rail passengers today, and generations of Americans yet to come, will benefit from his leadership on rail transportation issues.

Thank you, Sen. Lautenberg, for your service to the nation. You have arrived at your final station.

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March 19, 2014 • Page 1 of 1

MARC Riders

ALL Amtrak employees are required to purchase and display a ticket for travel on MARC commuter rail. Flash passes are not accepted.

Please cooperate and show your valid ticket during the fare collection process. Crew members are held responsible for enforcing the policy.

Thank you.



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May 6, 2013 • Page 1 of 1

Amtrak Participates in International Level Crossing Day

Amtrak is partnering with Operation Lifesaver (www.oli.org) and other agencies across the United States to celebrate International Level Crossing Awareness Day (ILCAD) on May 7.

Since 2009, the International Union of Railways has been coordinating the ILCAD, and in 2012 more than 40 countries around the world participated in this celebration.

Amtrak, Operation Lifesaver state program leaders and safety partners from the railroad industry, state government agencies, local law enforcement, communities and other groups will participate in activities across the country during this week, in conjunction with ILCAD. This year, 45 countries worldwide are holding events in observance of ILCAD.

A variety of events will occur at Amtrak stations and other locations in 25 participating states to illustrate the importance of safe behavior at grade crossings and around train tracks.

Events include crossing safety community activities, state proclamations, posters and banners, special trains, commuter rail station displays, positive reinforcement exercises, outreach to professional truck drivers, school safety presentations, special training events, media interviews, news releases and involvement of social media.

The full list of events and locations is included with this advisory.

##



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May 9, 2013, 2013 • Page 1 of 1

Message from Corporate Medical Director Dr. Paul McCausland **Follow-up to April 11, 2013 Special Employee Advisory**

Amtrak was previously notified by the Centers for Disease Control and Prevention (CDC) that a passenger had been diagnosed with a communicable disease.

Amtrak employees who were considered likely to have had significant contact with the passenger were identified and referred for medical evaluation. Those evaluations have been completed.

None of our employees who were evaluated were found to have any active disease, none are contagious and all may continue to work normally.

Both the CDC and the New York City Department of Health and Mental Hygiene have completed their reviews, and neither recommend any further investigation or medical evaluations of additional employees. Amtrak agrees with those recommendations, and no further actions will be taken.

Thank you.



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November 20, 2013 • Page 1 of 1

Message From Joe Boardman

Dear Co-workers,

I am writing to let you know that as of November 15, Jeff Martin is no longer with Amtrak.

Effective November 18, Paul Vilter, assistant vice president host railroads, has assumed the role of acting chief logistics officer as the company begins its search for a permanent replacement.

Please join me in giving Paul our full support as he serves in this acting capacity.

Sincerely,



Joe Boardman
President and CEO



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November 20, 2013 • Page 1 of 1

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Sincerely,



Joe Boardman
President and CEO



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November 25, 2013 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Over the past few months there have been several reported incidents of employee harassment. Let me be perfectly clear. We have a policy of **ZERO** tolerance of any form. We will not permit a hostile work environment. This is very basic and a fundamental of the way we do business.

We will not allow discrimination or harassment of any kind by our employees toward our customers or co-workers, including but not limited to racial, ethnic, religious or sexual slurs. Anyone with information regarding such despicable behavior is required to report it, starting with one's supervisor. Additionally, Amtrak has established the Amtrak Help Line, a toll-free number and website which offers a safe and (if you wish) anonymous reporting venue. The Help Line is operated by an outside vendor to guarantee anonymity. I encourage the reporting of any concerns by calling the Help Line at 866-908-7231 or by visiting www.reportlineweb.com/Amtrak.

We at Amtrak hold all employees up to high ethical and behavioral standards and I personally hold managers and supervisors accountable for the behaviors, actions and outcomes of our teams. It is very simple, if you break the rules you will be held accountable for that behavior.

Healthy and enduring companies succeed on the foundation of core values and appropriate business behaviors. We hold Amtrak's business behaviors as vital to our success and aim for all employees to uphold the following:

- Commitment to safety
- Integrity
- Spirit of service
- Desire to improve
- Respect
- Entrepreneurial Spirit
- Accountability
- Humility
- Forgiveness

Employees who cannot internalize and model these behaviors will find that they are no longer part of the company.

This is an important time in our company's history: record ridership, improved revenues and strong customer satisfaction numbers. These are all achievements we have made together. As we approach the busiest travel time of the year, I want to thank you for all you do and encourage you to help continue to make us great.

Please have a safe and Happy Thanksgiving.

Sincerely,

Joe Boardman
President and CEO



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Month XX, 2011 • Page 1 of 1

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June 6, 2013 • Page 1 of 1

Operations Department Intranet Site Updates

The Operations department wiki site available on the Amtrak Intranet has been updated with important information.

The available sections now include:

- [A Message from DJ Stadtler, Vice President of Operations](#)
- [Frequently Asked Questions \(FAQs\)](#)
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The site can be located on the Amtrak Intranet home page > Employee Information > Operations Reorganization **OR** How We Work > Operations Reorganization.

Please check the site frequently for content updates.

Thank you.



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September 6, 2013 • Page 1 of 1

Mandatory Ticket Purchase for Travel on MARC

As a reminder, all Amtrak employees are required to purchase and display a ticket for travel on MARC commuter rail. Flash passes are not accepted as a valid fare for travel on any MARC trains.

Amtrak does not offer its employees discounted passes on any commuter rail system.

Please cooperate and show your ticket when a member of the crew asks for proof of travel during the ticket collection process. Crew members are required to collect all revenue from passengers traveling on MARC commuter rail and will be held responsible for enforcing the policy.



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January XX, 2013 • Page 1 of 1

Transportation Reimbursement Account Changes

We encourage all employees to take advantage of the tax savings offered through the Transportation Reimbursement Account. The monthly transit limit was just increased to \$245. The Amtrak Benefits Service Center website, www.AmtrakBenefits.com, is ready to accept your changes to the mass transit commuter accounts. Please contact the Benefits Service Center at 1-800-481-4887 should you have any questions.



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August 30, 2013

National Preparedness Month

Emergency Contact Card

September is National Preparedness Month and that means we want to make sure that you have the “right stuff” for an emergency. This year the Amtrak Police Department and the Amtrak Emergency Management and Corporate Security department (EMCS) have developed an emergency contact card that, when completed, may provide potentially lifesaving information. This card may be the single most important item to carry in your wallet, briefcase or backpack, as it provides family members, friends, police and/or emergency personnel what they need to know about you during a disaster or emergency.

The card can be accessed on the company Intranet by going to the home page and clicking the Safety tab>Safety page>emergency contact card. Please fill in the blood type, allergies, medicines and telephone numbers for you and your family members along with two emergency meeting places, and the name and contact number for your physician, children’s schools (if appropriate) and designated safe zone contact person. Space has also been provided for your own personal notes and reminders.

Once the card is filled out, please print it and bring it with you to one of our Amtrak Safety or Employee Appreciation events (listed below) that will be held during September. At these events (held at Amtrak stations unless otherwise noted) Amtrak volunteers will laminate the card on site and return it to you for safe keeping. When printing the card, make sure you select the option to “shrink oversize pages,” to ensure that the card is no larger than 5.5” X 4.5”.

We encourage all employees to make one of these cards for themselves and family members. It is easy and one of the best things you can do to protect yourself and your family.

Safety and/or Employee Appreciation Events

September 4 – Boston South Station, Mass. 11 a.m. - 4 p.m.
September 6 – Santa Barbara, Calif. 11 a.m. - 4 p.m.
September 7 – Lacey, Wash. 10 a.m. - 2 p.m.
September 10-12 – BWI Station, TBD
September 10 – Emeryville, Calif. 6 a.m. - 10 a.m.
September 13 – Fullerton, Calif. 11 a.m. - 4 p.m.
September 16 – Raleigh, N.C. 8 a.m. - 12 p.m.
September 17 – Wilmington, Del. TBD
September 17 – CNOC/CETC, TBD
September 18 – Jacksonville, Fla., 8 a.m. - 12 p.m.
September 20 – Washington, D.C. TBD
September 20 – Philadelphia Penn. 10 a.m. - 2 p.m.
September 20 – Miami, Fla. 8 a.m. - 12 p.m.
September 20 – Rensselaer, N.Y. 9 a.m. - 2 p.m.
September 20 – Los Angeles, Calif. 9 a.m. - 1 p.m.
September 21 – Eugene, Ore., 10 a.m. - 2 p.m.
September 24 – Chicago, Ill. 7 a.m. - 3pm
September 25 – New Orleans, La. 8 a.m. - 1:30 p.m.
September 25 – New York, N.Y. 9 a.m. - 2 p.m.
September 28 - Salem, Ore. 10 a.m. - 2 p.m.



August 30, 2013

National Preparedness Month

Emergency Contact Card

September is National Preparedness Month and that means we want to make sure that you have the “right stuff” for an emergency. This year the Amtrak Police Department and the Amtrak Emergency Management and Corporate Security department (EMCS) have developed an emergency contact card that, when completed, may provide potentially lifesaving information. This card may be the single most important item to carry in your wallet, briefcase or backpack, as it provides family members, friends, police and/or emergency personnel what they need to know about you during a disaster or emergency.

The card can be accessed on the company Intranet by going to the home page and clicking the Safety tab>Safety page>emergency contact card. Please fill in the blood type, allergies, medicines and telephone numbers for you and your family members along with two emergency meeting places, and the name and contact number for your physician, children’s schools (if appropriate) and designated safe zone contact person. Space has also been provided for your own personal notes and reminders.

Once the card is filled out, please print it and bring it with you to one of our Amtrak Safety or Employee Appreciation events (listed below) that will be held during September. At these events (held at Amtrak stations unless otherwise noted) Amtrak volunteers will laminate the card on site and return it to you for safe keeping. When printing the card, make sure you select the option to “shrink oversize pages,” to ensure that the card is no larger than 5.5” X 4.5”.

We encourage all employees to make one of these cards for themselves and family members. It is easy and one of the best things you can do to protect yourself and your family.

Safety and/or Employee Appreciation Events

September 4 – Boston South Station, Mass. 11 a.m. - 4 p.m.
September 6 – Santa Barbara, Calif. 11 a.m. - 4 p.m.
September 7 – Lacey, Wash. 10 a.m. - 2 p.m.
September 10-12 – BWI Station, TBD
September 10 – Emeryville, Calif. 6 a.m. - 10 a.m.
September 13 – Fullerton, Calif. 11 a.m. - 4 p.m.
September 16 – Raleigh, N.C. 8 a.m. - 12 p.m.
September 17 – Wilmington, Del. TBD
September 17 – CNOC/CETC, TBD
September 18 – Jacksonville, Fla., 8 a.m. - 12 p.m.
September 20 – Washington, D.C. TBD
September 20 – Philadelphia Penn. 10 a.m. - 2 p.m.
September 20 – Miami, Fla. 8 a.m. - 12 p.m.
September 20 – Rensselaer, N.Y. 9 a.m. - 2 p.m.
September 20 – Los Angeles, Calif. 9 a.m. - 1 p.m.
September 21 – Eugene, Ore., 10 a.m. - 2 p.m.
September 24 – Chicago, Ill. 7 a.m. - 3pm
September 25 – New Orleans, La. 8 a.m. - 1:30 p.m.
September 25 – New York, N.Y. 9 a.m. - 2 p.m.
September 28 - Salem, Ore. 10 a.m. - 2 p.m.

August 19, 2013

End-of-Year Performance Conversations: A Quick Checklist

The end-of-year performance conversations are an important part of your career development. They provide you the opportunity to work with your rating managers to evaluate your work accomplishments, outline progress toward previously established goals and highlight areas you would like to develop in the upcoming year. Below is a quick checklist of what you will need to do in order to complete the process:

<input checked="" type="checkbox"/>	Deadline	FY13 End-of-Year Performance Conversations Activity
 <input type="checkbox"/>	Now – September 30, 2013	Self-assess: Employee prepares self-assessment using NRPC Form 3378. This form is accessible on the company Intranet at http://apps.nrpc/forms/
<input type="checkbox"/>	September 30, 2013	Submit: Employee submits completed form to rating manager.
<input type="checkbox"/>	October 25, 2013	Assess: Rating manager performs employee assessment using form and enters preliminary rating into <i>My CareerTrak</i> tool.
	October 28 - November 8, 2013	Amtrak-wide rating calibration occurs.
	November 19, 2013	Executive Committee conducts calibration review.
<input type="checkbox"/>	November 20 - December 13, 2013	Discuss: Employee and rating manager hold end-of-year performance conversations.
<input type="checkbox"/>	December 13, 2013	Sign-off: Employee and rating manager sign-off on the form.
<input type="checkbox"/>		Create Digital Record: Rating manager uploads final signed form into <i>My CareerTrak</i> tool.
<input type="checkbox"/>	December 1-31, 2013	Hold merit conversations: Employee and rating manager hold merit conversations.

If you have any questions or feedback about the end-of-year performance conversations or this checklist, please email performanceconversations@amtrak.com. Thank you.



May 24, 2013

Memorial Day Safety

The Memorial Day weekend is usually regarded as the beginning of the summer season. It often signifies time with family and friends, outdoor activities and the end of junior and senior proms in our local communities.

The safety and health of our employees remains a key corporate goal. We have been told that as our Safe-2-Safer program becomes even more integrated into our safety culture, the lessons learned are extending into our lives outside Amtrak. For those of us who are fortunate to be with family and friends over the holiday weekend, it would be a good idea to remind them that:

- When going fishing, please never walk, sit or stand on any railroad bridge.
- With an increase in automobile traffic, make sure all precautions are taken at grade crossings. Stop, Look and Listen.
- Never trespass onto railroad tracks as every step on the tracks could be your last.
- The human eye cannot accurately judge a train's speed or distance. A train will always appear to be farther away and traveling slower than it is. The train **always** wins.
- Most crashes occur within 25 miles from home.
- Approximately every two hours either a vehicle or a pedestrian is struck by a train in the United States.

Please have a safe and enjoyable weekend.



October 7, 2013

Security Awareness Training Course Updated

Amtrak created an updated interactive self-paced training course for employees that provides information on identifying and reporting suspicious activity, and includes a segment on responding to an active shooter incident. This course is specifically designed for office personnel, but its lessons are applicable to all employees.

The training course is accessed via the Amtrak Intranet through the Employee Information Portal (EIP) by selecting Training>Course Catalog>Security Awareness>Amtrak Security Awareness – CBT. Employees who have already completed the training program are also encouraged to revisit the new material as a refresher course. Please email emcs@amtrak.com if you have any questions.

When Something Seems Suspicious: Employees can remain alert, and protect themselves and fellow employees by reporting suspicious items, persons or activity immediately to the Amtrak Police Department at (800) 331-0008, or by calling 911.

Thank you for your cooperation and commitment to safety and security.



October 7, 2013

Security Awareness Training Course Updated

Amtrak created an updated interactive self-paced training course for employees that provides information on identifying and reporting suspicious activity, and includes a segment on responding to an active shooter incident. This course is specifically designed for office personnel, but its lessons are applicable to all employees.

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Thank you for your cooperation and commitment to safety and security.



September 27, 2013

25th Anniversary of the Historic Grand Reopening of Union Station

On Monday, September 30, Union Station Redevelopment Corporation (USRC), Amtrak, Ashkenazy Acquisition Corporation (AAC), and Federal City Council will mark the 25th anniversary of the historic grand reopening of Washington Union Station with select activities throughout the station, including:

- Photo displays of the station's evolution, along with artifacts and station restoration facts placed throughout the West Hall and Main Hall.
- An interactive model of the station's master plan, highlighting the future vision to further expand the station and rail yard into a greater multimodal and commercial hub. Amtrak and Akridge (our development partner) representatives will be onsite from 8:00 a.m. to 6:30 p.m. to present the model and answer questions.
- The Union Station Preservation Coalition will be onsite to provide information on the station's history and architecture.
- Select Union Station retail and food merchants will offer exclusive one-day promotions. A list of participating retailers can be picked up in the Main Hall.
- A video display of the "Union Station 25th Anniversary", developed by The Federal City Council with an introduction by Mr. Boardman. You can also view the video on our [Great American Stations](#) website next week

Washington Union Station reopened its doors on September 29, 1988, with a full-day of celebration capped with a gala dinner after a three-year transformative rehabilitation project. The largest public/private partnership of its kind at that time funded the \$160 million restoration effort as a result of the Union Station Redevelopment Act of 1981 establishing the effort to restore the station to its historic grandeur.

"This collaborative rehabilitation project provided Amtrak with a home for its national corporate headquarters, served as the catalyst for neighborhood development, and helped spark a renaissance of national passenger rail service," said Amtrak President and CEO, Joe Boardman. "Since the station's reopening, Amtrak ridership in Washington, D.C., has more than doubled and we continue to see record growth."

Today, the station serves over 32 million visitors annually, and there is a continued focus on station enhancements. Future plans to improve and expand the station are on the horizon guided by the Union Station Master Plan.



August 6, 2013

Got Questions? Ask Cigna

Do you have questions about your Cigna coverage? Cigna is here to help. Cigna will be hosting two one-on-one sessions in Washington, D.C., to help address employee's individual questions regarding their medical plan. Topics of discussion may include claim issues, network problems, the appeal process and pre-authorization requirements.

The sessions will be held on **August 7** and **August 28**. All sessions will be held at 60 Massachusetts Avenue in Conference Room C. Additional times and locations may be added after evaluating the initial sessions.

Schedule your one-on-one session with a Cigna representative by sending an email to: **totalrewards@amtrak.com**. Be sure to include your desired date and time.

Amtrak® Employee Update



January 2, 2014

Winter Storm

We are actively following the weather advisories and wanted to remind Washington area employees that tomorrow will be business as usual. We will let you know if there are any changes to normal business schedules.

Please remember to drive safely and be careful when shoveling.

Thank you.



July 22, 2013

New Exterior Smoking Policy for Washington Union Station

Please be advised that a new non-smoking policy for the West Porch and Front Colonnade at Washington Union Station will be enacted last Friday.

Due to the challenges of locating adequate exterior space in appropriate areas around the building, it has been determined that creating a smoking "area" would not be achievable. All exterior ash urns will be removed once the signage is in place.

This policy does not extend to the train platforms or other exterior areas North of the wall to the train gates. Amtrak may consider creating a smoking area for their train passengers between the train platforms and the North entrances to the building (the "blacktop" area) contingent upon approval by the Union Station Redevelopment Corporation.

Thank you.



August 6, 2013

Got Questions? Ask Cigna

Do you have questions about your Cigna coverage? Cigna is here to help. Cigna only has openings in the August 28 one-on-one session in Washington, D.C., to help address employee's individual questions regarding their medical plan. Topics of discussion may include claim issues, network problems, the appeal process and pre-authorization requirements.

The session will be held at 60 Massachusetts Avenue, NW in Conference Room C. Additional times and locations may be added after evaluating the initial sessions (this is the last of three).

Schedule your one-on-one session with a Cigna representative by sending an email to: **totalrewards@amtrak.com**. Be sure to include your desired time.



July 24, 2013

Got Questions? Ask Cigna

Do you have questions about your Cigna coverage? Cigna is here to help. Cigna will be hosting one-on-one sessions in Washington, D.C., to help address employee's individual questions regarding their medical plan. Topics of discussion may include claim issues, network problems, the appeal process and pre-authorization requirements.

During this pilot program, three dates are available: **July 31, August 7 and August 28**. All sessions will be held at Union Station in Conference Room C. Additional times and locations may be added after evaluating the initial sessions.

Schedule your one-on-one session with a Cigna representative by sending an email to: **totalrewards@amtrak.com**. Be sure to include your desired date and time.



October 16, 2013

Amtrak to Participate in “The Great ShakeOut”

On October 17 at 10:17 a.m., thousands of people throughout the country will “Drop, Cover and Hold On” in The Great ShakeOut, the nation’s largest earthquake drill ever held. The Great ShakeOut is held on October 17 to serve as a reminder of the Loma Prieta earthquake of 1989, where the San Francisco region was rocked by a magnitude 6.9 earthquake. Amtrak’s Emergency Management and Corporate Security department has coordinated involvement across the nation to help prepare our employees for an earthquake.

Why is a “Drop, Cover and Hold On” drill important? Major earthquakes may happen anywhere you live, work or travel. You must practice often in order to respond quickly. You may have only seconds to protect yourself in an earthquake before strong shaking knocks you down, or something falls on you. The Great ShakeOut is your chance to practice how to protect yourself. The goal is to prevent a major earthquake from becoming a catastrophe for you.

The following are some helpful tips in practicing earthquake preparedness:

If you are inside when the shaking starts:

- Drop, cover and hold on.
- If you are in bed, stay there, curl up and hold on. Protect your head with a pillow.
- If at work stop what you are doing, drop to the floor and cover yourself by getting under your desk or another sturdy object and hold on.
- Stay away from windows to avoid being injured by shattered glass.
- Stay indoors until the shaking stops and it is safe to exit. Use stairs to exit the building rather than an elevator.
- Be aware that fire alarms and sprinkler systems frequently go off in buildings during an earthquake, even if there is no fire.
- Check in with your supervisor for additional instructions if you are at work.

If you are outside when the shaking starts:

- Find a clear spot away from buildings, power lines, trees and streetlights and drop to the ground until the shaking stops.
- If you are in a vehicle, pull over to a clear location and stop. Avoid bridges, overpasses and power lines if possible. Stay inside with your seatbelt fastened until the shaking stops.
- If a power line falls on your vehicle, do not get out. Wait for assistance.
- If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling rocks and other debris. Landslides are often triggered by earthquakes.

- Amtrak crews should ensure the safety of all members, and check in with their supervisor

If you are inside a train when the shaking starts:

- The engineer will stop as soon as it is safe.
- Stay where you are and hold on.
- Protect your head and neck.
- Train crews should check on the wellbeing of passengers and report any injuries.

For more information about earthquake drills visit <http://www.shakeout.org>.



January 2, 2013

Railroad Retirement Board Announces Tax Increases for 2013

The Railroad Retirement Board (RRB) is responsible for administering retirement/survivor benefit programs for railroad workers and their families. Each year, the RRB announces payroll tax rates for the coming year. Effective January 1, 2013, the payroll tax rates increased as follows:

- Tier I tax increased to 6.2 percent in 2013 from 4.2 percent in 2012. The maximum Tier I earnings increased from \$110,100 to \$113,700 (the same amount as the Social Security tax).
- Tier II tax increased to 4.4 percent from the 2012 rate of 3.9 percent. The maximum Tier II earnings will increase from \$81,900 to \$84,300.

You can review the announcement for 2013 at the RRB website:

www.rrb.gov/AandT/pl/pl1302.asp

Both you and Amtrak pay a Tier I and a Tier II tax which contributes to financing railroad retirement benefit payments. The Tier II tax rates are determined annually from a tax rate schedule based on the current railroad retirement fund levels.

For more information on your railroad retirement annuities benefit, contact the U.S. Railroad Retirement Board at **877-772-5772** or www.rrb.gov.



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For more information on your railroad retirement annuities benefit, contact the U.S. Railroad Retirement Board at **877-772-5772** or www.rrb.gov.



July 3, 2013

Human Capital Branding Contest

This fall the Human Capital department (HC), in collaboration with Information Technology (IT) and with input from all Amtrak departments, will be introducing a new online tool to provide an easier process for managers and their teams to address goal setting and managing performance. This new tool needs a name that will be easily recognized by all of us. HC really wants your input in creating the name for the tool.

The contest guidelines are:

- The name should reflect the concept of career development at Amtrak
- Should reinforce an Amtrak brand
- Please be short and sweet; three words or less (think of good advertising you have seen)

Please click the link or copy/paste into your internet browser in order to submit your entry. <https://www.surveymonkey.com/s/SFbrandcontest>

If your idea is selected, you will win an iPad Mini. Two randomly selected participants will receive an iPod Touch. We know that we have some amazingly creative employees and look forward to seeing your ideas.

All suggestions must be submitted by Tuesday, July 16, 2013.

The winning suggestion will be announced in a future issue of *Amtrak This Week*.

Best of luck!

June 21, 2013



Please join Amtrak President and CEO Joe Boardman, invited dignitaries and co-workers at a special unveiling of our Veteran's Locomotive, designed to serve as a company-wide tribute to the men and women who have served in the United States Armed Forces.

Unveiling of the Veteran's Locomotive

Wednesday, June 26 at 1:00 p.m.
Washington Union Station - Track 17
Enter through Gate G

All employees are welcome to attend

Amtrak Employee Veterans Appreciation Celebration

Area Amtrak employees who are also veterans are welcome to attend the Veterans Appreciation Celebration. Please join representatives from the Railroad Retirement Board (RRB), Fidelity Investments, our health care partners Cigna and Aetna, Every Day Wellness, various Amtrak departments and more for information and give-aways. Light refreshments will be served.

Wednesday, June 26, 9:00 a.m. - 2:00 p.m.
Starlight Room - Washington Union Station
Entrance at Gate B

**Admittance valid only for Amtrak employees who are veterans, ID Required.*

Veteran's Locomotive Viewing

The Veteran's Locomotive will be available for viewing on:

Thursday and Friday, June 27 - 28
Washington Union Station - Track 9

All employees are welcome



October 18, 2013

Organizational Culture Diagnostic Instrument Available

The OCDI is part of our Safe-2-Safer process and will not single out and/or punish any employee or groups of employees. Your totally anonymous answers will help to determine and examine our management practices, systems and cultural issues that influence safety. The results of the survey will provide a basis for planning and recommending possible solutions related to safety.

The month-long opportunity to complete our Organizational Culture Diagnostic Instrument (OCDI) is has reached the half-way point. The survey opened on October 1 and will be available until October 31. Both paper surveys and an online link are available.

There is a question on demographics at the beginning of the survey. This is the section where employees check the appropriate boxes for work location. Checking these boxes enables us to determine response rates by location and make the proper decisions on future actions by geography. For example, if you are in Mechanical support you need to first check that box under department, then your division/geographic location and finally your actual site (Beech Grove, Hialeah).

There is access to the survey from the WMS kiosks and on the Citrix desktop. It is available on the company Intranet >Safety>Safe2Safer> 2013 OCDI. Or [click here to begin the survey](#). If this link does not work, copy and paste <https://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?H8WQKP> into your web browser. Please answer the questions for your current situation. And try to answer every question.

We are asking everyone to please participate and provide your feedback. You can contribute to change.



December 12, 2013

New Corporate Travel Policy Now in Effect

As noted in the November 12th Employee Update, the new Corporate Travel Policy, FI 8.35.2, is **now in effect**. There have been significant changes made to Amtrak's Corporate Travel Policy in order to reduce company-wide travel expenditures. Employees should now begin following the new policy. The eTrax system changes needed to support the new policy are now in place.

Some of the new changes include the following:

- It is required that employees utilize virtual conferences as a first option for any meetings. Please confirm in the comments section of the Travel Authorization that that this option was considered (Ref. 5.4).
- Travel authorization approvers are responsible for ensuring that the travel is necessary, the number of employees traveling to the same meeting /destination is necessary and the expenses are reasonable (Ref. 5.4).
- Travel by rail is corporate policy however, the most cost effective mode of transportation should be selected (Ref. 6.1). If the lowest air fare is not chosen, a detailed explanation and price difference **MUST** be stated.
- Employees **MUST** use the Corporate Travel Agency. Arrangements made otherwise will **NOT** be reimbursed. A copy of the itinerary from our travel provider must be included with your expense report.
- Reimbursement for lodging, meals and incidentals will be based on **actual** expenses incurred not to exceed the GSA per diem. Maximum allowable amounts are calculated separately for lodging and for meals and incidentals. The "per diem" maximum for meals and incidentals will be adjusted downward by 25 percent on the first and last day of travel. Employees and approvers are responsible for this calculation. Rates are different for each destination city and can change monthly. Current rates for a given destination can be found on the GSA website www.gsa.gov/perdiem. The link to the GSA website can also be found on the Travel Authorization eform. A screen print of the relevant rates **MUST** be included with your faxed documentation for the expense report. If the hotel you have booked through the Corporate Travel Agency is above the per diem rate for lodging, please contact the hotel to see if a government rate is available to you. If you cannot obtain the government rate please note this in the comments section of your expense report. If a Corporate Lodging Card is being used, please capture this expense on the Travel Authorization and mark as company paid on your expense report.
- If any daily meals are provided at no cost to the employee such as in departmental staff meetings, conferences, included in hotel rate, etc., only the actual cost of each of the remaining meals for that day paid by the employee are to be input on the employee's expense report for reimbursement and the cost of that meal shall not exceed GSA rate. Please see the M&IE (Meals and Incidental Expenses) Breakdown on www.gsa.gov/perdiem for more information on meal allowances and other helpful calculations.

- Employees are now required to provide an itemized receipt for all expenses, with the exception of some minor categories, instead of the previous \$10.00 threshold.

Employees should also take this opportunity to update their travel profiles and ensure that their accounting information is correct. To do this log into eTrax – click on the Search tab – then Catalog then click on to the Worldspan/Trip Manager Punchout Catalog. Click on the Profile tab (fill in) – then click on Custom Fields and fill in your accounting information (cost center, internal order and WBS element (no dots) then click submit.

These are some of the significant noted changes; employees should familiarize themselves with the entire policy and the Frequently Asked Questions (FAQ) which are available for reference at <http://wiki.corp.nrpc/display/Bustravel/Home>. The FAQs on the GSA website also provide some helpful answers.



February 7, 2013

It's Not Too Late – Amtrak Relief Fund

The Trustees of the Amtrak Employee Relief Fund would like to remind you that it is not too late to help your co-workers who were so severely impacted by the devastating effects of Hurricane Sandy. Many of the hardest hit Amtrak employees lost everything they owned and these families received little or not compensation from anyone. Many of these losses are not covered by insurance and even when they are covered, the insurance does not begin to compensate them for their actual losses. They are literally starting over and needing to replace everything they owned.

There are many tragic examples and here are but three involving our craft employees from T&E, C&S and Passenger Services. One family of four, including two school-age children, lost everything when their home was flooded by four feet of water. This family has already moved twice since the storm, requiring the children to attend two different schools and causing major disruption to the normal family existence. Another co-worker and family lived in their home for 26 years and also lost everything. After Hurricane Sandy, this family of three was forced to split up to live with family and friends. The third example involves an employee who had just purchased his home less than a year ago using his 401K savings. After the storm, the Federal Emergency Management Agency declared his house uninhabitable. He is using the rest of his savings to try to repair his home.

These stories so clearly demonstrate the substantial needs of our co-workers. Please try for a moment to put yourself in their position. It is almost unimaginable. Please consider helping by donating to the Amtrak Employee Relief Fund by Friday, February 15. Contributions may be made by payroll deduction by filling out *NRPC 3238 Amtrak Relief Fund Payroll Deduction Form* (attached). You have the choice of donating a one-time amount or choosing an amount to be deducted from each paycheck until the desired amount is reached. Please know that contributions via payroll deductions need to be completed by September 30, 2013. Checks can be made out to the National Railroad Passenger Corporation Employee Relief Fund and sent to the Amtrak Employee Relief Fund, 26462 Network Place, Chicago, IL 60672-1264.

Thank you.

Amtrak® Employee Update



January 23, 2013

Amtrak Employees' Relief Fund Update

This past November Amtrak established the Amtrak Employees' Relief Fund to enable all employees to make monetary contributions to other employees who have been impacted as a result of Hurricane Sandy. The total collected as of January 18, 2013, is **\$17,762**. This breaks down to **\$15,212** in payroll pledges and one-time payroll deductions. We expect that payroll deductions left to be received will bring in an additional **\$3,715** through September. Employees have sent **\$2,550** in check contributions to the lockbox set up for this fund.

The need is great and the deadline for contributions has been changed to February 15 so there is still time for those who have not yet had an opportunity to contribute. Please know that contributions via payroll deductions need to be completed by September 30, 2013.

Checks can be made out to the National Railroad Passenger Corporation Employee Relief Fund and sent to the lockbox at:

National Railroad Passenger Corporation Employee Relief Fund
26462 Network Place
Chicago, IL 60672-1264

Donations may be made by payroll deduction by filling out *NRPC 3238 Amtrak Relief Fund Payroll Deduction Form* (attached). You have the choice of donating a one-time amount or choosing an amount to be deducted from each paycheck until the desired amount is reached.

Applications for the Relief Fund closed on January 18 and 49 applications were received. The committee has reviewed 42 of those applications thus far. Sadly, 10 of our employees who applied for funds lost everything in Hurricane Sandy. All employees affected are really in need of our assistance.

Thank you for your generosity.



May 30, 2013

Operations Department Intranet Site Available

An Amtrak Intranet wiki site has been created to keep employees informed about various aspects of the Operations department reorganization and to assist us through the transition.

The sections include:

- [A Message from DJ Stadtler, Vice President of Operations](#)
- [Frequently Asked Questions \(FAQs\)](#)
- New Positions within Operations to be Posted (*available 6/5/13*)
- Position Descriptions (*available starting 6/5/13 with regular updates*)
- Future Operations Department Organization Charts (*available 6/5/13*)
- Tips for the Application Process (*available 6/5/13*)
- [Employee Assistance Information \(EAP\)](#)

The site can be located on the Amtrak Intranet home page>Employee Information>Operations Reorganization. Please check the site frequently for content updates.

Thank you.



November 12, 2013

New Corporate Travel Policy Approved

There have been significant changes made to Amtrak's Corporate Travel Policy in order to reduce company-wide travel expenditures. Please note the revised travel policy while approved, is not yet in effect. A copy of the updated policy is attached.

Employees should begin familiarizing themselves with the policy. eTrax system changes needed to support the new policy are being programmed and an employee communication will be distributed when it is completed.

Some of the new changes include the following:

- It is required that employees utilize virtual conferences as a first option for any meetings.
- Travel authorization approvers are responsible for ensuring that the travel is necessary, the number of employees traveling to the same meeting/destination is necessary and expenses are reasonable (reference 5.4).
- Travel by rail is corporate policy. However, the most cost effective mode of transportation should be selected (reference 6.1). If the lowest air fare is not chosen, a detailed explanation and price difference must be stated.
- Employees **MUST** use the Corporate Travel Agency. Arrangements made otherwise will **NOT** be reimbursed. A copy of the itinerary from our travel provider must be included with your expense report.
- Reimbursement for lodging, meals and incidentals will be based on **actual** expenses incurred not to exceed the GSA per diem. Maximum allowable amounts are calculated separately for lodging and for meals and incidentals. The "per diem" maximum for meals and incidentals will be adjusted downward by 25 percent on the first and last day of travel. Rates are different for each destination city and can change monthly. Current rates for a given destination can be found on the GSA website (www.gsa.gov/perdiem), and a screen print of the relevant rates must be included with the expense report.
- Employees are now required to provide an itemized receipt for all expenses, with the exception of some minor categories, instead of the previous \$10 threshold.

Employees should also take this opportunity to update their travel profiles and ensure that their accounting information is correct. To do this log into eTrax – click on the Search tab – then Catalog then click on to the Worldspan/Trip Manager Punchout Catalog. Click on the Profile tab (fill in) – then click on Custom Fields and fill in your accounting information (cost center, internal order and WBS element (no dots) then click submit.

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- Reimbursement for lodging, meals and incidentals will be based on **actual** expenses incurred not to exceed the GSA per diem. Maximum allowable amounts are calculated separately for lodging and for meals and incidentals. The "per diem" maximum for meals and incidentals will be adjusted downward by 25 percent on the first and last day of travel. Rates are different for each destination city and can change monthly. Current rates for a given destination can be found on the GSA website (www.gsa.gov/perdiem), and a screen print of the relevant rates must be included with the expense report.
- Employees are now required to provide an itemized receipt for all expenses, with the exception of some minor categories, instead of the previous \$10 threshold.

Employees should also take this opportunity to update their travel profiles and ensure that their accounting information is correct. To do this log into eTrax – click on the Search tab – then Catalog then click on to the Worldspan/Trip Manager Punchout Catalog. Click on the Profile tab (fill in) – then click on Custom Fields and fill in your accounting information (cost center, internal order and WBS element (no dots) then click submit.

These are some of the significant noted changes; employees should familiarize themselves with the entire policy and the Frequently Asked Questions (FAQ) which are available for reference at <http://wiki.corp.nrpc/display/Bustravel/Home>.



“On the Right Track” Legal Newsletter Now Available

The latest edition of "On the Right Track," the Amtrak Law Department's quarterly labor and employment law newsletter, is now available for viewing on the Law department page on the company Intranet. The newsletter features articles on current legal topics to make you aware of new and emerging issues that may impact the work you do every day. Topics of interest in the latest issue include:

- What You Should Know About the New FMLA Regulations
- Can Employees on Military Leave Be Terminated?
- Must an Employer Establish a Fragrance-Free Workplace to Accommodate an Employee With Chemical Sensitivities?
- Victims of Domestic Violence in the Workplace.
- Can You Express Concern About a Pregnant Employee's Welfare?
- Is Bullying in the Workplace Legal?

To view this issue and past issues of “On the Right Track,” visit the company Intranet → How We Work → Law Department → Law Department Publications.

Make Everyday Earth Day

Earth Day, held annually on April 22, is a day dedicated with events to inspire environmental protection. Visit the [U.S. Environmental Protection Agency's Earth Day Take Action](http://www.epa.gov/earthday) website to find out what you can do to make every day Earth Day. You can find local opportunities to volunteer, read daily environmental tips, and even pledge to commit five actions to help protect the environment.

National Train Day Trivia Challenge

Congratulations to last week's Trivia Challenge winner, Allen Lewis, senior analyst in Chicago, Ill. Check out this week's train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.

On This Day in Amtrak History...

On April 1, 1975, Amtrak purchased most of the Beech Grove, Ind., maintenance facility from Penn Central and soon embarked on a five year, \$22 million improvement plan to modernize the early 20th century facility. Today, more than 500 employees at Beech Grove rebuild and overhaul Amtrak's Superliner, Viewliner, Surfliner, Heritage and Horizon car fleets, as well as P32, P42 and F59 locomotives. Visit our Amtrak History website for a [short history](#) of the Beech Grove shops.

Hope, Arkansas Added to Texas Eagle Route

Effective April 4, the *Texas Eagle* will serve the city of Hope, Ark., serving the Hempstead County seat, a Southwestern Arkansas community of more than 10,000 that is also the location of former President Bill Clinton's birthplace, now an historic site under the National Park Service. A major celebration is being planned in Hope with local and Amtrak officials later this spring.

The westbound *Texas Eagle* (Train 21) is scheduled to depart Hope at 5:09 every morning, with arrivals that morning in Dallas, that afternoon in Fort Worth and that evening in Austin and San Antonio. The eastbound *Texas Eagle* (Train 22) is schedule to depart Hope at 9:18 every evening, with arrivals in Little Rock that night, St. Louis the following morning and Chicago that afternoon.

Connections to other Amtrak trains can be made in Fort Worth, San Antonio, St. Louis and Chicago to Oklahoma City, Kansas City and more than 500 locations in the Amtrak network.

Hurricane Sandy Employee Relief Fund

Hurricane Sandy affected a number of our Amtrak families. To date, \$19,800 has been disbursed. The additional funds that will be received in 2013 through payroll deductions will be disbursed at the end of this fiscal year.

A receipt for tax purposes has been sent to the homes of individuals acknowledging their monetary donations.

In addition to cash donations, many employees from across our network contributed 800 boxes of requested items including clothing, games and home goods through the efforts of New York Penn Station leadership.

Many of the hardest hit Amtrak employees lost everything they owned, and these families received little or no compensation from anyone. Many of these losses were not covered by insurance. Even when they are covered, the insurance did not begin to compensate them for their actual losses. They literally started over and needed to replace everything they owned.

To all who donated to our fellow colleagues in need, thank you.

VP of Operations to Visit New England Employees

DJ Stadtler, vice president of Operations, will continue his Town Hall meetings, explaining the Operations reorganization to employees in New England on April 3-5. Employees are invited to attend the meeting, which includes a brief presentation by Mr. Stadtler followed by a question and answer session. The meetings are scheduled for:

- April 3-**New Haven Station**, 2:00 p.m. – 2:45 p.m. in the 4th Floor Conference Room
- April 4-**Boston South Hampton Street Yard**, 9:30 a.m. – 10:15 a.m. in the S & I Facility Lunch Room
- April 4-**Boston South Station**, 11:30 a.m. – 12:15 p.m. in the 5th Floor Conference Room
- April 5- **Providence Maintenance of Way Base**, 7:30 a.m. – 8:15 a.m.



Start Earning Incentives with Amtrak’s Every Day Wellness Program

April 9 marks the start of Amtrak’s newest program for non-agreement employees – Every Day Wellness. Through Amtrak’s Every Day Wellness program, we’ll help you achieve your health goals by providing the tools and resources you need to make better healthcare decisions, lead healthier lifestyles and maximize your healthcare dollars – every day.

In partnership with Cigna, we’ll help you:

***Know Your Health Status** – Gain valuable insights on your personal health through a biometric screening and online health assessment. Cigna’s biometric screenings provide immediate measurement, analysis, and results for the following:

- Total cholesterol
- HDL (healthy cholesterol)
- Coronary risk ratio
- Glucose level
- Blood pressure
- Height, weight and waist circumference
- Body mass index (BMI)

***Make a Change** – Access Cigna’s personalized programs to help you reach your goals and maintain better health based on your health assessment results

***Find a Partner in Health** – Take advantage of Cigna’s wellness coaching program for one-on-one support

And if better health is not enough of an incentive, when you participate in Every Day Wellness, you earn points that can be redeemed for up to \$150 in gift cards from leading retailers.

Get started today: Log on to myCigna.com, click on “**Manage My Health**,” then select **Incentive Awards Program** from the dropdown.

National Train Day Trivia Challenge

Congratulations to last week’s Trivia Challenge winner, Diane Dillon, lead ticket agent in Jackson, Miss. Check out this week’s train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.

Earth Month: Disposing of Household Hazardous Waste

Unused household products such as paint, cleaners, oil, batteries, and pesticides that may contain ingredients harmful to the environment are known as household hazardous waste (HHW). Products that contain potentially hazardous ingredients require special care when you dispose of them. Improper disposal of these wastes can pollute the environment and pose a threat to human health. Many communities in the United States offer a variety of options for conveniently and safely managing HHW. Check your municipal or county web pages or visit Earth911.com to find a drop off location near you.

Priority Vehicle Offloading Now Available on Auto Train

Effective for sale April 9 and for travel on April 29, a new upgrade option for passengers riding on the Auto Train and wishing to speed up their journey is available. For a \$50 fee, passengers who reserve *Priority Vehicle Offloading* are guaranteed that their vehicle will be one of the first 20 offloaded from the train. While vehicle counts on board can total 200-300 per trip, being on the road faster allows passengers to get to their destination sooner.

“Amtrak is pleased to provide this exciting new service offering to our passengers,” said Chief of Product Development, Brian Rosenwald. “With this upgrade option, we hope to improve the service experience for select Auto Train passengers by reducing the amount of time spent waiting for their vehicle.” said Rosenwald.

This “Priority” upgrade is available by calling 1-877-SKIP-I-95 or for purchase at a staffed station. This new service is limited to automobiles and vans. Motorcycles and pass riders are not eligible for *Priority Vehicle Offloading*.

Bronze Telly Award Given to Employee Communications

Employee Communications won a bronze Telly Award for the Safe-2-Safer video produced earlier this year. The video was done in conjunction with Safe-2-Safer facilitators and featured a number of employees from across the country.

The Telly Awards, in their 34th year, honor the very best film & video productions, online video content and outstanding local, regional and cable television commercials and programs. The video can be viewed on the company Intranet by going to Amtrak Safety →Home→Safe-2-Safer.

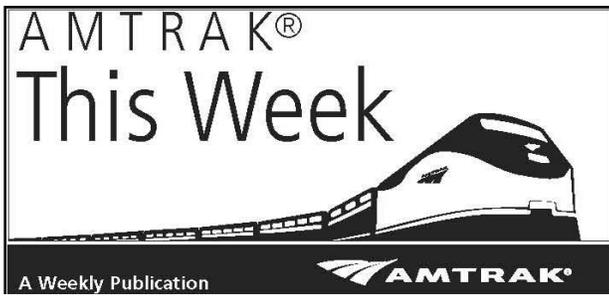
All Aboard! Volunteers Needed for National Train Day

National Train is May 11. This year’s theme is “Trains Matter” and celebrations will be held across the system. To ensure their success, volunteers are vital. To register as a volunteer at a National Train Day event near you, visit TrainDay411.com. All volunteers will receive a complimentary T-shirt and lunch.

Station in the Spotlight...

The two-story red brick station in Ashland, Ky., was built as a freight depot in 1906 by the Chesapeake and Ohio Railway. In 1997, the city of Ashland, using more than \$500,000 in federal funds, purchased the building and restored it to serve as an intermodal center. Once the work was finished, Amtrak moved the local *Cardinal* stop from nearby Catlettsburg to downtown Ashland in March 1998. For country music fans, Ashland is best known as the hometown of Wynonna and Naomi Judd and Billy Ray Cyrus.

https://www.greatamericanstations.com/Stations/AKY/Station_view



United Transportation Union (UTU) Ratifies Agreements

Last week, notice was received from the UTU announcing the ratification of the three tentative UTU agreements covering Conductors, Yardmasters and Stewards. The wage increases and benefit changes through January 1, 2015 are the same as those with all settled groups and have previously been offered to Brotherhood of Maintenance of Way Employees (BMWE) and Brotherhood of Railroad Signalmen (BRS). It also provides for retroactive wage adjustments which will be processed in accordance with the terms of the agreement.

With this ratification, 85 percent of employees are covered under new wage and rule settlements through January 1, 2015. BMWE and BRS remain in mediation under the auspices of the National Mediation Board.

eTicketing System Promoted During the Masters Golf Tournament

Golf fans watching the Masters Golf Tournament were treated to an AT&T commercial shot on an *Acela Express* train highlighting our eTicketing system. Amtrak collaborated with AT&T to launch the eTicketing system to replace the century-old paper-ticket system. The eTicketing system uses an application enabled through AT&T's Mobile Enterprise Application Platform. Conductors now use a smartphone to validate electronic tickets by scanning bar codes instead of punching and collecting paper tickets for manual accounting. Ticket lift information is synchronized between the Conductor's smartphone and central systems, allowing for real-time revenue accounting and passenger manifests.

eTickets provide passengers with the convenience of skipping the line at the ticket window and going straight to the gate by printing their tickets beforehand on their home or office printer – or by simply by presenting their eTicket barcode to the Conductor using their smartphone. It also allows passengers to change reservations themselves, even on the way to the station in the taxi.

The AT&T/Amtrak commercial ran more than 60 times during coverage of the Masters Golf Tournament on ESPN, ESPN Classic and CBS. Check out the commercial online (through the link below) and our passenger Conductor Chuck Wetzelberger, in action!

<http://yourbusiness.att.com/transform/story/amtrak>

A More Secure Amtrak Network

IT Network Operations is working to upgrade the security on our data network. When completed, only Amtrak-authorized computers with a special agent – Junos Pulse – will be granted full access to resources on the network such as email and business applications. Other devices such as personal laptops, iPhones and Androids may only be able to access certain network destinations, such as out to restricted parts of the Internet.

The heightened security of the network will have substantial benefit to Amtrak, including conservation of network resources and enhanced protection against computer viruses and other malicious software.

Railroad Retirement Board (RRB) vs. Social Security: What's the better benefit?

Amtrak employees may sometimes wonder if the benefit provided by the RRB is the same, less or better than Social Security. The RRB recently released data indicating that it is a much better benefit, especially for career employees. That's because both Amtrak and employees who are covered by the Railroad Retirement act pay higher retirement taxes than those covered by Social Security. In 2013, Amtrak and our employees will pay the same rate as Social Security (Tier I) and then our employees contribute an additional 4.4 percent on earnings up to \$84,300 and Amtrak contributes an additional 12.6 percent (Tier II). And that adds up over time.

For example, the RRB states: "the average age annuity **being paid** by the Railroad Retirement Board (RRB) at the end of fiscal year 2012 to career rail employees was \$2,975 a month, and for all retired rail employees the average was \$2,365. The average age retirement benefit **being paid** under Social Security was over \$1,235 a month. Spouse benefits averaged \$880 a month under railroad retirement compared to \$590 under Social Security."

Read more about it at: www.rrb.gov/pdf/opa/pub_1303.pdf

National Train Day Trivia Challenge

Congratulations to last week's Trivia Challenge winner, Patrick Kidd, senior officer, Corporate Communications, in Washington, D.C. Check out this week's train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.

Save Energy at Home

Did you know conserving energy not only helps save money, but also contributes to a healthier environment by reducing the release of carbon dioxide into the air? Some energy comes from natural sources that could eventually be depleted. For these reasons, it is important to save energy at work and at home. For tips on saving energy and money at home, visit the U.S. Department of Energy's website: <http://energy.gov/energysaver/articles/energy-savers-guide-tips-saving-money-and-energy-home>.

Amtrak Trivia...

On April 19, 1971, the National Railroad Passenger Corporation unveiled its new marketing name—"Amtrak." Developed by the marketing firm Lippincott & Margulies, Inc., "AMTRAK is a contraction and a blending of the concepts 'American' and 'track'...a short, powerful name, easy to pronounce and remember, with high visual impact..." Click here to see the [original news release](#) on the Amtrak History website.



Drug & Alcohol Policy Reminder

Amtrak is a drug- and alcohol-free workplace and it is the responsibility of all employees to be knowledgeable of Amtrak's policy and procedures for maintaining a safe work environment for employees and our customers. Please read the following documents found on the company Intranet under "Safety" → "Health" → "Health and Medical Services":

- Amtrak Drug and Alcohol Policy 7.3.0 and Guidelines
- 49 CFR Part 40 Procedures for Transportation
- 49 CFR Part 219 - Control of Alcohol and Drug Use (Federal Railroad Administration)
- 49 CFR Part 382- Controlled Substance (Federal Motor Carrier Safety Administration)
- Workplace Drug and Alcohol Testing Programs

In addition, Amtrak encourages employees to support the Drug Enforcement Administration's *National Prescription Drug Take-Back Day* on Saturday, April 27. On this day government, community, public health and law enforcement partners will work together to collect expired, unused and unwanted prescription drugs. To locate local community prescription drug collection sites, visit www.GetSmartAboutDrugs.com and click the "Got Drugs?" icon, or call 1-800-882-9539. The service is free and anonymous.

As a reminder, employees taking prescription medications that have the potential to interfere with the safe performance of their job duties must complete form NRPC 3133 "Authorization to Work with Medications," and submit it to Health Services Medical. For more information, call 215-728-2389 or leave a message on Health Services Drug and Alcohol Program's confidential Employee Hotline at 202-906-2255. Information can also be found on the Intranet under "Safety" → "Health" → "Health and Medical Services" → "Over-The-Counter and Prescription Drugs."

Keep it Clean

Litter and trash are among the many common stormwater pollutants that can degrade water quality. Besides being unsightly, litter and trash can block stormwater pipes and cause flooding. Trash and litter can also harm aquatic life. What can you do to help? Dispose of all trash and recyclables in proper receptacles. If the receptacles are full or unavailable, take your trash and recyclables home with you. Never place trash or recyclables next to a full container. Keep a small bag for trash and recyclables in your car.

Visit this U.S. Environmental Protection Agency website to learn what actions you can take to help keep our waters clean: http://water.epa.gov/type/oceb/marinedebris/what_index.cfm

All Aboard! Volunteers Needed for National Train Day!

National Train Day is May 11. Your help is needed to make this year's National Train Day the best yet. Register to volunteer at an event near you at TrainDay411.com

Crime Prevention Message from Chief Polly Hanson

I want to thank all of our Amtrak employees for the outstanding job we do making our passengers feel safe and comfortable, in our stations, and onboard our trains.

The level of customer service we provide is so exceptional that passengers often feel secure enough to visit the Café car and leave their laptop behind in their seat unattended, or drop their bags in the waiting room of a station while they run over to purchase a newspaper or a cup of coffee.

The unintended consequence of this sense of security is that unattended items can leave our passengers vulnerable to criminals that take advantage of a situation that provides the opportunity for a quick and easy theft.

So, I am asking for your assistance in continuing to educate our riders through onboard and station messaging, reminders to passengers to take their personal items with them when they leave their seats aboard a train or in a station and to keep their eye on their luggage whenever possible.

Through our efforts, we can continue to build positive customer experiences and further improve the security of our passengers. Thank you for all you do everyday to make Amtrak secure. Please don't hesitate to contact me AmtrakChief@Amtrak.com to share any questions, concerns or comments you may have about security.

Chief Polly Hanson
Amtrak Police Department

Ridership Growth Continues- March Sets Record as Single Best Month in Amtrak History

Amtrak ridership increased in the first half of FY 2013 (October 2012 – March 2013) and March set a record as the single best month ever in our company history. In addition, October, December and January each set individual monthly records.

Rebounding strongly from service disruptions caused by Superstorm Sandy and other severe weather, Amtrak ridership grew 0.9 percent in the first six months of FY 2013 as compared to the same period the prior year. In all, 26 of our 45 routes posted ridership increases and we expect to end the fiscal year at or above last year's record of 31.2 million passengers.

"The continued ridership growth on routes across the country reinforces the need for dedicated, multi-year federal operating and capital funding to support existing intercity passenger rail services and the development of new ones," said Amtrak President and CEO Joe Boardman.

Northeast Corridor ridership took a significant hit from Superstorm Sandy, now seeing a solid recovery and is predicted to show gains for the full fiscal year despite being down 1.2 percent for this six-month period. Ridership on state-supported and other short distance routes is up 2.7 percent and long-distance ridership grew 0.5 percent.



**Three for One:
Save Gas, Money and Reduce Air Pollution**

You can improve your gas mileage by following a few simple tips such as properly inflating your tires and using cruise control on the highway. By reducing the amount of fuel you use, you not only save money but also help reduce harmful air emissions. Visit the U.S. Department of Energy's website on fuel economy for more tips to reduce the amount of gas you use.

<http://www.fueleconomy.gov/feg/drive.shtml>

United Airlines and US Airways Raise Change Fees

United Airlines and US Airways have increased the change fee penalties and many airlines are expected to follow as well. Most domestic ticket changes now incur a \$200 fee (up from \$150). International flight change fees vary, but have also increased in some cases to as much as \$250 - \$350. In order to avoid these costly fees, please confirm your schedule before you book, and only book through the corporate travel website for Travel Leaders in eTrax. Travel Leaders can cancel your flights if you've made a mistake within 24- hours of booking without incurring the penalty.

NEC FUTURE Road Show

NEC FUTURE, a comprehensive planning effort to define, evaluate and prioritize future investments in the Northeast Corridor (NEC), was launched by the Federal Railroad Administration (FRA) in February 2012. The FRA's work includes new ideas and approaches to grow the region's intercity, commuter and freight rail services and the completion of an environmental evaluation of proposed transportation alternatives.

Through May 11 (National Train Day), representatives of the FRA's NEC FUTURE team will be visiting rail stations along the NEC to inform the public about NEC FUTURE and seek customer input. If you are interested in learning more about this planning effort or sharing your thoughts, visit <http://www.necfuture.com/> and look for the NEC FUTURE booth on the appropriate date.

Amtrak Trivia...

Amtrak only accepted one credit card—the Rail Travel Credit Card—when it began operations in 1971. By negotiating contracts with major companies such as American Express and Master Charge, Amtrak credit sales more than doubled from \$4 million to \$9 million for 1972. Amtrak touted this new customer convenience in a February 1972 advertisement in *LIFE Magazine*: "We're pleased that Amtrak can now offer you the two surest ingredients for a pleasant trip. Trains and credit." See the original ad in the Amtrak Archives or aboard our refreshed Amtrak Exhibit Train.

<http://history.amtrak.com/archives/we-take-your-credit-cards-advertisement-1972>

Save the Date –Amtrak Total Rewards Road Shows Continue for Non-Agreement Employees

Amtrak Total Rewards represents the broad spectrum of plans and programs designed to reward, recognize, motivate and develop our **non-agreement** employees throughout their careers. Want to find out more about what this means for you? Join representatives from Amtrak's Human Capital Management team, Cigna, CVS Caremark, Fidelity and the Railroad Retirement Board to learn how to make the most of this new program. Each session will last approximately 40 minutes with opportunities for you to ask questions (and get free stuff, too).

- o May 2- **Miami, Fla.**, Conference Room, 2nd floor at 9:00 a.m. and 11:00 a.m.
- o May 3- **New Orleans, La.**, Annex Training Room at 10:00 a.m.
- o May 9- **Beech Grove Maintenance Facility**, Administration Building - Large Conference Room at 9:00 a.m. and 11:00 a.m.

Help Make the 6th Annual National Train Day a Success!

National Train Day is fast approaching and volunteers are still needed at events across the country. Visit TrainDay411.com from your mobile phone, tablet or desktop computer to sign up for an event near you.

Employees are asked to volunteer for specific shifts, and can also participate for the entire day. Available volunteer shifts include:

Saturday, May 11th

- 10:00 a.m. – 2:00 p.m.**
- 1:00 p.m. – 5:00 p.m.**

All volunteers will receive a **complimentary** National Train Day polo shirt and a free meal during their shift.

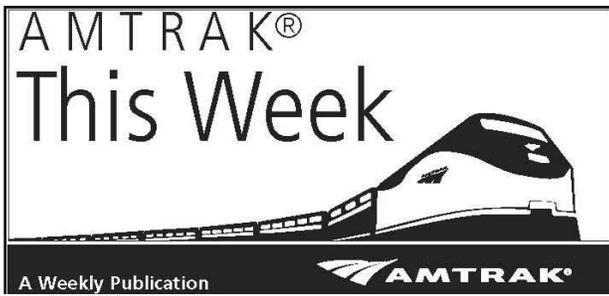
Every year, it is the dedication, loyalty and pride demonstrated by Amtrak employees that make National Train Day a success – together, we can make this the best National Train Day yet!

National Train Day Trivia Challenge

Congratulations to last week's Trivia Challenge winner, Jane Brophy, senior officer, Host Railroads in Philadelphia, Pa. Check out this week's train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.



This Week in Amtrak History: [Amtrak service began on May 1, 1971.](#)



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National Train Day Trivia Challenge

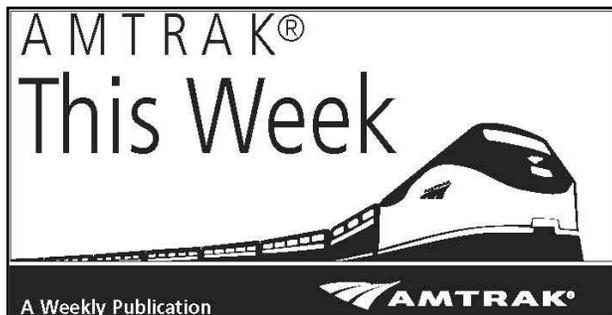
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Pilot Program Explores Local Travel on Trains 89, 91 and 19

Following up on a pilot program from last November, Amtrak is again accepting Northeast Corridor (NEC) local travel (board and discharge) on Trains 89 (*Palmetto*), 91 (*Silver Star*) and 19 (*Crescent*) for the test period July 20 – September 30. This includes all the stations that these three trains stop at from New York through Washington, D.C., for Amtrak passengers only. No commuter tickets (e.g. MARC) will be honored. The number of passengers involved is expected to be modest.

The limited test period will allow us to seek additional revenue and explore our ability to better utilize existing capacity.

Mark Your Calendar: Wellness Wednesday Webinars

Cigna will be offering a series of Wednesday webinars that focus on your health and wellness. The webinars will be held from 12:30 p.m. – 1:00 p.m., EST. You can join the online meetings which cover a variety of topics including:

- August 7** - Incentive Points Overview
- August 21** - Choose My Plate
- September 4** - Weight Loss Fundamentals
- September 18** - Exercise (Getting Started), Nutrition and Hydration
- October 2** - Exercising Safely with Chronic Conditions and Know Your Numbers
- October 16** - Preventive Exams

Watch your email for details on how to login to each of the sessions.

People.....Performance.....Progress Total Rewards Update – Short Term Incentive (STI) Notifications

Non-agreement employees should be on the look out for STI notifications being mailed to their homes this week.

As promised, individualized STI notifications are being mailed to the homes of all eligible non-agreement employees. These notifications provide individuals with an overview of their specifics for the 2013 STI program.

Remember, we must first achieve our organizational financial goals for there to be funding and then achieve our corporate goals which include our Customer Satisfaction Index (CSI) scores and Operational reorganization achievements.

You can find all the details of the plan and how we are doing through June by reading the July update found on the Amtrak Benefits Intranet site [here](#) or at <https://www.amtrakbenefits.com/safe/>.

New Locomotive Testing in Progress

Our new Amtrak Cities Sprinter (ACS-64) electric locomotives are now in a comprehensive and rigorous testing program before entering into Northeast service this fall.

Two of the locomotives are being tested at the U.S Department of Transportation (DOT) Transportation Technology Center (TTC) facility in Pueblo, Colo., undergoing a series of tests, including maximum speed runs, acceleration and braking, operating with Amtrak passenger coach cars attached and testing the overall performance capabilities of the locomotive. A variety of tests and validation exercises are also being conducted as part of the commissioning process to ensure the locomotive is operating and performing as designed.

In addition to the vigorous testing regime at TTC, a third locomotive will run field tests on the Northeast Corridor and Keystone Corridor this summer and be used for training Amtrak locomotive engineers and mechanical crews. A fourth locomotive will be tested in a climate-controlled chamber to determine how well it performs in extreme heat and cold temperatures.

Seventy next-generation electric locomotives will provide improved reliability, efficiency and mobility for intercity rail passengers traveling on the Northeast and Keystone Corridors. The new locomotives will operate at speeds up to 125 mph along the Washington – New York – Boston route and at speeds up to 110 mph on our Keystone Corridor from Philadelphia to Harrisburg Pa. Once the locomotives are commissioned in the fall, production of the remaining units will ramp up for monthly delivery through 2016. The new locomotives are part of the comprehensive Amtrak Fleet Strategy Plan to modernize and expand our equipment.

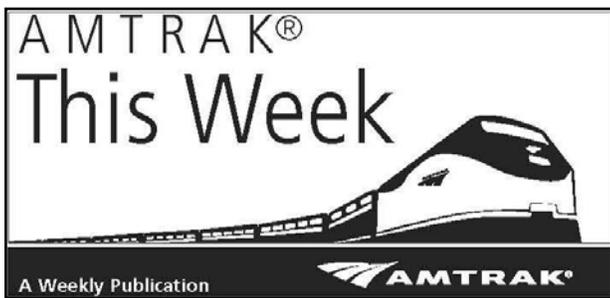
Appropriations Bill Update

Last week, the Senate and the House of Representatives considered their respective transportation Appropriations bills which contain the federal portion of our operating support and capital investment. Neither side was able to pass their version. The Senate version of the bill contains \$1.45 billion for Amtrak and the House of Representatives version contains \$950 million for Amtrak.

The Senate and House will be in recess for five weeks without having passed our appropriations bill. When Congress returns in September, attention will turn to negotiating the terms of a continuing resolution (CR) required to keep the government operating beyond September 30. Updates will be reported as received.

This Week in Amtrak History...

The first of the new single-level Amfleet cars manufactured by the Budd Company went into revenue service on August 7, 1975. Four days earlier, Amtrak officials and invited guests took the cars on a maiden run between Washington, D.C., and Philadelphia. To mark the occasion, Amtrak issued a [commemorative ticket](#) with a line drawing of the new cars. Early advertisements touted the cars' "dual temperature control system...plush carpeting...and wider, more comfortable reclining seats to relax in."



August 12, 2013

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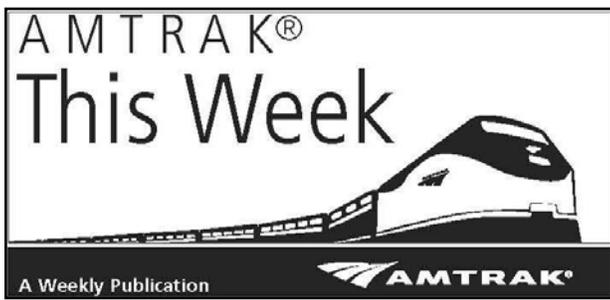
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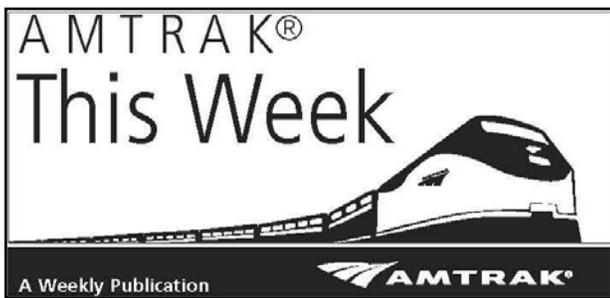
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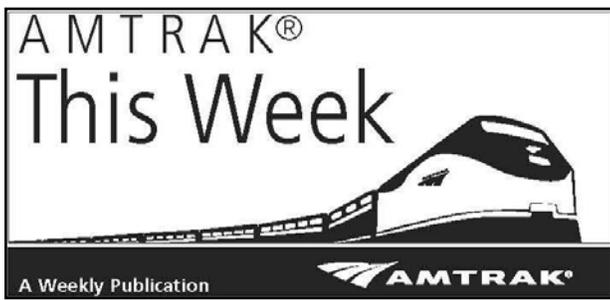
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September 2013 Safe-2-Safer Contact Rate Goal

Safe-2-Safer is a multi-year risk-reduction approach to safety and security that involves every level of management and hands-on employees. It was instituted at Amtrak in 2009 not as replacement for current and effective safety and security practices, but as an approach to make them even more effective. The program aims to reduce injuries by creating a more collaborative environment in which employees are enabled to change at-risk behaviors to safe behaviors.

The foundation of Safe-2-Safer is based on employing success and guidance feedback to change behavior. Each Safe-2-Safer observer recognizes those behaviors that are done safely to encourage repetition. Observing someone at-risk will lead to a positive conversation about changing to a safe behavior.

Several months ago, our company President and CEO, Joe Boardman, challenged all employees to attain a Contact Rate (CR) of 0.75 by FY13 under the Safe-2-Safer program. Contact Rate is a measure of how often feedback is provided on average to each employee in one month. Frequent peer-to-peer contacts coupled with feedback discussions serve as continuous reminders, stimulating changes from at-risk to safe behavior. Reaching this goal is important because it moves us toward our ideal CR of 1.0. By achieving this ideal, everyone is observed once per month. We have made excellent progress toward that goal, but a final push is needed.

A contact is a simple but powerful thing – two people talking about safety – about where there is exposure and risk and about how those two people can change what they do to reduce their exposure. That's what the "2" in Safe-2-Safer is about – two people talking about safety.

Sometimes the exposure is bigger than just those two people, and those issues are raised so that more than just two people can address them – sometimes it takes the whole corporation to reduce the risk and eliminate the exposure. But we can't work on these things if we don't make the contacts nor have the feedback after each contact that reveals the risk.

A recent refinement of the Safe-2-Safer process has resulted in a dramatic reduction in personal injuries in just three months, according to Senior Director, Safety, Peter Hall. "We asked our 28 Safe-2-Safer Steering Committees to look at their last three to six months of injury data and evaluate what specific behavior was causing injuries in their work group, then use the Safe-2-Safer observation process to attack that behavior and drive the injuries out of Amtrak."

The results have been impressive for the three month period from April to June. During the baseline month of March, the identified behaviors resulted in 30 injuries. That number dropped to 19 in April, eight in May and nine in June.

"Our next step is to move on to another behavior for each Steering Committee and attempt to reduce those injuries," Hall continued. "At the end of the fiscal year in September, we'll look back and see if we were able to sustain our progress in the identified behaviors. The Safe-2-Safer process involves every Amtrak employee and all our facilitators are agreement people with great leadership skills. There is every reason to believe that we'll be able to continue."

As we practice Safe-2-Safer, we are doing more than reaching a specific number – we are changing the way we work, our work culture, our work environment and the work processes we use that get the job done. The number is just the measure of what we've done. The real value is in the one-on-one conversations. It is essential that every one of us do all we can during the remaining days in August and September to push toward achieving this important target.

For more information on Amtrak's Safe-2-Safer process, visit <http://wiki.corp.nrpc/display/SAFETY/Safe-2-Safer>.

Anniversary Milestones

Employees' years-of-service awards are a cause for celebration and recognition. We are proud that we have so many employees who have been with us for decades and contributed to our 42-year longevity. The current budget situation has resulted in some significant financial reductions across the company. One outcome of these reductions is that departments will no longer host 30, 35 and 40 year off-site anniversary luncheons.

We will continue the practice of rewarding these anniversary milestones with employee service awards and trips. Any employee with at least 10 years of Amtrak service may take one service award trip on their tenth anniversary, and every fifth year thereafter (15th, 20th, etc. anniversary) of their Amtrak hire date. Policy details for milestone recognition can be found on the company Intranet>Library>Policy.

Employee anniversary milestones will continue to be recognized in *Amtrak Ink*, our monthly employee newsletter

Station Upgrades Planned for Rochester, New York

A \$15 million Transportation Investment Generating Economic Recovery (TIGER) grant awarded to the New York State Department of Transportation (NYSDOT) has been obligated for the design and construction of a new intermodal center in Rochester, N.Y. The grant to NYSDOT is for the final design and construction of a new 12,000 square foot station which will be fully compliant with the Americans with Disabilities Act (ADA). It includes a high-level island passenger platform, a tunnel for pedestrians and baggage access to the new platform, two new passenger sidings, and additional track and signal work. In addition, it will improve access to our *Empire Service*, *Maple Leaf*, *Lake Shore Limited* routes and improve connections to other modes of transportation, such as Greyhound and Trailways bus services, the Rochester Regional Transit Service buses, and taxis.

NYSDOT is contributing \$7.5 million to the project and the city of Rochester is contributing \$500,000. Construction is slated to begin in spring 2014.

Financial Progress Chart Now Available

Each full-time and part-time non-agreement job within Amtrak has a defined target award outlined under the Short-Term Incentive (STI) Plan. This target award is adjusted, either up or down, based on Amtrak's results against its corporate objectives. Funding for the plan will be available if Amtrak achieves its goal of reducing the net operating loss of the financial target set by the board of directors. For FY13, the Amtrak board of directors set the adjusted loss metric at \$336 million.

As we continue towards achieving the established goals, a new feature located on the home page of the company Intranet allows us to monitor our progress. An enhancement to the Tools and Performance Information display follows our progress towards reaching the financial portion of the STI plan and will be updated monthly. In addition, Customer Satisfaction Index (CSI) scores, also used as a measurement towards target awards, continue to be available for viewing. For more information, visit <http://intranet.corp.nrpc/index.jsp>.



Dress for Success- New Uniform Policy Catalog Available Soon

Uniformed employees are the face of Amtrak. They are often the first person our customers see and a neat, polished and professional appearance enhances the customer experience and provides a lasting impression.

Effective September 1, a new catalog, “*Dress for Success*” that showcases Amtrak uniforms, will be available to all uniformed Train Service, On -Board Service (OBS) and Station Service employees. The catalog highlights uniform requirements for each craft, as well as recent program enhancements and proper uniform compliance.

The evolving catalog was designed by Monika Lukens, director, Service Standards and Operations and Tom Wiley, program manager, National Uniform Standards. The cover photograph features our employees modeling their uniforms at Los Angeles Union Station.

Recent changes to the program include new styles of black belts (all crafts), cargo pants (baggage handlers and red caps), a new windbreaker (Station Service and OBS), a light blue dress shirt (Train Service, OBS, and Station Services) and a new light blue polo shirt (Station Service /Customer Service Representatives). New male and female neckwear will be available in the fall.

Over the next few weeks, the new catalog will be distributed through local uniform coordinators and available to managers and supervisors to use as a reference tool for compliance purposes. Train Service and On-Board Service Employees Uniform Program details can be found in Chapter Five (Uniforms & Grooming) of the *Service Standards Manual*. Station Employees Uniform Program can be found on the Intranet under How We Work→ Station Support→ Policies→ Uniforms. The entire policy and a PDF of the catalog are located on the Intranet under Library→Service Standards→Uniforms.

Tom Carper Reappointed to Board of Directors

Tom Carper rejoined the Amtrak board of directors on August 9, following his recent nomination by President Obama and confirmation by the U.S. Senate. He will serve a five-year term.

Mr. Carper had previously served as a member of the board from March 2008 through March 2013. He was elected chairman of the board in January 2009 and served in that capacity until his term on the board expired.

Mr. Carper was originally nominated by President George W. Bush as a director of the Amtrak board of directors in May 2007 and was confirmed by the U.S. Senate in March 2008. He was a small business owner from Macomb, Ill., and served as mayor of Macomb from 1991 to 2003. In 2003, he was named regional director of the West Central region for Opportunity Returns by the Illinois governor. He retired from that position in 2010.

Mr. Carper received his Bachelor of Arts degree from Western Illinois University and served in the U.S. Army from 1967 to 1970 in both Thailand and Vietnam.

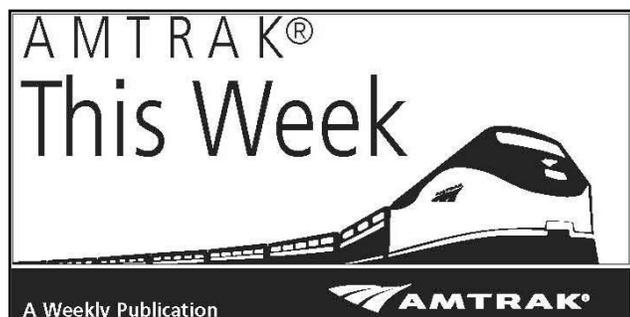
End-of-Year Performance Conversations: A Quick Checklist

As summer comes to an end, it’s time for non-agreement employees to think about the FY13 end-of-year performance management process. Do you know what is required of you to prepare? Below is a quick checklist of what you will need to do in order to complete the process.

1. Now –September 30	<ul style="list-style-type: none"> Employee prepares self-assessment using NRPC Form 3378
2. Deadline: September 30	<ul style="list-style-type: none"> Employee submits form to rating manager
3. Deadline: October 25	<ul style="list-style-type: none"> Rating manager performs employee assessment using form Rating manager enters preliminary rating into <i>My CareerTrak</i> tool
4. October 28 – November 4	<ul style="list-style-type: none"> Amtrak-wide rating calibration occurs
5. November 19	<ul style="list-style-type: none"> Executive Committee conducts calibration review
6. November 20 – December 13	<ul style="list-style-type: none"> Employee and rating manager hold end-of-year performance conversations
7. Deadline: December 13	<ul style="list-style-type: none"> Employee and rating manager sign-off on form Rating manager uploads final form into <i>My CareerTrak</i> tool
8. December 1–31	<ul style="list-style-type: none"> Employee and rating manager hold merit conversations

Preparing your self-assessment is the first step in the process. Completed forms are due to your rating manager by September 30. More details are to come. If you have any questions or feedback about the Performance Conversations or this checklist, please email

performanceconversations@amtrak.com.



Shop for Amtrak Merchandise and Save!

Looking for the perfect gift for the train enthusiast in your life? Check out www.amtrak.com/store today for Amtrak merchandise and collectibles. Just in time for the holidays, new t-shirts, caps and posters are available with their... or your... favorite Amtrak route! Other collectibles include Amtrak model trains, children's items and an exclusive K5LA whistle, allowing you to recreate the sound of Amtrak. Be sure to check back soon for our new, limited-edition, holiday ornament will be posted shortly. This year's ornament features our *Cardinal* service, the first in a long-distance series.

And best of all, Amtrak employees get a 15 percent discount on merchandise items only at the Amtrak Online Store all year long. Simply enter the Promotion Code EMP15 and be prepared to enter your Employee ID if requested. The employee discount does not apply to Travel Gift Certificates or Merchandise Gift Certificates.

Departments can also order from the Amtrak Online Store by going through eTrax. Go to eTrax and click on "Catalogs" under the Search tab drop-down menu. Once there click on the copy (Amtrak punchout catalog) below the "Staples Promotional Website Catalog" header. Proceed to order items and during the check-out procedure use Promotion Code RWD15 to receive a 15 percent discount on merchandise items only.

Toys for Tots Campaign

In conjunction with the U.S. Marine Corps, toy donations for the Toys for Tots campaign will take place throughout the system. If you would like to donate a new, unwrapped toy (no stuffed animals please) to a child in need, the following donation points are available to receive your items.

Washington Union Station- Dec. 11-12 from 6:00 a.m. – 6:00 p.m., outside Gates A and B. Amtrak employees will join forces with the U.S. Marines fostering donations in the station and on the platforms.

Chicago, Ill area -Through Dec. 23 at 5:00 p.m. Drop off points include:

- Chicago Crew Base-1500 S. Lumber -Room 202
- Chicago Passenger Services
- Chicago Ticket Office
- Chicago Run-Thru Department
- Chicago Union Station 2nd Floor Lunchroom

PHL 30th Street Station: Through Dec. 20, drop off points will be located throughout the main concourse.

Albany, N.Y. - Dec. 7- 8, the 15th Annual Toys for Tots Train, in cooperation with Canadian Pacific (CP) Railway, will run daily between Albany – Binghamton, N.Y. Those attending will be greeted by volunteers from Amtrak, CP and the U.S. Marines, who will help distribute over 1,000 bundles of collected toys, hats and assorted clothing items to underprivileged children at 12 station stops along the route. As an added bonus, Santa Claus will be riding on-board each trip to greet children and volunteers along the way. Donations may be placed in the collection bins available at the Albany station through Dec.7.

Holiday Happenings Around the System

Each year, holiday celebrations abound throughout the Amtrak system. Sparked by communities and by Amtrak employees, each celebration is designed to be enjoyed by all. Here are some examples of merriment and charitable efforts taking place around the country.

Seattle, Wash. - Through Dec. 21, canned food donations will be accepted at King Street Station and in the break room at our Holgate crew base. Donations will be given to the local food bank, Northwest Harvest. On **Dec. 21**, Amtrak employees dressed as Santa Claus and elves will be at the station accepting food donations and visitors will have the opportunity to have their pictures taken with them.

Niles, Mich. - On Dec. 7 from 4:30 to 6:00 p.m., the Four Flags Garden Club will host its 22nd Annual Hometown Christmas celebration at the historic Amtrak Depot. Enjoy the beautiful holiday decorations, visit with Santa and Mrs. Claus, and enjoy homemade cookies, cider and candy as well as local entertainment.

Leavenworth, Wash. - It's always the holiday season in the Bavarian Village of Leavenworth and throughout the first three weekends in December, a variety of holiday activities and entertainment will be held. Visitors and residents can enjoy the official Christmas Lighting Festival. The entire town comes alive with holiday cheer and dazzling illumination. Visit <http://www.leavenworth.org>.

Fayetteville, N.C. – On Dec. 14 from 11:30 a.m. – 1:00 p.m., the annual Rotary Christmas Parade will make its way down Person Street to the Market House and on to Hay Street ending at the Fayetteville Amtrak station. The festive holiday event will showcase over 100 parade entries.

Washington, D.C. - Through Jan. 1, 2014, visitors to the National Christmas Tree in Washington, D.C., can enjoy watching an Amtrak model train circle the 28-foot evergreen located at President's Park, just south of the White House. This is the fifth year Amtrak has participated in this national tradition in conjunction with the National Park Service, the National Park Foundation (the official charity of America's national parks) and the National Christmas Tree Railroad.

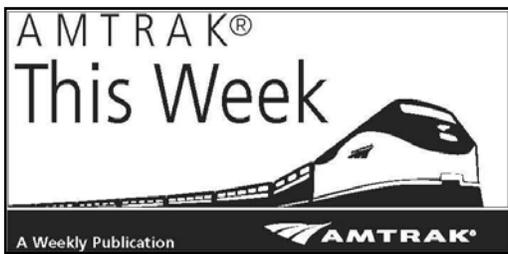
The Amtrak model train is a G scale (1:22.5) and includes two GE Genesis P42 diesel locomotives, four single-level Amfleet passenger cars, plus a café car. The model represents Amtrak's Midwest corridor service, as well as our *Northeast Regional* service south of Washington, D.C., where the trains operate with this type of equipment. For more information visit www.NCTRR.org.

New York Penn Station (NYP) - From Dec. 2 – Dec. 18, canned food donations will be accepted at the station and donated to various community programs. Collection sites will include the Customer Services office, the NYP Crew Base and the Information Booth located in the rotunda.

Also at **NYP, from Dec. 2 – Dec. 21**, warm winter coats can be donated to those in need. In addition to donations, over 30 coats left in the station Lost and Found will be donated. Coats to be donated do not need to be cleaned in advance however they should be in good repair so that they can be distributed quickly to individuals when they are most needed.

Lancaster, Pa., - Dec. 10 from 5:30 p.m. – 7:00 p.m., the Lancaster Chamber Singers will be having a Holiday Caroling Celebration at the Lancaster Train Station.

Philadelphia 30th Street Station, Dec. 11 at 3:30 p.m., all are welcome to come out and enjoy the annual Christmas tree lighting ceremony.



Weekend MARC Service Now Running

On Dec. 7, weekend MARC Penn Line train service began from Martin Airport, north of Baltimore, Md., to Washington, D.C., stopping at points in between including, Baltimore (Penn Station), West Baltimore, Halethorpe, Baltimore Washington Thurgood Marshall International Airport (BWI), Odenton, Bowie and New Carrollton, Md.

The agreement between the Maryland Transit Administration (MTA) and Amtrak results in the first time that MARC will operate weekend service. All Penn Line trains (which run on the NEC) are supported with Amtrak crews and by the Amtrak Mechanical department. MARC also provides commuter service on the Camden and Brunswick lines into Washington Union Station. Those trains are operated by Bombardier and will continue to provide only weekday service.

The new service fills a void in weekend public transit alternatives for passengers visiting or commuting between Baltimore and Washington, D.C., while enhancing access to BWI Marshall Airport. Saturday service includes nine round-trips and Sunday service includes six round-trips daily. There will be no MARC service operating on New Year's Day, Memorial, Labor, Thanksgiving or Christmas days.

SunRail to Become Newest Business Partner for Amtrak

Amtrak and the Florida Department of Transportation (FDOT) have recently entered into an agreement allowing us an opportunity to use excess capacity at our Sanford, Fla., *Auto Train* maintenance facility for Central Florida Commuter Rail Service (SunRail) maintenance and repairs.

SunRail will ultimately operate between Poinciana and Deland, and is slated to begin in early 2014. The project would allow periodic and heavy maintenance on SunRail equipment as well as the opportunity to perform heavy repair and wreck repair work. To meet the contract requirements, four fully reimbursable positions will be created to augment the existing shop force.

This contract exemplifies our ongoing efforts to generate revenue through the effective use of our existing asset base. By capitalizing on this opportunity, nearly \$10 million in revenue will be generated for Amtrak over a seven year period.

Reminder: Register to Have Employee Communications Sent to Your Email Address

As we continue to identify measures to preserve the environment and our financial resources, Amtrak employees now have the option to receive messages and publications sent from the Employee Communications department to an email address of their choice.

Messaging and publications from Employee Communications include *Amtrak Ink*, *Amtrak This Week* and Special Employee Advisories. To receive any of these items electronically, please visit <http://apps.nrpc/EmailOptIn/> and register by Jan. 31, 2014.

The current and past issues of *Amtrak Ink*, *Amtrak This Week* and Special Employee Advisories are available on the company Intranet >"News & Info". To access the company Intranet from a home internet connection, visit Amtrak.com and click on "About Amtrak" >"Employees" >"Log In".

New Self-Service Tool to be introduced for Train and Engine and On Board Service Personnel

Amtrak is pleased to announce that Quintiq, a global leader in supply chain planning and optimization (SCP&O), will act as our workforce planning platform to optimize crew scheduling for more than 5,000 Train and Engine (T&E) and On Board Services (OBS) personnel. In addition, the solution is being considered for clerical and other employees not currently using a fully automated system.

The Quintiq platform supports crew planning and scheduling, verifies position assignment and tracks the hours and earnings for T&E crews and OBS staff on trains. In addition, it provides a self-service tool for employees to allow more efficient access to information for certain pre-defined tasks, replacing the old legacy technology and optimizing labor management processes by providing enhanced tracking, data accuracy, planning and reporting of labor activities, automation of bid and bump, vacation requests, paper timesheets and more. It also ensures adherence to Federal Railroad Administration (FRA) rules and regulations that govern work hours.

This new integrated labor management system (iLMS) will be a modern system that has a single user interface that is flexible and configurable enabling a self-directed workforce that can be easily integrated into systems such as payroll and other Amtrak systems, advancing organizational and financial excellence. A team is in place to lead this effort: Mike Kates, senior director, iLMS; Adrienne Andersen-Ferrell, project director, iLMS and Max Saricyan, technical director, iLMS.

Did You Know ...

Many important communications and personal documents, such as W2's, are mailed directly to employee's homes. But if your address is wrong you won't receive the information.

All employees need to double check their mailing address in the Employee Information Portal (EIP) <http://cip.corp.nrpc/irj/go/km/docs/amtrak/eimhelp/Index.htm> prior to Dec. 15, 2013. Make updates to your:

- Permanent Address (Actual street address of your primary residence – no P.O. boxes)
- Mailing Address
- Bank Information
- Tax Withholding
- Emergency Contact

Employees must make these changes as the HCESC cannot make changes to these items over the phone.

Holiday Dinner in the Diner...

Special holiday dinners are a railroad tradition. On this menu, which probably dates to the 1970s, Christmas dinner entrees included native Tom turkey with apple-pecan stuffing or baked sugar cured ham with raisin sauce. Pumpkin pie Chantilly made for a classic holiday dessert. The decorative background incorporates a star-topped Christmas tree under which are found gifts such as a drum, doll and, of course, a steam locomotive. <http://history.amtrak.com/archives/christmas-dinner-menu>



Update: Railroad Retirement and Unemployment Insurance Taxes in 2014

Please note the following changes were issued by the Railroad Retirement Board (RRB) for 2014.

The amounts of compensation subject to railroad retirement tier I and tier II payroll taxes will increase in 2014, while the tier I and tier II tax rates will remain the same on both railroad employers and employees. Also, railroad unemployment insurance contribution rates paid by employers will not include a surcharge in 2014.

Tier I and Medicare Tax--The railroad retirement tier I payroll tax rate on covered rail employers and employees for the year 2014 remains at 7.65 percent. The railroad retirement tier I tax rate is the same as the Social Security tax, and for withholding and reporting purposes is divided into 6.20 percent for retirement and 1.45 percent for Medicare hospital insurance. The maximum amount of an employee's earnings subject to the 6.20 percent rate increases from \$113,700 to \$117,000 in 2014, but there is no maximum on earnings subject to the 1.45 percent Medicare rate.

An additional Medicare payroll tax of 0.9 percent applies to an individual's income exceeding \$200,000, or \$250,000 for a married couple filing a joint tax return. While employers will begin withholding the additional Medicare tax as soon as an individual's wages exceed the \$200,000 threshold, the final amount owed or refunded will be calculated as part of the individual's federal income tax return.

Tier II Tax--The railroad retirement tier II tax rate on employees will remain 4.4 percent in 2014, and the employers' rate will stay at 12.6 percent. The maximum amount of earnings subject to railroad retirement tier II taxes will increase from \$84,300 to \$87,000 in 2014. Since 2004, tier II tax rates are based on an average account benefits ratio reflecting railroad retirement fund levels. Depending on this ratio, the tier II tax rate for employees can be between 0 percent and 4.9 percent, while the tier II rate for employers can range between 8.2 percent and 22.1 percent.

For more information about railroad retirement visit www.rrb.gov.

Record Breaking: Nov. 7, 2013, *Acela Express* ridership peaked at more than **15,000 riders**, making it the **single best day** in the **13-year** *Acela Express* history.

Enjoying the Holidays Onboard the Train...

Fresh evergreens bundled with red ribbons usher in the holiday season in this photo taken aboard one of the famous Pacific Parlour Cars that make up the regular *Coast Starlight* consist. Originally built by the Budd Company for the Santa Fe Railway in the mid-1950s, the cars were configured as Lounges for use on *El Capitan*, an all-coach train running between Los Angeles and Chicago. Amtrak refurbished the Pacific Parlour Cars in the mid-1990s to provide a casual, yet elegant space for Sleeping car passengers to relax.

<http://history.amtrak.com/archives/parlour-car-interior-1>

Changes Coming to Amtrak Refund Policy

Effective March 1, 2014, changes will be made to the Amtrak refund policy. For most *Acela Express* Business class reservations and reserved Coach class reservations, passengers must cancel their reservation at least 24 hours prior to the train's scheduled departure in order to be eligible for a full refund.

If the reservation is canceled within 24 hours of departure, a refund fee will apply. If the reservation is not canceled prior to scheduled departure ("no show"), the entire amount paid for the reservation will be forfeited and will not be stored in an eVoucher nor applied toward future travel.

Customers who require more flexibility with their travel plans may purchase a fully refundable fare which will allow refunds without penalty even after departure. Customers may select the "Flexible" fare on Amtrak.com or request a fully refundable fare when purchasing from a contact center or station agent.

The new policy will effect both existing reservations already made and all new reservations for travel beginning March 1, 2014.

To see the full refund policy, visit Amtrak.com/refund.



Amtrak Metropolitan LoungeSM to Open in Los Angeles Union Station

On Dec. 19, Amtrak Vice President of Operations D.J. Stadtler will officially open the Amtrak Metropolitan LoungeSM at Los Angeles Union Station. The new lounge, partially funded by Caltrans, will be available to sleeping car passengers, *Pacific Surfliner* Business Class passengers with same-day tickets and Amtrak Guest Rewards members (Select Plus and Select Executive levels). The project was managed by Marcos Gonzalez, assistant superintendent, Stations and Peter Zavala, program manager, Operations. The lounge replaces the pre-boarding area that was adjacent to TRAXX restaurant.

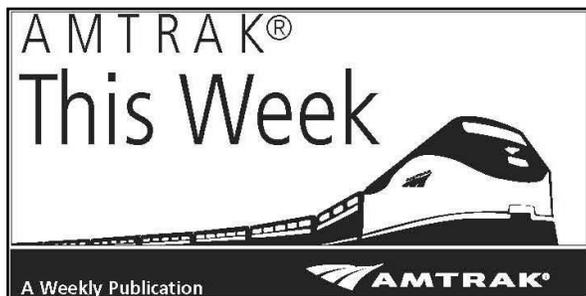
Open daily from 5:00 a.m. – 10:00 p.m., passengers will be able to relax and enjoy complimentary non-alcoholic beverages, Internet access, newspapers, conference room facilities, comfortable seating, ticketing assistance and priority boarding from the lounge to the train via Red Cap service. Original train-themed art work can be seen throughout the area.

Amtrak Metropolitan Lounges are also located in Chicago Union Station and Union Station in Portland, Ore. Other Amtrak private lounges include Club Acela in Boston, New York City, Philadelphia and Washington, D.C. First Class Lounges (separate waiting rooms) are located in St. Paul/Minneapolis, St. Louis, New Orleans and Raleigh, N.C.

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During this holiday season, employees are reminded that the Employee Assistance Program (EAP) is available. While this time of the year can be very exciting and rewarding, its added activities and expectations can bring on extra stress both at work and at home. For some, it can raise challenging memories or past behaviors that can leave us feeling less than celebratory. The EAP is aware and is here to help.

The EAP is a confidential program that is staffed by counselors who can help with issues that affect you at home or work. You can reach an EAP counselor by calling the following offices: Boston (617) 345-7738, New York/Philadelphia, (215) 349-1487, Washington, D.C., (202) 906-3447, Jacksonville, (904) 766-5133, Chicago, (312) 544-5354 and Los Angeles, (213) 891-3438. EAP wishes you their best during this special time of the year.



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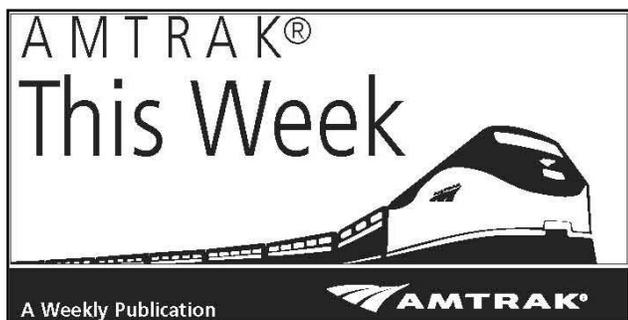
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Change Notice: Effective Jan. 1, 2014, the reimbursable automobile mileage rate will be 56 cents per mile.

2014 Calendars Now Available

Available in two sizes, wall and desk, the Amtrak 2014 calendar features our recently unveiled Veterans' Locomotive which was designed to salute our service men and women and support our company initiative that 25 percent of new hires be from the military by 2015.

On the desk calendar, the locomotive leads the *Coast Starlight* as it passes close to the shore of Puget Sound in Steilacoom, Wash. Following the Veterans' Locomotive is locomotive number 156 which wears a Heritage scheme dating from the early 1970s.

The wall calendar captures the Veterans' Locomotive as it leads the westbound *Empire Builder* in Berne, Wash., as it crosses Gaynor Trestle on its way to the summit at Cascade Tunnel.

Both calendars were photographed by Steve Ostrowski, Special Duty Road Foreman, Albany, N.Y., and are available for purchase on Amtrak.com.

Deadline for Accepting Picture Rail Travel Privilege Cards Extended through February 28, 2014

Due to production issues involving the new non-picture Rail Travel Privilege Cards that were issued to Amtrak retirees and to all spouses and dependents, the former Amtrak picture Rail Travel Privilege Cards will now be honored through **Friday, Feb. 28, 2014**. Effective March 1, 2014, this former picture card will no longer be honored to "flash pass" on trains or for any other purpose, and employees and pass riders should no longer carry them.

Please note that a Rail Travel Privilege Card is required **only** for use as a flash pass on eligible corridor trains; the card is not necessary when obtaining a ticket for train travel. If the person traveling is active in an Arrow pass file, that person has pass privileges and may make reservations and obtain tickets, whether or not he or she has a pass card.

Acceptable identification (driver's license, state/provincial ID card, passport or high school picture ID) must be presented when obtaining tickets and when flash passing. Active Amtrak employees may also use the Smart ID card as the required identification.

"Flash Pass" Riders Must Allow Swiping of Smart ID Cards

Active duty Amtrak employees use their Smart ID cards (with the blue stripe) as the Rail Travel Privilege Card. To flash pass on eligible corridor trains, this card **must** be physically removed from its holder and presented to the Conductor or Assistant Conductor, who will swipe it in the eTicketing Mobile Device to add the employee to the train manifest. Employees not willing to do this may not flash pass, and must make reservations and obtain eTicket Travel Documents in order to ride trains.

It is the responsibility of the employee to remove the card prior to presenting the card for swiping. Noncompliance can result in suspension or revocation of pass privileges with the issuance of a "Pass Abuse Incident Report" (NRPC 1502).

If a retiree, spouse or eligible dependent is not active in an Arrow pass file, contact Amtrak Benefits. If such a person is active in an Arrow pass file, but has not yet received the new non-picture Rail Travel Privilege Card, contact the Amtrak Pass Bureau at passbureau@amtrak.com or 202-906-3745.



*Amtrak This Week will be returning
January 7, 2014.*

Employee Communications wishes you a safe and happy holiday season.



Amtrak Celebrates Black History Month

Black History Month (BHM) is an annual celebration recognized by the U.S. government in 1976 and has been celebrated during the month of February ever since. This year, numerous radio and print advertising promotions as well as Amtrak employee-orchestrated celebrations are being held throughout the system. Some activities include:

VP of Operations to Visit Washington, D.C., Area Employees

DJ Stadtler, vice president of Operations, will continue his Town Hall meetings, explaining the Operations reorganization to employees in Washington, D.C., on February 8. All employees are invited to attend the meetings, which include a brief presentation by Mr. Stadtler followed by a question and answer session. The meetings are scheduled for:

- 10:00 a.m. – 10:45 a.m. at Washington Union Station, Starlight Room, Gate D
- 1:00 p.m. - 1:45 p.m. at the Ivy City Maintenance Facility, Employee Cafeteria

Va. Governor Announces Plan to Increase Passenger Rail Service

Continuing on the success of Amtrak Virginia's intercity passenger rail service, Virginia Governor Bob McDonnell announced a plan last week to return passenger rail service to Roanoke.

"Amtrak applauds Governor McDonnell for continuing to offer a true vision and tangible support of intercity passenger rail as a relief to the growing problems of highway congestion. Passenger rail is a vital alternative in Virginia's overall transportation solution and will be a contributor to Virginia's future economic success." said Amtrak president and CEO Joe Boardman.

Service to Roanoke would be the fourth expansion of intercity passenger rail in the Commonwealth since 2009 following new or additional service to Lynchburg, Richmond and Norfolk. This is made possible through a partnership between Virginia's Department of Rail and Public Transportation, Amtrak and the host railroads along the routes.

Newark Museum Welcomes Amtrak Employees

Nestled within one mile from the Amtrak train station in Newark, N.J., the Newark Museum is a hidden oasis filled with fun and informative activities for the entire family. The museum features permanent science exhibits, interactive galleries, a one-room school house and a planetarium. In addition, the museum offers teen workshops and adult programs.

As part of an ongoing marketing promotion, Amtrak employees can receive free admission for themselves and up to three guests to explore the museum (admission does not include planetarium admission). The museum is open Wednesday – Sunday from Noon – 5 p.m. and is located at 49 Washington Street.

Learn more about the Newark Museum and its upcoming exhibitions at www.newarkmuseum.org.

Washington, D.C.: On February 16, the Washington, D.C., based station staff will host their annual BHM program featuring dance and vocal performers as well as a presentation by keynote speaker B. Doyle Mitchell, Jr., president and CEO of Industrial Bank, N.A., and a presentation from Amtrak Police Officer Naomi Stratton and 'Levi' from Amtrak's K9 Unit. The program will be held in the Starlight Room, Gate C from 11:00 a.m. – 3:00 p.m.

New York: Beginning February 17, the annual BHM program at New York Penn station will feature a series of cultural performances. There will also be vendors specializing in African American arts and crafts, jewelry and more. This program is coordinated by the NYP passenger services and station management teams, national advertising and field sales and marketing colleagues. Planned events include:

- *February 17 - Jean Chardavoine Contemporary Jazz and cultural vendors*
- *February 19 - Ebony Hillbillies and cultural vendors (internationally acclaimed Blue Grass Quartet)*
- *February 21- Ebony Hillbillies and cultural vendors*
- *February 24 - Cultural vendors*
- *February 26 - Ebony Hillbillies and cultural vendors*
- *February 28 - Jean Chardavoine Contemporary Jazz and cultural vendors*

Albany, N.Y.: Local television station My 4 Albany and Amtrak are launching a BHM promotion in the Capital Region of New York State with WNYA, a local cable channel. WNYA will run a series of educational vignettes throughout February, giving Amtrak a full four-week promotion to celebrate Black History Month. Visit www.MY4Albany.com for details.

Milwaukee, Wis.: Throughout February, an Amtrak sponsored BHM vignette program is running on V100.7 radio. The radio spots will highlight a wide range of African American history.

Baltimore, Md.: On February 21 from 11:00 a.m. – 3 p.m., a BHM program will be held at Baltimore Penn station. Exhibit participants include the Tuskegee Airmen, The Negro League Museum and the National Great Blacks in Wax Museum among others.

Station in the Spotlight...Edmonds, Washington (EDM)

Originally built by the Great Northern Railroad (GN) in 1956, the Modernist style [Edmonds depot](#) is now part of a larger multimodal complex serving the residents of Snohomish County. Served by the *Empire Builder* and Amtrak *Cascades*, as well as Sounder commuter rail, it is also in close proximity to numerous local and regional bus lines and ferry service across Puget Sound.

A cabinet in the waiting room contains mementos of the GN, while the former freight room is occupied by a model railroad club.



**National Train Day - "Trains Matter"
TrainDay411.com Launching February 12**

Coming off of a record-breaking year of 31.2 million riders and \$2 billion in sales, Amtrak is preparing to celebrate its sixth Annual National Train Day on May 11. This year's National Train Day campaign titled "Trains Matter," is about expanding the awareness of the services and positive impact Amtrak and other operators have on hundreds of towns and communities nationwide. Starting with the launch of our employee-only site, TrainDay411.com, we want to know why "Trains Matter" to our employees. Access this newly designed site from your desktop, tablet or mobile and tell us "why trains matter" to you.

As part of the new "Trains Matter" platform, we are excited to announce a geographic expansion of our efforts; this year's goal is to hold more than 225 events in local communities. Employee participation will be the key to reaching this goal and TrainDay411.com has been redesigned to accommodate employee volunteer sign-ups for more than 100 stations nationwide.

Also on the website, exceptional volunteers will be showcased under the "Employee Spotlight" section, highlighting the good work employees have done and continue to do – you could be one of them! Other popular features such as the Trivia Challenge have been enhanced, so remember to log on to test your knowledge of trains, routes and Amtrak history for the chance to win exclusive rewards each week. Log on to TrainDay411.com on February 12.

Hats Off to Dr. Seuss

What do you get when you invite a cat, a lorax, an elephant and a grinch into your home? It's a celebration 75 years in the making with a cast of characters that only the imagination of Dr. Seuss can bring to life. To help celebrate timeless tales such as *Horton Hears a Who!*, *Green Eggs and Ham* and *The Cat in the Hat*, Amtrak has partnered with Warner Bros. Home Entertainment for a special promotion. During the month of February, customers can get a \$5 rebate by mail when they purchase *Hats off to Dr. Seuss*, featuring five classic television specials on Blu-ray™ or DVD.

In addition to the rebate, Amtrak will be featured in 50,000 DVDs with an insert on our Kids Ride Half-Off fare. Counter cards and seatbacks will be available in over 100 Amtrak stations, while placemats with the Amtrak children's menu will be placed on long-distance trains. For more information, visit www.amtrak.com/drseuss.

It's a Great Time to Know Your Numbers!

In our busy lives, taking time for our health often does not get the priority it deserves. Cigna has partnered with Amtrak to provide our employees with five on-site Health Station kiosks to monitor our blood pressure and pulse rates.

The kiosks are available at:

- Washington, D.C.: Fourth floor crosswalk between 40 and 60 Massachusetts Ave., N.E.
- Beech Grove Maintenance Facility: Administration Building Lobby
- Ivy City Maintenance Facility: Main Entrance Lobby
- Bear, Del., Maintenance Facility: Lunch Room
- Riverside, Calif., Call Center: Health Maintenance Room

Each kiosk features a fully automated blood pressure cuff which is easy to use and available to you anytime. While this is a great way to monitor your blood pressure, it's not intended to replace a visit with your doctor.

Meet the Board of Directors

On January 29, the U.S. Senate confirmed the two newest members of the Amtrak board of directors, Christopher Beall and Yvonne Brathwaite Burke. This action creates a full ten- member board.

Each board member's photograph and profile is now on Amtrak.com. To learn more about the [Amtrak Board of Directors](#) visit Amtrak.com → About Amtrak → Board of Directors.

Upgrade to Windows 7 and Office 2010

The IT department will soon be upgrading all desktops, laptops and other computers that currently have the Windows XP operating system to the Windows 7 operating system. At the same time, an upgrade from Microsoft Office 2003 to Microsoft Office 2010 will occur and a new email solution will be deployed. These upgrades will provide Amtrak users a better desktop experience, better security and control and various other improvements offered in the Windows 7 platform.

Upgrades for the station users have started. We expect to begin the upgrades for general business users in early April this year. Below is the current high-level deployment schedule:

- Station Users..... January – April 2013
- Call Center Users.....April – June 2013
- General Business Users.....April – September 2013
- WMS and PTT Kiosks.....March – August 2013

During the actual upgrades, Amtrak IT will be sending out notices to users who should then expect their migration to start within the next several days. Individual workstations should take about a day to migrate; however the impact to the user should be minimal with the migrations being done after 4 p.m. and completed before the next work day.

In addition to the enterprise-wide training webinars which will be provided at regular intervals, Amtrak's IT training department will be providing webinars and quick reference guides to the users before the upgrades. A repository of the training material and helpful hints/tips will be available on a share point site accessible on the company Intranet.

For further information, please contact the Amtrak IT Enterprise Service Management Department at ITServiceManagement@Amtrak.com.

Amtrak Trivia...

Teletrak, a computerized telecommunications program, was introduced in September 1984 to ease communication between travel agents and Amtrak sales consultants. With a simple phone call, agents could learn about ticketing, discounts, advertising and other topics. See an early Teletrak brochure on the [Amtrak History](#) website.



Operations Reorganization Update

Two more high-level positions in the Operations department were filled last week. Thomas J. Hall has been named chief of customer service and Jay Commer as general manager of state-supported services. Both will report directly to vice president of Operations DJ Stadtler.

In his new position, Mr. Hall will be in charge of ensuring that Amtrak provides service that meets the wants, needs and expectations of our customers. He will oversee system operations functions, including the Consolidated National Operations Center, crew management services, intermodal connectivity, administration of special trains and food and beverage services. In addition, he is responsible for setting and maintaining station and on-board service standards. He will be based in Wilmington, Del.

As general manager of state-supported services, Mr. Commer is responsible for providing our state partners with excellent service, while meeting financial goals, productivity enhancements and other performance targets. These are both critical positions that support the corporate goals of Amtrak's Strategic Plan.

Station Groundbreaking in Winter Park, Florida

On February 13, Amtrak joined the city of Winter Park, the Florida Department of Transportation, the Federal Transit Administration and community leaders for a groundbreaking ceremony for the new Winter Park train station. The planned 2,400 square-foot building will feature craftsman-style architecture and include ADA-compliant restrooms and a lobby that will serve Amtrak and SunRail.

Since Fiscal Year 2002, this station has seen a 40 percent increase in passenger counts with more than 33,400 customers last year. The new station will provide a long-term viable solution for continued growth in ridership and bring many benefits to the community including economic development and tourism growth. Construction is expected to conclude in late 2013.

New Acela Advertising Campaign to Launch Today

Today marks the launch of the *Acela Express* winter/spring advertising campaign. The new high-impact campaign is designed to garner new customers while reinforcing product benefits with our current customers. The goal is to bring *Acela Express* to the attention of business travelers who typically fly, by communicating a superior travel experience, conveying a greater sense of modernity and speed while also highlighting the unique product benefits and attributes. In addition, the *Acela* logo will be more prominent than in past campaigns to help drive brand recognition. The campaign targets business travelers with a multi-channel media approach; utilizing print, online, mobile, out-of-home and television advertising.

In Fiscal Year 2012, *Acela* revenue increased 3.3 percent to \$508 million and ridership grew 0.5 percent to 3.4 million passengers.

New E-mail System Arriving Soon

Amtrak's IT department will soon be migrating to a new e-mail system in order to improve performance and reduce operating costs. Due to technical limitations, the initial timeframe of purging old e-mail messages was delayed. The purge is now able to be executed during the migration of mailboxes to the new e-mail system. Changes with the new migration include:

- Migration to the latest Microsoft e-mail system: Exchange 2010
- Replacement of the e-mail archive system
- Addition of integrated instant messaging

Actual migrations are expected to begin in early June of this year. Due to the number of mailboxes and the number of messages being migrated, the process is expected to run until June 2014. As the project timeline gets closer to the start of mailbox migrations, the IT department will send out a high-level migration schedule. During the actual migrations, those people whose mailboxes will be migrating soon will receive notices with enough lead time to allow them to make plans for minimizing any impact.

In accordance with Amtrak's records retention policy, all messages older than 90 days that have NOT been moved into one of the user-directed archive folders will be purged at the time of migration, and they will not be able to be recovered. If you have questions regarding this policy, please contact the Records and Information Management department at RIM@amtrak.com

Coast Starlight Car Transformed into San Francisco Cable Car

We are part of a promotion with the San Francisco Travel Association titled "49 Hours of SF: Arts & Culture" which encourages visitors to plan a 49-hour getaway with a special package offer. Through the end of April, visitors staying three or more nights at participating hotels booked at www.49hoursofsf.com can receive 25 percent off their entire stay.

For this partnership, the San Francisco Travel Association has decorated an entire Amtrak car as one of the city's famous people-movers. This is the first time that Amtrak's *Coast Starlight* route has featured a wrapped car. The "cable car" wrapped car will travel the route (Los Angeles – Seattle) through Ventura, San Luis Obispo, Oakland and other destinations through April 30.

Station in the Spotlight...McComb, Mississippi

In October 2012, the city of McComb won a \$100,000 Mississippi Makeover grant from Entergy Mississippi, Inc., that will be used to improve the downtown area around the [historic 1901 Illinois Central Railroad depot](#). Volunteers, including many Entergy Mississippi employees, will clean, clear and landscape the rail yard boundaries and public lands along the approaches to the building.

In addition to a waiting room for *City of New Orleans* passengers, the depot houses the Pike County Chamber of Commerce, the Industrial Development Foundation and the McComb Railroad Museum.



VP of Operations Visits Beech Grove Maintenance Facility

Today, DJ Stadtler, vice president of Operations, continued his Town Hall meetings, explaining the Operations reorganization to employees at our Beech Grove Maintenance Facility.

Mr. Stadtler gave a brief presentation and then answered questions. The Wilmington, Del., area hosts the next series of Operations reorganization Town Hall meetings on March 11. Details will be announced soon.

IAMAW signs onto ORB and Safe-2-Safer

We are pleased to announce that during the month of February, the International Association of Machinists and Aerospace Workers (IAMAW) have signed onto Operation RedBlock (the Rule "G" Bypass and Prevention Program Companion Agreements) and Amtrak's Safe-2-Safer Program.

Please welcome our team members from the IAMAW into these important programs.

Update: National Train Day

This year, National Train Day (NTD) is May 11. Celebrations will be taking place within communities around the system and volunteers are vital to help make all festivities a success. Please visit our employee microsite, www.TrainDay411.com, and register to volunteer at a location near you. While on the microsite, test your train knowledge by entering the weekly Trivia Challenge for your chance to win exciting prizes. Good luck!

In addition to our employee microsite, last week the 2013 National Train Day website, www.NationalTrainDay.com launched. On the website, visitors can register their community's NTD event, explore other NTD celebrations throughout the system and share their thoughts on why trains matter to them. "Trains Matter" is this year's National Train Day theme.

Amtrak Trivia...

What would you prefer for breakfast--a Baggage Car or a Silver Spike? Early Amtrak children's menus used fun railroad-themed names to describe meal options. Join the "Fun Food Train" and check out a kids' menu from the 1970s at the Amtrak History website.

<http://history.amtrak.com/archives/fun-food-train-childrens-menu>

Maintenance Responsibilities Gained in Michigan

Effective February 16, we assumed maintenance responsibilities for the rail line (former Norfolk Southern route) owned by the state of Michigan on behalf of the Michigan Department of Transportation (MDOT). This line is used by the *Wolverine Service* and *Blue Water* trains from Kalamazoo to Central and Eastern Michigan. It confirms the vision MDOT has for High Speed Rail and their commitment to bring it to fruition.

As announced in December 2012, MDOT used a grant from the Federal Railroad Administration to purchase 135 miles of Norfolk Southern railroad for \$140 million. This line is directly connected to the Amtrak-owned Michigan District, which runs 97 miles from Kalamazoo to Porter, Ind. The result is that nearly 80 percent of the route between Detroit and Chicago is now publically owned and will be maintained for passenger trains at higher speeds.

To conduct daily maintenance of way responsibilities our Engineering department has employed 46 people including:

- 14 Communications and Signal employees, seven of whom transferred from Norfolk Southern to work at Amtrak
- 31 Track employees, five of whom transferred from Norfolk Southern to work at Amtrak and
- 23 Amtrak employees we were able to bring back from furlough status

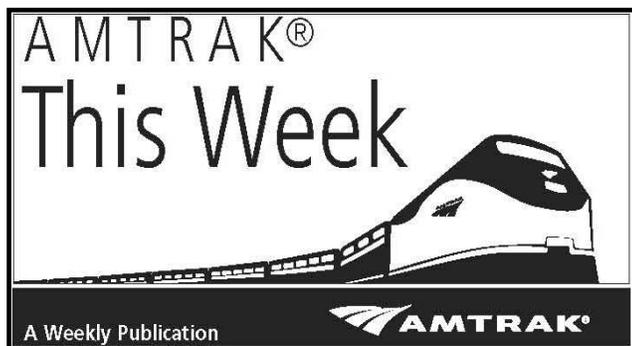
These employees reported to the Jackson, Mich., office to receive assignments, basic orientation, personal protective gear and truck assignments where needed. They will be mainly based out of Jackson, but will also work out of Ypsilanti and Battle Creek, Mich., to enable quicker responses to emergency situations.

This transition to Amtrak maintenance will not come without future challenges. As our maintenance crews access this territory we anticipate learning more and future slow orders may be required to operate trains safely. Regardless of these challenges, this is an exciting opportunity as it will extend a long relationship with the state of Michigan for at least the next 20 years following the completion of the High Speed Rail projects. These projects include the replacement of the old signal system and upgrade of current track conditions. In addition, new track will be installed between Ypsilanti and Dearborn to address capacity issues between passenger and freight services in that area.

Update: New Orleans Union Passenger Terminal

New Orleans Union Passenger Terminal (NOUPT) was recently linked to the city's streetcar system via Loyola Avenue and the central business district. NOUPT is also undergoing a multi-year rehabilitation with projects to bring the public areas into ADA compliance, restore the waiting room murals and reinstall the original tile ceiling. As of early 2013, completed ADA projects include the installation of new doors at the entrances and improvements to the restrooms. The Amtrak ticket counter and other related support areas have also been refurbished. In Fiscal Year 2012, NOUPT welcomed 228,828 passengers.

http://www.greatamericanstations.com/Stations/NOL/Station_view



New Board Members Confirmed by Senate

The nominations of Yvonne B. Burke and Christopher R. Beall to Amtrak's Board of Directors were confirmed by the U.S. Senate on January 1. President Barack Obama nominated Burke in March and Beall in September 2012.

Burke, a former U.S. Congresswoman (D-CA) and a former Los Angeles County Supervisor, serves on the California Transportation Commission. Beall, hailing from Oklahoma, is a partner at infrastructure investment firm Highstar Capital, L.P., and previously was at Aslan Group and Lehman Brothers.

Senior Operations Positions Filled

Matt Hardison has been named as our new chief marketing and sales officer (CMSO). Matt will be responsible for sales distribution and customer service, field marketing, advertising and sales promotion, Amtrak Guest Rewards, market research and analysis, reservation sales, on-board systems, pricing and revenue management, eTicketing and eCommerce.

Joining Amtrak in 1999 as senior director, commercial partnerships, Matt designed and built our loyalty marketing program (Amtrak Guest Rewards) and created new service and product partnerships with a number of airlines, AOL, Yahoo, and MBNA Chase.

Magdy El-Sibaie has been named as our new chief safety officer. Dr. El-Sibaie will be responsible for planning, directing and overseeing the safety activities and standards of Amtrak departments to achieve continuous improvement in employee and passenger safety, including the railroad's Safe-2-Safer behavior-based cultural safety program. In addition, he will provide oversight of Amtrak's compliance with safety regulations and participation in current and emerging industry safety programs.

Prior to coming to Amtrak, Magdy's work experience includes serving as director, office of research and development for the Federal Railroad Administration, and senior engineer, track and vehicle/track interaction for the Association of American Railroads.

Robin McDonough has been named chief, business operations. In her new role, Robin will be responsible for collecting and analyzing operations performance metrics, performance improvement planning, budgeting and administration and operations technology oversight to ensure integration across the new Operations business lines being established under the Amtrak Strategic Plan.

Robin has been with Amtrak since 1981 and has held a variety of senior positions, most recently as chief, business operations and technology.

401(k) Loan Procedure Change

On February 1, 2013, a change in obtaining a loan from the agreement and non-agreement 401(k) savings plan will be implemented. Under the revised procedure, a plan participant must wait 15 calendar days after repaying a loan before applying for a new loan. This change will completely automate the process and eliminate the need to manually update loan information in SAP. If you have any questions please call Fidelity Investments on 1-877-477-2685.

Acela Express Service to Expand in 2013

A 16th weekday Washington-New York *Acela Express* round-trip will be added into service effective January 28. The addition of train 2128, the northbound 8:00 p.m. departure from Washington to New York, plus the extension of Boston to New York train 2193 (to be renumbered as train 2175) to Washington helps satisfy increasing consumer demand along the heavily traveled Northeast Corridor.

New System Timetable Due to Arrive

Beginning January 14, a new system timetable will go into effect. Changes to the system include the expansion of *Downeaster* service and Northeast Regional service to Norfolk, Va. In addition, new *Acela Express* enhancements and new eastern North Carolina thruway services will be among the changes.

2013 Calendars Now Available

North Carolina locomotive 1797, "City of Asheville," and Amtrak locomotive 120 are pictured with Raleigh as the backdrop on the official 2013 Amtrak calendar. The calendar captures the long standing and progressive partnership between Amtrak and the state of North Carolina to provide an expanded intercity passenger rail service in the region.

The state-supported *Carolinian* trains 79 and 80 operate daily between New York and Charlotte, and the *Piedmont* trains 73, 74, 75 and 76, operate daily between Raleigh and Charlotte. Ridership in North Carolina increased four percent in Fiscal Year 2012 to more than 940,000 ons and offs. Amtrak partners with 15 states to provide intercity passenger rail service.

Available in two sizes - desk and wall; the calendars can be purchased on Amtrak.com.

Pre-Tax Transit Limits Increased

The new tax law that was passed by Congress last week has increased the mass transit commuter pretax limit from \$125 to \$240 per month. Amtrak's Benefit Service Center is working to update the benefit system to allow the increased election amount. We will inform you when you can update your election amounts at Amtrakbenefits.com. The increased pretax limit is retroactive back to 2012. At this point, guidance is needed from the U.S. Department of the Treasury and the IRS about how to apply the retroactive increased limits back to 2012. More information will be coming.

Station in the Spotlight... Winnemucca, Nevada (WNN)

In early 2012, a new red brick shelter and ADA compliant concrete platform with tactile edging were completed at Winnemucca, Nev. Inspired by late 19th century depots; the shelter has an enclosed, one-story waiting room flanked by recessed canopies. Travelers with an eye for detail might notice that it is similar to new shelters at Okeechobee, Fla., and Alliance, Ohio. Winnemucca is a stop along the *California Zephyr* and is famous for its annual Tri-County Fair and Rodeo. To learn more, visit GreatAmericanStations.com.





Pre-Tax Transit Limits Increased

The recently enacted American Taxpayer Relief Act of 2012 included a provision that increased the monthly transit limit to \$245. The Amtrak Benefits Service Center website, www.AmtrakBenefits.com, is ready to accept your changes to the mass transit commuter accounts. Changes made from the first to the fifteenth of the month are effective the following month. Changes after the fifteenth are effective the second month following the new election.

If you have questions, please contact the Benefits Service Center at 1-800-481-4887.

Business Travel Policy and Procedure Changes

Many employees are required to travel for Amtrak business purposes throughout the year. Amtrak has a Duty of Care responsibility to its employees so as a reminder, all Amtrak business travel, except rail, must be reserved through Travel Leaders, the contracted Amtrak Travel Services provider, which can be accessed in the eTravel Worldspan/Travel Leaders Trip Manager Catalog located in eTrax. Employees are advised not to reserve directly with any airline, hotel or car rental organization. In addition, a Travel Authorization form must be completed and approved before travel reservations are made.

For more information on Amtrak’s Business Travel Policy please visit the company Intranet →How We Work → Mgmt. Employee Business Travel or <http://wiki.corp.nrpc/display/Bustravel/Home>.

Please note: the reimbursable mileage rate for the use of personal vehicles as of January 1, 2013 is \$.56½ per mile.

Volunteers Needed For 2013 Presidential Inauguration

Volunteers are needed to assist our customers at Washington Union Station on January 21. Areas in need of assistance include: line monitors, Quik-Trak machines, gate assistance and general information. Volunteer sessions are 7 a.m. – noon or noon – 7 p.m. To register, contact Crystal Mack at 202-906-3080/ATS 777- 3080 or email Crystal.Mack@Amtrak.com. Meeting location is Gate A, Suite 100. Attire is business casual. Your participation is appreciated.

VP of Operations to Visit New Orleans Employees

DJ Stadler, vice president of Operations, will continue his Town Hall meetings, explaining the Operations reorganization to employees in New Orleans on January 16. Employees are invited to attend the meeting, which includes a brief presentation by Mr. Stadler followed by a question and answer session. The meetings are scheduled for:

11:30 a.m. - 12:15 p.m. in the Magnolia Room and
 1:00 p.m. - 1:45 p.m. in the Mechanical Lunch and Safety Briefing Room.

Special Ticket Discount Offer at Arena Stage

Amtrak employees located in or visiting the Washington, D.C., area can now take advantage of a special offer to see *Metamorphoses*, a play directed and written by Tony Award winner Mary Zimmerman. Zimmerman’s magical interpretation of Ovid’s *Metamorphoses* proves myths about romance, family, loss and redemption never go out of style. Playing February 8 through March 17 in-the-round at Arena Stage, a special \$20* ticket is available for the following performances:

- Friday, 2/8/13 at 8:00 p.m.
- Saturday, 2/9/13 at 8:00 p.m.
- Sunday, 2/10/13 at 2:00 p.m.
- Sunday, 2/10/13 at 7:30 p.m.
- Tuesday, 2/12/13 at 7:30 p.m.
- Wednesday, 2/13/13 at 7:30 p.m.

To take advantage of this \$20 ticket offer for *Metamorphoses*, please visit <http://www.ArenaStage.org> and purchase your tickets online. Enter AMTRAKTIX promo code in the promo code box and click "go" before continuing with your purchase. Even though the website reads "\$40.00 tickets available", click through on the "Purchase" link for the requested performance date and the \$20.00 Amtrak employee discount will appear. If you have any questions, please call the Arena Stage Sales Office at 202-488-3300 (Tuesday – Sunday, 12 noon - 8pm EST).

**Plus applicable fees; does not apply to previously purchased tickets. This \$20 ticket offer is limited to four tickets per employee and subject to availability.*

Station in the Spotlight....Reno, Nevada (RNO)

The former Southern Pacific Railroad station in Reno, Nev., was recently added to the National Register of Historic Places. Erected in 1926, the Mediterranean Revival style building features terrazzo flooring and a wood-paneled ceiling. The Reno City Council has approved plans to renovate the station to serve as a heritage center with exhibits on local history. Amtrak is the primary user of the recent addition to the building.

To learn more about stations throughout the Amtrak system, visit GreatAmericanStations.com.



Changes Made to Superliner Transition Sleeping Car Travel

Over the last few years, revenue passenger sales in Superliner Transition Sleeping Cars have increased. A number of systems in the Transition Car differ from other Sleeping Cars. In order to support our goal of increased customer focus and to effectively serve our passengers and employees traveling in Business Travel (BT) space, several changes are now in effect and include:

- Train Attendants should introduce themselves by name to passengers (including BT passengers), and provide the location where the Train Attendant can be found in the event of an emergency.
- All beds should be made-up and ready in both revenue and BT rooms.
- Employees traveling in BT space are expected to remove any used and unused linen and place the items in the designated linen bag. Accommodations are to be left neat and clean.

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- Wednesday, 2/13/13 at 7:30 p.m.

To take advantage of this \$20 ticket offer for *Metamorphoses*, please visit <http://www.ArenaStage.org> and purchase your tickets online. Enter AMTRAKTIX promo code in the promo code box and click "go" before continuing with your purchase. Even though the website reads "\$40.00 tickets available", click through on the "Purchase" link for the requested performance date and the \$20.00 Amtrak employee discount will appear. If you have any questions, please call the Arena Stage Sales Office at 202-488-3300 (Tuesday – Sunday, 12 noon - 8pm EST).

**Plus applicable fees; does not apply to previously purchased tickets. This \$20 ticket offer is limited to four tickets per employee and subject to availability.*

For more information visit the company Intranet → Library → Policies → Employee Pass, Voucher, and Service Award Trip Policies.

Pre-Tax Transit Limits Increased

The recently enacted American Taxpayer Relief Act of 2012 included a provision that increased the monthly transit limit to \$245. The Amtrak Benefits Service Center website, www.AmtrakBenefits.com, is ready to accept your changes to the mass transit commuter accounts. Changes made from the first to the fifteenth of the month are effective the following month. Changes after the fifteenth are effective the second month following the new election.

If you have questions, please contact the Benefits Service Center at 1-800-481-4887.

Business Travel Policy and Procedure Changes

Many employees are required to travel for Amtrak business purposes throughout the year. Amtrak has a Duty of Care responsibility to its employees so as a reminder, all Amtrak business travel, except rail, must be reserved through Travel Leaders, the contracted Amtrak Travel Services provider, which can be accessed in the eTravel Worldspan/Travel Leaders Trip Manager Catalog located in eTrax. Employees are advised not to reserve directly with any airline, hotel or car rental organization. In addition, a Travel Authorization form must be completed and approved before travel reservations are made.

For more information on Amtrak’s Business Travel Policy please visit the company Intranet → How We Work → Mgmt. Employee Business Travel or <http://wiki.corp.nrpc/display/Bustravel/Home>.

Please note: the reimbursable mileage rate for the use of personal vehicles as of January 1, 2013 is \$.56½ per mile.

Station in the Spotlight....Reno, Nevada (RNO)

The former Southern Pacific Railroad station in Reno, Nev., was recently added to the National Register of Historic Places. Erected in 1926, the Mediterranean Revival style building features terrazzo flooring and a wood-paneled ceiling. The Reno City Council has approved plans to renovate the station to serve as a heritage center with exhibits on local history. Amtrak is the primary user of the recent addition to the building.

To learn more about stations throughout the Amtrak system, visit GreatAmericanStations.com.

Volunteers Needed For 2013 Presidential Inauguration

Volunteers are needed to assist our customers at Washington Union Station on January 21. Areas in need of assistance include: line monitors, Quik-Trak machines, gate assistance and general information. Volunteer sessions are 7 a.m. – noon or noon – 7 p.m. To register, contact Crystal Mack at 202-906-3080/ATS 777- 3080 or email Crystal.Mack@Amtrak.com. Meeting location is Gate A, Suite 100. Attire is business casual. Your participation is appreciated.



Influenza Season

Amtrak is committed to the well-being of our employees and our passengers. While the length and severity of influenza seasons are difficult to predict, so far this year the season has been moderate and arrived a little earlier than usual. The Center for Disease Control and Prevention (CDC) recommends efforts to reduce the spread of influenza virus. These preventative actions include:

- If you haven't done so, get vaccinated. Over 3,000 employees took advantage of complimentary flu shots that were recently offered by Amtrak. While the program is over, check with your physician or local pharmacy for vaccination availability.
- Wash your hands often with soap and water. If soap and water is not available, use an approved hand sanitizer.
- Cover your nose and mouth by coughing or sneezing into your sleeve or into a tissue. In addition, dispose of any used tissues in a proper trash receptacle.
- Avoid contact with sick people. Recommended distance is three to six feet.
- Stay home and postpone travel if you are sick.

For more information about influenza, visit <http://www.cdc.gov/flu> or the company Intranet at Safety → Health → Public Health → Pandemic Flu Contingency Plan.

2013 Holiday Schedule

Holidays observed at Amtrak vary depending on an employee's status. Holidays for agreement-covered workers are defined by each union's labor agreement, which may also include personal holidays. Each agreement can be found on the home page of the Intranet under Employee Info → Holidays.

Amtrak will observe the following 2013 dates as holidays for non-agreement employees:

- New Year's Day, January 1
- Martin Luther King, Jr. Day, January 21
- President's Day, February 18
- Memorial Day, May 27
- Independence Day, July 4
- Labor Day, September 2
- Veterans Day, November 11
- Thanksgiving Day, November 28
- Christmas Day, December 25

Non-agreement employees hired in 2013 will receive personal days based on their date of hire. Employees hired between January 1 and May 31 will receive two personal days, while those hired June 1 through August 31 are entitled to one personal day. Employees hired September 1 or after will not have any personal days.

For further information regarding holidays and personal days, please refer to the company Intranet under Library → Policies → Human Capital Management Policies → Holiday Schedule.

Amtrak and California Partner in Pursuit of New High-Speed Train Sets

Amtrak and the California High-Speed Rail Authority (CHSRA) announced that they are joining forces in the search for proven high-speed rail (HSR) train sets currently being manufactured and in commercial service that are capable of operating safely at speeds up to 220 mph on both Amtrak's Northeast Corridor (NEC) and on California's developing HSR corridor.

Due to the consistently strong and record setting NEC ridership over the past 10 years, new and additional HSR equipment is needed. The plan envisions an initial acquisition of up to 12 new HSR train sets to supplement current *Acela Express* service and add seating capacity in the near term. We would then look to replace the 20 current *Acela* train sets in the early 2020s. Specifically, Amtrak is seeking a HSR train set able to operate at the current NEC maximum speed of 150 mph and can ultimately operate at up to 220 mph as the tracks and other infrastructure is improved to support the higher speeds.

In addition, the preferred train set should have electric multiple unit (EMU) power distribution among all cars, operate bi-directionally with a cab car on each end that would allow for passenger occupancy and has a seating capacity of 400 to 600 passengers.

CHSRA is seeking a HSR train set able to operate up to 220 mph and have electric multiple unit (EMU) power distribution among all cars, operates bi-directionally with a cab on each end that allows for passenger occupancy with a seating capacity of 450 to 500 passengers per train set. California plans a first order of 27 HSR train sets.

Last week, in conjunction with California, a Request for Information (RFI) was formally issued to start the process. This partnership advances both HSR programs, and could create efficiencies by ordering trains of similar specifications and develop a U.S. standard for HSR train equipment that can be manufactured and supplied domestically and produced for the rest of the world. A Request for Proposal could be issued by September 2013 with an order placed during 2014.

Amtrak Chief of Police Named to Operation Lifesaver Inc., Board of Directors

Polly Hanson, our new chief of police, has been named to the board of directors for Operation Lifesaver Inc., (OLI). Operation Lifesaver is a national, non-profit safety education group whose goal is to eliminate deaths and injuries at railroad crossings and along railroad rights of way. With programs in all 50 states, OLI has trained volunteers who provide free safety talks to community groups, school bus drivers, truck drivers and student drivers to raise awareness of the dangers around railroad tracks and trains.

Amtrak Trivia...

Name the four new stops that were added to the Amtrak system in 2012.

- Brunswick, Maine
- Freeport, Maine
- Norfolk, Va.
- Santa Clara University, Calif.



Amtrak RSS Feed Now Available

On January 13, the eCommerce and IT departments completed the successful launch of Amtrak RSS feeds as an additional online communication channel. The Amtrak RSS feeds allow subscribers the opportunity to receive the latest Amtrak information delivered to their web browser or newsreader. Topics of interest include regional Hot Deals, Station News, regional Service Alerts and Passenger Services Notices and News Releases. To subscribe to this free service visit Amtrak.com/RSS.

VP of Operations to Visit Auto Train Terminal in Lorton, Va.

DJ Stadler, vice president of Operations, will continue his Town Hall meetings explaining the Operations reorganization to employees at the Auto Train terminal in Lorton, Va., on February 1. Employees are invited to attend the meeting, which includes a brief presentation by Mr. Stadler followed by a question and answer session. The meeting is scheduled for:

11:00 a.m. – 11:45 a.m. in the Employee Lunch Room, Administration Building

Free Amtrak Route Podcasts on Select Train Routes

Amtrak, the National Park Service's Trails and Rails Program and the Department of Recreation, Park and Tourism Sciences at Texas A&M University have created audio podcasts to enhance our passengers' travel experience on the *Sunset Limited* (New Orleans - Los Angeles) and *Texas Eagle* trains (Chicago - San Antonio - Los Angeles). The podcasts act as a trip guide, providing information on the travel experience and points of interest. Podcasts are free and available on Amtrakrailguide.com.

eTicketing Launching on San Francisco Bay Thruway Buses

As a continuation of our eTicketing deployment in California, Print Anywhere tickets are scheduled to launch on the Transbay (San Francisco-Emeryville, San Francisco-Oakland and Oakland-Emeryville) Thruway bus services on February 1. On February 4, eTicketing deployment will begin on the San Jose-Stockton Thruway bus services. This launch is limited to one-way tickets only; multi-ride tickets will continue to be issued and processed as "value tickets" as has been the case with previous deployments.

Print Anywhere tickets will be launched on the San Francisco-Stockton Thruway buses later this year.

Transportation Reimbursement Account Changes

We encourage all employees to take advantage of the tax savings offered through the Transportation Reimbursement Account. The monthly transit limit was just increased to \$245. The Amtrak Benefits Service Center website, www.AmtrakBenefits.com, is ready to accept your changes to the mass transit commuter accounts. Please contact the Benefits Service Center at 1-800-481-4887 should you have any questions.

Amtrak Employee Discount Tickets Extended at Arena Stage

Arena Stage in Washington, D.C., has extended another special offer to Amtrak employees to see *Good People*, a play written by Pulitzer Prize winner David Lindsay-Abaire. Named the Best Play by the New York Dramas Critics' Circle during its Broadway run, *Good People* is a poignant drama about life in a broke and broken American town. Arena Stage is offering a special \$20* ticket for the following performances:

- Sunday, 2/3/13 at 2:00 p.m.
- Sunday, 2/3/13 at 8:00 p.m.
- Sunday, 2/10/13 at 2:00 p.m.
- Sunday, 2/10/13 at 8:00 p.m.
- Sunday, 2/17/13 at 7:30 p.m.

To take advantage of this \$20 ticket offer, please visit <http://www.ArenaStage.org> and purchase your tickets online. Enter AMTRAKTIX promo code in the promo code box and click "go" before continuing with your purchase. Additional show information can be found at <http://www.arenastage.org/shows-tickets/the-season/>.

**Plus applicable fees; does not apply to previously purchased tickets. This \$20 ticket offer is limited to four tickets per employee and subject to availability. Even though the website reads "\$40.00 tickets available," click through on the "Purchase" link for the requested performance date and the \$20.00 Amtrak employee discount will appear.*

Station in the Spotlight...Tucson, Ariz. (TUS)

Originally built in 1907, the Tucson, Ariz., depot underwent a dramatic facelift in 1941, which it retains today. Originally surrounded with elaborate sculptural ornamentation in the Spanish Churrigueresque style, the Southern Pacific Railroad later modernized the facility by stripping the fancy decoration and creating a streamlined Art Moderne façade.

The main waiting room, decorated with colorful blue and yellow tiles and handsome wooden benches, is the version of the depot that the Duke and Duchess of Windsor experienced when they visited Tucson in 1959. The city bought the station and associated buildings in 1998 and undertook a \$2.8 million restoration. To learn more, visit GreatAmericanStations.com

2013 Presidential Inauguration

There was higher than usual ridership on many Northeast Corridor trains arriving to and departing from Washington Union Station for last week's Presidential Inauguration. There was also increased station traffic from Metro, Greyhound and other intercity bus riders passing through the station en route to inaugural activities. Amtrak employee volunteers were on hand throughout the day assisting with crowd control, and provided general information and directions to attendees.

Our appreciation and thanks to the employees who volunteered their time and assistance at Washington Union Station.



Rental Bicycles Now Available in Portland, Maine

Amtrak *Downeaster* passengers disembarking at the Portland Transportation Center can now tour the city and the surrounding area on a rented bicycle available at the station. Effective June 1, self-serve bikes became available for rent for up to a 24-hour period for \$20.00. Each bicycle is outfitted with a basket and a bike lock. The key is stored inside a lock box.

To reserve a bicycle, riders must register at www.zagster.com. This program adds a new dimension for rail passengers and employees looking for a fun, healthy and environmentally-friendly way to experience Portland.

New Voluntary Benefits Now Available

Beginning July 1, Amtrak Total Rewards brings you access to affordable voluntary benefits including pet insurance, identity theft coverage and auto and home insurance. These options provide access to preferred providers and offer competitive, discounted rates for Amtrak non-agreement employees. View program details at www.AmtrakBenefits.com and enroll anytime directly with the partners below:

Car and Home Insurance—Liberty Mutual

Get exclusive group savings on Liberty Mutual's competitive rates. Save even more when you combine your car and home insurance.

www.libertymutual.com/amtrak or 1-855-948-6267

Identity Theft Insurance—InfoArmor

Deter identity theft and detect fraud early with identity theft coverage at reduced rates. If you do become a victim of identity theft, your coverage provides you with a dedicated representative who will manage your case from start to finish—saving you time, money and stress.

www.infoarmor.com/amtrak or 1-800-789-2720

Pet Insurance—Trupanion

Access to one, simple plan for your pet – you cover routine care and your Trupanion insurance covers 90% of actual veterinary costs for approved accident and illness claims, less the exam fee and optional deductible. Rates are discounted with no enrollment fee for Amtrak employees.

www.trupanion.com/amtrak or 1-877-589-1848

Amtrak & You

In an effort to recruit new employees in the early years, Amtrak created a full-color brochure describing the company's efforts to improve the nation's passenger rail system. Sections are devoted to the passenger, Amtrak image and training. "Amtrak depends on high quality service, and only you can provide that."

<http://history.amtrak.com/archives/amtrak-you-brochure-1970s>

Veterans Hiring Initiative Unveiled

Last week, our new Veterans Hiring Initiative was officially launched as part of a special ceremony that also unveiled our Veteran's Locomotive. The initiative is part of our company's continued effort to support our nation's service men and women and sets a goal of recruiting 25 percent of new hires from the military by 2015.

To meet our goal, Amtrak is partnering with recruiting groups that focus on veteran hiring including the U.S. Chamber of Commerce's Hiring our Heroes, the Wounded Warrior Project, RecruitMilitary, and ArmyPaYs. In addition, our Human Capital department is participating in military job fairs across the country.

In 2012, 14 percent of new hires were veterans. Coupled with our current employees who are also veterans, our company-wide commitment to U.S. veterans is further strengthened.

Employee Business Travel Program Now Available on United Airlines

Effective July 1, we are pleased to announce the launch of an upfront discount for Amtrak employees traveling for business on United Airlines on all domestic and international routes.

To take advantage of the savings, employees flying for Amtrak business must book through the corporate travel website Travel Leaders in eTrax. All Amtrak travelers must also have a complete and accurate profile in Worldspan/Trip Manager to book travel, which includes their cost center, internal order and WBS element.

Niantic River Bridge Replacement Complete

The three-year Niantic River Bridge Replacement Project, which provides improved operational reliability for rail passengers along the Northeast Corridor with increased train speeds, less disruption to the boating community and expanded beach access to area residents is now complete. The new bridge continues to serve as a key link for passenger and freight rail traffic between New York and Boston, carrying 54 trains daily (38 Amtrak intercity trains, two freight trains and 14 commuter trains).

The work involved the construction of a new two-track electrified movable bascule bridge (commonly referred to as a draw bridge), across the Niantic River, 58 feet south of its previous location between East Lyme and Waterford, Conn., realignment of the track along west and east approaches to the bridge, track embankment construction, scour (sediment) protection, new retaining walls and the creation of new electrification and signaling systems. The boating community is also benefiting from the project.

*Employee Communications Wishes Everyone a
Safe & Happy July 4th Holiday*





Amtrak Labor and Employment Law Newsletter Now Available

Employees can read the latest edition of the Amtrak Labor and Employment Law Newsletter--"On the Right Track" -- as well as past editions, under Law department Publications on the Law department Intranet page, located on the company Intranet → How We Work→ Law Department.

Make a Healthy Choice Every Day: Choose a Heart Healthy Diet

It's important to balance the amount of food you ingest with the energy (amount of calories) that you burn. Follow the American Heart Association's guidelines for a balanced, nutritious diet. It recommends that you try to meet the following goals (based on a 2,000 calorie a day diet):

- 4.5 cups of fruits and vegetables per day
- Two 3.5 ounce servings of fish per week
- Three 1-ounce servings of fiber-rich whole grains per day
- Less than 1,500 milligrams of sodium per day
- Less than 450 calories of sugar-sweetened beverages per week
- Include unsalted nuts, legumes and seeds
- Limit processed meats
- Choose fat-free or low-fat dairy products

As part of the Every Day Wellness program, you have access to discount programs to help you manage a healthy diet.

Cigna participants can partner with a registered dietician at discounted rates. To get started, log on to myCigna.com and select **Review My Coverage**. Then go to: **Discount Programs – Healthy Rewards** and select **Weight and Nutrition**.

Aetna participants can access the Aetna Weight Management discount program by logging on to www.aetna.com. Once you log on, choose **Health Programs**, then **See the Savings**. Follow the steps for each program you want to use.

Reminder: Operation RedBlock is Here to Help

Operation RedBlock is a labor-developed, company-adopted drug and alcohol prevention and intervention program offered to all Amtrak employees. Please remember Operation RedBlock is here to help. Labor Coordinators are available 24/7 to provide assistance. For **CONFIDENTIAL** mark-offs please call 1-800-44R-BLOC (1-800-447-2562).

Station in the Spotlight...Albuquerque, New Mexico

Opened in 2002, the [Alvarado Transportation Center](#) is a busy intermodal hub served by Amtrak, Rail Runner Express commuter rail and intercity and local buses. Located between the historic downtown and the University of New Mexico campus, the transportation center is recognized for its Mission Revival architecture, which references the famous Fred Harvey [Alvarado Hotel](#) that stood on the same site until 1970. Every October, the city hosts the world's largest hot air balloon festival.

Featured in this Issue

- Can I Craft the Job Description to Fit the Person I Want to Hire?
- How Many Leave Extensions is Too Many?
- Can Assignment of Boring and Unnecessary Tasks be Harassment?
- Co-Worker Telling Supervisor Employee Was "Sick" Not Sufficient FMLA Notice
- Succession Planning Almost Gone Wrong: Employee Sues for Delay in Coaching
- If an Employee Volunteers Medical Information, is it Still Private?
- New York City Latest to Prohibit Unemployment Discrimination

This newsletter is not designed to provide legal advice, but to make you aware of new and emerging issues that may impact the work you do every day. If you have any questions, please contact one of the attorneys listed in the newsletter. They are available to provide you with answers to your labor and employment law questions.

Share Your Ideas for a Chance to Win an iPad Mini---- Deadline is July 16

Calling all Creative Amtrakers – This fall, Human Capital will provide employees with an easier process for goal setting and performance management.

We have a challenge - the tool, to be used to help managers and their teams 'get on the same page', needs a name that is appreciated and recognized by Amtrak employees. To get us there, we need your suggestions for a name – one that works for you.

Here are the contest guidelines:

- 1) Your name idea should reflect the concept of career development specifically at Amtrak
- 2) Think short and sweet - three words or less

If your idea is selected, you will win an iPad Mini. As an added bonus, just for participating in this contest you are entered to be randomly selected to receive an iPod Touch! **Let your creative juices flow!**

TO PARTICIPATE: Please click the link below or copy/paste into your internet browser:

<https://www.surveymonkey.com/s/SFbrandcontest>



Exhibit Train Heads West

The Amtrak Exhibit Train heads West this week, and will be available for viewing at the following locations:

- July 19-21 Havre Amtrak Station
- July 27 Seattle King Street Station (Seattle Rail Day)
- August 3-4 Spokane Intermodal Center

Visitors can climb aboard and tour a free exhibit to learn about Amtrak's history and catch a glimpse into our company's future. Displays include vintage advertising, past menus and dinnerware, period uniforms, photographs and other items of memorabilia from Amtrak's creation in 1971 to a model of today's modern sleeping accommodations and high-speed rail service displays. Interactive displays include railroad horns, trivia questions, workable signals and an engineer's stand.

In addition, the Exhibit Train will be coupled with our new Veteran's Locomotive #42, allowing us to showcase our Veteran's Hiring Initiative and company goal of recruiting 25 percent of new hires from the military by 2015.

An updated Exhibit Train schedule can be found at <http://history.amtrak.com>. We hope all employees have an opportunity to tour the train when it's in a community near you.

Make a Healthy Choice Every Day: Control Cholesterol

If you eat a diet high in saturated fat, trans fat and cholesterol, your arteries may be more likely to become clogged with cholesterol. Your total cholesterol should be less than 200 milligrams per deciliter. A simple biometric screening can measure your total cholesterol. Schedule a biometric screening with your doctor today. With your Amtrak medical coverage, it's free!

You can lower your cholesterol with dietary changes, regular exercise, weight loss and/or drug therapy. Set a daily goal of consuming less than 300 milligrams of dietary cholesterol. Check food labels to help you select foods low in saturated fat, trans fat and cholesterol. Limit your saturated fat intake to less than 7 percent and trans fat to less than 1 percent of your total calories.

If you do have high cholesterol, be sure to talk with your doctor about the best approach to managing your condition.

Traveling in Style

Stylish 1970s fashions abound in the [colorful sketches](#) illustrating this booklet that describes the various accommodations and public spaces found on Amtrak long- and short-distance trains. In addition to the fun art work, the pages also contain basic layouts for Parlor, Tavern Lounge, Dome Coach and other types of cars Amtrak had purchased from the predecessor railroads.

eTicketing Starts on Amtrak Thruway Trains

Effective July 15 and for the first time, four Amtrak Thruway trains will be converted to print-anywhere eTicketing. The Thruway trains will be those running between San Jose and Stockton, Calif., and connecting to Amtrak *San Joaquin* trains, operated by Altamont Corridor Express (ACE).

The ACE Thruway train service is represented by the Amtrak California Thruway system as their Route 56 (San Jose-Stockton: *ACE trains*), consisting of service numbers: 3204, 3218, 3278 and 3288.

Summer/Fall System Timetable in Effect

Our new Summer/Fall system timetable becomes effective on July 15. The majority of schedule revisions are minor, reflecting changes of up to a total of 15 minutes. Seasonal train stops are resumed.

The timetable cover, photographed by Amtrak employee Matt Donnelly, features the *Carolinian* in early April as it is about to cross the Potomac River minutes after making its morning departure from Washington Union Station. The *Carolinian* operates daily in each direction between New York City and its namesake state of North Carolina.

Bicycle Rentals Now Available at Chicago Union Station

Bike sharing programs continue to be a major environmentally-friendly trend around the country. Divvy, Chicago's new bike sharing system, has launched and aims to offer access to 4,000 bikes at 400 stations across the city. Intended to provide Chicagoans with an additional transportation option for getting around the city, now Amtrak passengers can enjoy renting a bicycle at Chicago Union Station as a fun and economical way to tour the city. For \$7.00, program users can buy a 24-hour pass, with unlimited 30-minute trips.

The Divvy Station is located outside Chicago Union Station at 500 W. Jackson Blvd. For more information visit Divvybikes.com.

Amtrak in the Community

This year marks the seventh year that Amtrak will be a sponsor at the National Council of La Raza's (NCLR) annual conference being held July 20-23 in New Orleans, La. NCLR is the largest national Hispanic civil rights and advocacy organization in the U.S., whose goal is to improve opportunities for Hispanic Americans through its network of nearly 300 affiliated community-based organizations.

With an expected attendance of 25,000 ranging from elected officials to college students, Amtrak will use this opportunity to engage this vital community at a booth during the Family Expo. During the Awards Gala, Liliana Lopez, senior officer, Corporate Communications, will deliver remarks focusing on the benefits of Amtrak's services and our commitment to diversity.

Immediately following NCLR, Amtrak will participate in the National Urban League Convention (NUL) being held in Philadelphia on July 24-26. This historic civil rights organization is dedicated to economic empowerment to elevate the standard of living in underserved urban communities. The organization spearheads the efforts of nearly 100 local affiliates through development programs, public policy research and advocacy. The four-day convention is expecting a turnout of 10,000 attendees this year.



Year-End Performance Conversation Process - What You Need to Know About FY13

Last week Chief Human Capital Officer Barry Melnkovic sent an email to all non-agreement employees outlining the FY13 year-end performance conversation process.

His message included the points that there will not be any procedural changes from the mid-year process for most employees and the evaluations will be completed on the same form (NRPC 3378) that was used for the mid-years.

Managers with direct reports will have two additional steps: enter the final employee rating into the online tool and scan and upload the paper form to the online tool in order to create the digital record.

In the coming weeks, you will hear additional details about the FY13 year-end wrap up including information on training and other activities designed to support you in this process. If you have any questions, ideas or feedback, please do not hesitate to email performanceconversations@amtrak.com.

Bicycle Racks Being Tested in New England

In close partnership with Vermont and the New York State Department of Transportation, Amtrak is hosting a series of carry-on bicycle demonstrations in the Northeast region.

The tests took place on-board the *Vermont* on July 17 and will occur on the *Ethan Allen Express* on July 24.

The goal of the demonstrations is to test the new prototype bicycle racks that have been developed by Amtrak for our Café car equipment and to obtain written feedback from bicyclists, passengers and our state partners for potential long-term service.

Restoring a GG-1

Manufactured for the Pennsylvania Railroad (PRR) in the 1930s and 1940s, electric GG-1 locomotives were used by Amtrak in the Northeast until the arrival of the new AEM-7s. In the mid-1970s, a group of rail fans known as the "Friends of the GG-1" raised funds to restore [Amtrak-owned GG-1 #4935](#) to the original PRR paint scheme of dark Brunswick Green with gold pinstripes.

Refurbishment was undertaken at the Wilmington, Del., shops. No. 4935 returned to revenue service on May 15, 1977, leading the *Murray Hill* between Washington and New York.

New Ridership & Revenue Records Set

Latest reports indicate that our fiscal year to date (FYTD) 2013 ticket revenue has jumped 3.6 percent to \$1.548 billion with June 2013 ticket revenue totaling \$191.7 million, making it the best single month in our company's history.

In addition, FYTD 2013 ticket revenue on state-supported and other short-distance routes has increased 3.8 percent to \$346.9 million and long-distance ticket revenue has increased 0.9 percent to \$372.5 million. Revenue on the Northeast Corridor is up 4.8 percent to \$829.3 million.

FYTD 2013 ridership is up 0.7 percent to 23.3 million riders, with increased ridership on six of our 15 long-distance routes. Ridership on the Northeast Corridor remains near the FYTD 2012 level, down just 0.1 percent to 8.59 million riders and state-supported and short-distance ridership realized an increase of 1.6 percent to 11.29 million riders.

Corporate Branding Guideline Updates Now Available

Corporate branding is not just a logo placed at the top of the company stationery. At Amtrak, it's the employee that answers the phone, it's the directional signage to the trains, it's the Red Cap who carries the bags and it's the hot coffee in the Café car. It's the total customer experience and the responsibility of our brand lies with all Amtrak employees.

To ensure the proper use of branding assets such as Amtrak wordmarks, logos and taglines and to support a consistent corporate brand identity, two helpful documents, [Amtrak Brand Identity Guidelines](#) and the [Amtrak Brand Approval Checklist](#), are now available on the company Intranet.

The use of Amtrak marks should be reviewed and approved by Corporate Communications and Marketing. Please contact Marlon Sharpe, principal graphic designer at SharpeM@amtrak.com or Debbie Varnado, director, branding and promotions at Varnadd@amtrak.com for review and approval of these valuable corporate assets.

Tourism Marketing Group Riding the Rails to Promote Louisiana Tourism

Southeast Louisiana Gumbo (SELA GUMBO), a Baton Rouge marketing consortium that works to promote Louisiana tourism throughout the U.S., is traveling on the SELA Gumbo Express on July 22 – 24. Representatives from ten Louisiana parishes will travel from Slidell, La., to Birmingham, Atlanta and Washington D.C., along the *Crescent* route where travel and tourism professionals as well as print and broadcast media will be treated to Louisiana food and music in each city. Bruce Mitchell of the History Channel's "Swamp People" will accompany the group on the entire trip.

This is the second year that Amtrak has partnered with SELA to promote Louisiana tourism and the second year that the group has held a tourism and media event along an Amtrak route. Last year, the SELA Gumbo Express traveled on the *City of New Orleans* between Jackson, Miss., and Chicago.



Windows7/Office2010 “Enterprise” Migration –Don’t Get Left Behind!

Amtrak’s IT department has kicked off the “mandatory” migration of all (approximately 10,000) corporate desktops, laptops and other business machines from the Windows XP operating system to Windows 7 operating system and to Microsoft Office2010. In addition to ensuring compliance with Microsoft OS version support requirements, these upgrades will provide us with a better desktop experience, better security and control and various other improvements offered in the Windows 7 platform.

End-user migrations have begun in Washington, D.C., Philadelphia, Chicago and some smaller and more remote locations. Individual workstations should take a few hours to migrate. This is a labor intensive project that we are challenged to complete by September 30 of this year. In order to make the most of this very large labor expenditure, we need everybody to be responsive to attempts to get their upgrades scheduled and to make their machines available to the IBM field tech teams when they are onsite. At some sites, the available scheduling window may be as small as two days.

Remember, these are mandatory migrations. After Microsoft ends support on Windows XP, non-upgraded machines will no longer be secure and will not be allowed on the network.

For more information on schedules, training information and the latest newsletters, visit our company Intranet → Information Technology → ITServices. Please send questions or feedback to ITServiceManagement@Amtrak.com

Amtrak Careers Recognized for Social Media Recruiting

Using social media to recruit employees continues to be a fast-growing trend. By utilizing social media tools such as Twitter, Facebook, YouTube and Pinterest, Amtrak Careers is at the forefront of social recruiting and was recently recognized as a new social media recruiting superstar by BRANDEblog, an electronic communiqué dedicated to branding, advertising and communications.

Savvy job seekers can also view topics on the Amtrak Career Facebook tab, which features sub-tabs such as Interview Advice, Interview Fashion and Words of Wisdom. On YouTube, there are seven videos with the main video being “*Your Career at Amtrak*,” hosted by Amtrak President and CEO Joe Boardman. In addition, our Veteran’s Hiring Initiative with a goal that 25 percent of newly hired employees be recruited from the military by 2015 is also highlighted.

An effort such as this reinforces our strategic goal of organizational excellence.

New Passenger Amenity Comfort Kit Available for Sale

Effective August 1, Amtrak will discontinue the current practice of providing mini-pillows for Coach class passengers on all long-distance trains and offer a new product to enhance the passenger travel experience. On *Auto Train*, mini-pillows and blankets will no longer be provided. A passenger comfort kit containing several comfort amenity items in a keepsake tote will become available for purchase. Items inside the kit include an inflatable pillow, earplugs, eye shades and a blanket.

A limited number of passenger comfort kits will be available for sale on a first-come, first-served basis on each train and can be purchased for \$8.00 from the Lounge or Café car during operating hours, while traveling. In addition, work is underway to have the amenity kits available for sale on Amtrak.com.

This initiative will save Amtrak approximately \$500,000 annually.

Amtrak Rail Day in Seattle

On July 27, Amtrak Rail Day took place at our newly refurbished King Street Station in Seattle, Wash. During the day, visitors were able to tour the Exhibit Train and view our Veterans’ Locomotive #42 and Amtrak Cascades train sets.

Several Amtrak partners were also present to showcase their organizations and included representatives from the Washington Department and Oregon Departments of Transportation, Talgo, Operation Lifesaver, National Park Service and various passenger rail advocacy groups. Event goers also had an opportunity to sample regional cuisine served on board Amtrak Cascades service, enroll in our Guest Rewards program which is currently offering double points on select Amtrak Cascades travel from July 17 – August 31 and enter a sweepstakes for their chance to win two round-trip coach tickets between Seattle and Leavenworth, Wash.

The Exhibit Train and Veteran’s Locomotive will remain in Washington with a stop at our Spokane station on August 3-4.

New Exterior Smoking Policy for Washington Union Station

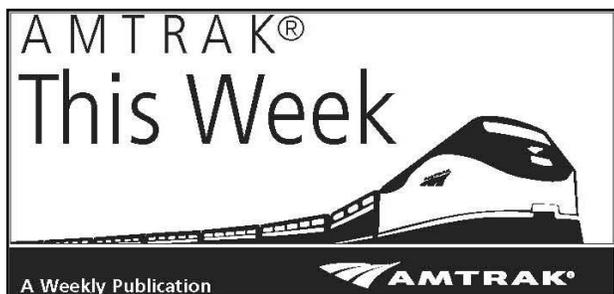
Please be advised that a new non-smoking policy for the West Porch and Front Colonnade at Washington Union Station was enacted by the building management company Jones Lang LaSalle (JLL).

JLL has placed signage around these areas and all ash urns have been removed.

Passing of Canine (K9) Kay

It is with great sadness that we report the passing of K9 Kay. He was a seven year-old bomb detection dog, served in the Amtrak Police Department’s Mid-Atlantic South Division and was a partner to Amtrak Police Officer Dennis Welch.

K9 Kay will be greatly missed by his Amtrak family.



Amtrak Employee Store Refreshed for Business

Traveling to New York this summer and want to catch a Mets game? Or, maybe you'd prefer seeing a Monday night magic show. If you're looking for fun-family attractions and theme-parks while in California or looking for a rental car in St. Louis, check out the Amtrak Employee Store. Whether you're looking for a deal or simply want to browse, the online store is now updated....chock-full of special discounts and savings available to current Amtrak employees.

Thanks to the efforts of our IT department, the Amtrak Employee Store has a new look. To browse the store, visit the company Intranet →Employees →Employee Store. Once there, you'll find offerings listed in categories such as Gifts, Amtrak Merchandise, Travel and Entertainment, Discount Memberships and more.

In addition to the already available savings, your input and suggestions for new offers available to Amtrak employees, whether a national program or in a local station, are welcome. Simply click on the prompt and submit your suggestions for review. Please check back often as offers will be updated frequently.

Walk this Way to Better Health

As you take the Amtrak Keep Walking challenge, make every step count. Maximize the burn, with these three form fixes:

Chin Up – Focus on a point about 10 feet ahead of you. This will keep your stride longer and your neck in line with your spin.

Activate Your Abs – Make it a total body workout. When you brace your core – pulling your belly button toward your spine – you automatically trigger good posture.

Squeeze Your Glutes – To get the most power – so you can go longer and faster – keep your glutes tight.

Amtrak Trivia... Into the Internet Era

Amtrak was a leader in the transportation industry when it launched Amtrak.com in 1997; within a few years, the site was one of the most bookmarked on the web.

View the original homepage at
<http://history.amtrak.com/archives/amtrak.com-first-site>

Operations Department Intranet Site Available

As we move forward with the Operations department reorganization, an Amtrak Intranet wiki site has been created to keep employees informed about various aspects of the reorganization and to assist us through the transition. Information on the site includes:

- Frequently Asked Questions (FAQs)
- New Positions within Operations to be Posted (*available 6/5/13*)
- Position Descriptions (*available starting 6/5/13 with regular updates*)
- Future Operations Department Organization Charts (*available 6/5/13*)
- Tips for the Application Process (*available 6/5/13*)
- Employee Assistance Information (EAP)

To locate the site, visit our company Intranet home page → Employee Information →Operations Reorganization. Please check the site frequently for content updates.

Animated Children's Safety Video Now Available

The Amtrak Police Department recently unveiled an animated children's video, designed to educate children about rail safety and security. The K9 video features animated talking dog characters explaining the ability of K9 teams to use their heightened sense of smell to detect suspicious vapors. In addition, the video teaches kids how to be safer around trains, railroad tracks and stations.

The eight-minute video is available at Amtrak.com, YouTube or on our company Intranet → Police → Useful Links → Amtrak Police Department and can be used as an educational outreach tool.



President's Service & Safety Awards Submissions due June 9

Nominations are being accepted for the 2013 President's Service and Safety Awards (PSSA). Nomination forms are located in the "Forms Library" on our company Intranet and must be submitted by this Sunday, **June 9**.

This year, three new categories have been added:

- The Excellence in Customer Service Award, which will recognize our frontline passenger-facing employees for the outstanding work they do to wow our customers.
- The Innovation Award will recognize new and unique accomplishments, projects, programs and inventions that our employees develop.
- The Excellence in Leadership Award will recognize our top managers and supervisors for their leadership and dedication to Amtrak and their team members.

Questions may be sent to 2013PSSA@Amtrak.com.



Amtrak Sponsors Capital Pride Event

For the third straight year, Amtrak was a presenting sponsor of the Green Village at the Capital Pride Festival. The Capital Pride Festival is the largest annual one-day event held in Washington, D.C., and attracts over 150,000 festival visitors.

This year, festival attendees learned about energy-efficient travel and our sustainability efforts to preserve the environment. In addition, visitors who stopped by the Amtrak booth enjoyed family activities and games, learned about Amtrak service to our over 500 destinations, and had the opportunity to win free round-trip travel vouchers to experience Amtrak travel on the Northeast Corridor.

Successful events are due in large part to our employee volunteers. Thank you to those that volunteered at the Washington, D.C., event. On June 30, Amtrak will be a sponsor of Pridefest in New York City. If you are interested in volunteering at this event, please contact Ann Owens at owensa@amtrak.com or 202.906.4404- AT5 777.4404.

Make a Healthy Choice Every Day: Don't Smoke

Tobacco smoke is the single-most preventable cause of death in the U.S. The risk of heart disease and stroke increases with smoking and with constant exposure to the smoke of others. If you're a smoker, now is the time to quit. Once you stop, your risk of heart disease and stroke will begin to drop immediately.

Help is available. Talk with your doctor about available options. Cigna participants can access smoking cessation programs by calling **866-417-7848** or logging on to **myCigna.com**. Once you log on, go to the **Manage My Health** tab and select **My Health Programs & Resources**. Under **Leave Tobacco Behind for Good** select **Quit Today**.

Station in the Spotlight...Brookhaven, Miss., (BRH)

In Brookhaven, Miss., the Godbold Transportation Center opened in August 2011, replacing a small shelter adjacent to the former Illinois Central Railroad (ICRR) depot. Rather than build a new facility, the town chose to rehabilitate an abandoned former municipal power plant dating to 1890. The design for the station retained the soaring smokestack, a reminder of the building's industrial heritage. Wooden benches in the light-filled waiting room were once used in the old ICRR depot.

Every year, Brookhaven hosts the popular Ole Brook Festival, which includes arts and crafts, live music, a food court and kids' area.

To learn more about the Godbold Transportation Center, visit http://www.greatamericanstations.com/Stations/BRH/Station_view

IT Windows7/Office2010 "Enterprise" Migration Reminder

Amtrak's IT department has kicked off the migration of all (approximately 10,000) corporate desktops, laptops, and other business machines from the Windows XP operating system to Windows 7 operating system and to Microsoft Office2010. In addition to ensuring compliance with Microsoft OS version support requirements, these upgrades will provide you with a better desktop experience, better security and control, and various other improvements offered in the Windows 7 platform.

End-User migrations are being scheduled, and targeted emails and notifications are currently being sent to users scheduled within a one to two week timeframe. Individual workstations should take a few hours to migrate. It is expected that the impact to each user will be minimal since the migrations will be performed mostly after work hours.

For more information on schedules, training information, and the latest newsletters visit our company Intranet → Information Technology → ITServices or <http://wiki.corp.nrpc/pages/viewpage.action?pageId=295013754>

Please send questions or feedback to ITServiceManagement@Amtrak.com

10th Civic Conversation Held in Portland, Oregon

Last week, our Government Affairs department hosted their 10th Civic Conversation in Portland, Ore. The conference was attended by local city, state and federal officials.

As part of the Great American Stations project, Amtrak hosts Civic Conversations in an effort to inform communities about station renovation and to build partnerships with those considering and working to revitalize the stations Amtrak serves. The focus of the Portland event was the *Empire Builder*, *Coast Starlight* and Amtrak Cascades routes to include Amtrak-served communities in Montana, Idaho, Washington, Oregon and northern California.

Discussions at Civic Conversations typically include:

- How to get started with a project and introduction to Amtrak contacts
- Compliance with the Americans with Disabilities Act (ADA)
- Possible federal and private funding sources
- Case studies of successful station projects
- Amtrak station planning guidelines and
- Historic preservation regulations

These forums serve as an invaluable tool to educate attendees on the importance of Amtrak as an economic driver in communities across the country.

President's Service & Safety Awards Nomination Period Extended

Nominations for the President's Service and Safety Awards (PSSA) are now being accepted through June 19. Nomination forms are located in the "Forms Library" on our company Intranet. Please direct any questions to 2013PSSA@Amtrak.com.



Organizational Excellence Issue

In 2011, *The Amtrak Strategic Plan* was created as a company-wide vision for excellence in fiscal management and customer service. Propelled by our diverse and talented team of employees, the framework of the *Strategic Plan* consists of five primary goals.

As we continue to build upon our efforts and seize new opportunities, here's a glimpse of some of our accomplishments supporting our primary goals to further build an organization that is best equipped to provide the rail transportation America needs.

Mobility and Connectivity

Our company goal is to improve national mobility and connectivity by growing Amtrak's business through new partnerships, routes and frequencies to increase ridership system-wide.

- ✓ This past April, the *Texas Eagle* began service to the city of Hope, Ark., serving the Hempstead County seat, a Southwestern Arkansas community of more than 10,000 that is also the location of former President Bill Clinton's birthplace, now an historic site under the National Park Service.

From Hope, connections to other Amtrak trains can be made in Fort Worth, San Antonio, St. Louis and Chicago to Oklahoma City, Kansas City and more than 500 locations in the Amtrak network.

Environment and Energy

Our company goal is to contribute to the nation's environmental health by attracting automobile and air travelers to trains, while improving Amtrak's efficiency and reducing transportation-related carbon emissions and fossil fuel consumption.

- ✓ Amtrak recently joined the Carbon Disclosure Project (CDP) in order to report on our sustainability initiatives. CDP is an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information. The report to CDP covers our annual greenhouse gas inventory information as well as our climate change strategy, targets and initiatives, and risk and opportunity assessment. Amtrak's first submission to CDP will be for activities conducted during calendar year 2012.

Financial and Organizational Excellence

Our company goal is to attain a standard of organizational excellence by aligning our products, services, processes and culture with stakeholder expectations to improve financial performance and overall business results.

- ✓ Congratulations to Josh Raymond, principal officer, Corporate Strategy, for being named one of 20 "Rising Stars" by *Progressive Railroad Magazine*.

The magazine defines a "Rising Star" as someone under the age of 40 who has made, or is making, a positive impact on his or her company, organization, department or team, and is viewed by others — peers, colleagues, supervisors, clients or associates — as an up-and-coming leader in the rail industry. Josh was selected for his work on the Amtrak Strategic Plan; defining the strategies we follow to achieve organizational excellence.

Safety and Security

Our company goal is to become North America's safest, most secure railroad by creating a collaborative, team-oriented workplace culture that minimizes risks and maximizes passenger and employee safety.

- ✓ While investigating a wire theft report at milepost 61 in Lancaster County, Pa., Amtrak Police Officer Andrew Shahade saw a rather nondescript piece of paper on the ground near the scene.

Upon further investigation of the crime scene, that piece of paper proved to be a receipt from a local scrap yard, apparently left behind by one of the perpetrators. It had a name on it, and that name led to the resolution of approximately \$68,000 worth of wire theft that had been plaguing Mid-Atlantic North along the main line west for over six months. In addition, the suspect admitted to cutting wire at least 15 times and showed investigators locations where he had previously stolen wire.

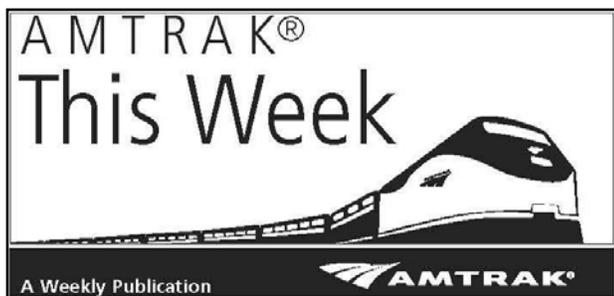
The theft of signal and catenary wire, as well as material along the right-of-way, impacts Amtrak financially and can create hazards that may put our passengers and employees at risk. Congratulations to Officer Shahade for a job well done.

Customer Focus

Our company goal is to advance customer service quality by responding to the wants, needs and expectations of our customers in order to improve their experience and maximize passenger and partner satisfaction.

- ✓ In response to our customers, and in collaboration with Caltrans, the \$5.00 bicycle reservation fee was recently eliminated on *Pacific Surfliner* trains. Amtrak California passengers traveling with bicycles can now reserve onboard bike rack space free of charge.

Previously, without a bicycle reservation system in place, when bike racks became full, passengers had to store bikes next to luggage storage areas or walkways. At times, if bike traffic became too heavy, bike passengers would not be allowed to board at all. Now, passengers booking travel with bicycles can choose an alternate train should their first choice be fully booked, enhancing the customer booking experience.



Amtrak Salutes our Veterans

On June 26, Amtrak will salute our veterans with a company-wide tribute and unveiling of our Veteran's Locomotive, dedicated to the men and women of the United States Armed Forces. The locomotive features a red, white and blue paint scheme, 50 reflective stars and a specially designed logo with an illustration of the service ribbons given to recognize a military member's career. Work on the locomotive was done at our Beech Grove maintenance facility.

The diesel-electric powered P42 locomotive is the backbone of our company's fleet and is used in a variety of passenger services. Able to reach a top speed of 110 mph, the Veteran's Locomotive will be utilized across the Amtrak system and for special events. It will remain at Washington Union Station on Track 9 from June 27-28 for all employees to view before it runs in regular service.

At the unveiling, invited dignitaries and co-workers will join Amtrak President and CEO Joe Boardman as our Veterans Hiring Initiative is also showcased. This initiative represents our continued effort to support the nation's service men and women.

There are more than 800,000 unemployed veterans in the U.S., and thousands more will join the unemployment ranks when combat operations end in Afghanistan, according to veterans' advocates reports. Amtrak has a history of hiring veterans; in fact, 14 percent of new hires in 2012 were veterans. Amtrak's commitment to U.S. veterans begins with our current employees who have bravely served and continue to serve our country.

In addition to the unveiling ceremony, our Human Capital department will be holding an Employee Veteran's Appreciation Event from 9:00 a.m. – 2:00 p.m., in the Starlight Room at Washington Union Station. At this event, Amtrak employees in the Washington, D.C., area who are also veterans are welcome to meet with representatives from the Railroad Retirement Board (RRB), Fidelity Investments, the U.S. Department of Veteran Affairs, members of various Amtrak departments and more. Health care screenings and light refreshments will be available.

Part of Amtrak's organizational excellence goal under our Strategic Plan is to develop, acquire and retain talent that's the best fit for our vision and veterans play a big part in our Amtrak's recruitment goals. We value the leadership, reliability and high-tech skills veterans bring to Amtrak. Their ability to adapt to a dynamic environment, their dedication and focus to safety and their experience gained while on military duty directly contributes to meeting our goal.



Human Capital Updates Available on our Company Intranet

Quarterly updates providing information on our short-term incentive (STI) plan, Every Day Wellness and a few new voluntary benefits available to employees in July are now posted on our company Intranet → Employees → Benefits. In addition, there is a guide to the [2013 STI plan](#) which provides details on how the STI will be calculated as well as answers to frequently asked questions.

These documents will also be available on www.AmtrakBenefits.com.

In late July, every non-agreement employee at Amtrak will receive a personalized statement detailing their potential payout as part of the short-term incentive. Human Capital will host a series of conference calls over the next few weeks to prepare managers to answer employee questions and use the launch of this performance-based plan to facilitate conversations with their teams to strengthen alignment between each employee's individual contributions and the achievement of our shared goals.

Human Capital is very interested in your feedback so please let them know what you think. Send any questions you may have about Amtrak Total Rewards or the implementation of the short-term incentive for 2013 to totalrewards@amtrak.com.

Make a Healthy Choice Every Day: Maintain a Healthy Weight

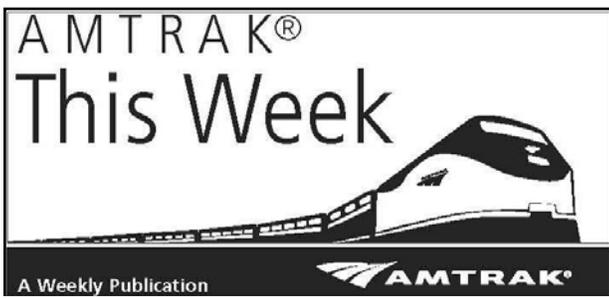
Too much body fat, especially at the waist, increases your risk for health problems, including heart disease, stroke, high blood pressure, high cholesterol and diabetes. Excess weight increases the heart's work.

A waistline considered high risk for women is 35 inches or more; for men it's 40 inches or more. A BMI between 18.5 and 25 indicates a healthy weight. To calculate your BMI, multiply your weight in pounds by 703, divide that number by your height in inches and then divide again by your height in inches.

Losing as few as 10 pounds can lower your heart disease risk. With the Amtrak Every Day Wellness program, you have access to weight management programs to support you.

Cigna participants can call **866-417-7848** or log on to **myCigna.com** and go to the **Manage My Health** tab and select **My Health Programs & Resources**. Select **Healthy Steps to Weight Loss**.

Aetna participants can access the Aetna Weight Management discount program by logging on to **www.aetna.com**. Once you log on, choose **Health Programs**, then **See the Savings**. Follow the steps for each program you want to use.



VP of Operations to Visit Wilmington, Del., Area Employees

DJ Stadler, vice president of Operations, will continue his Town Hall meetings, explaining the Operations reorganization to Wilmington, Del., area employees on March 11. All employees are invited to attend the meetings, which include a brief presentation by Mr. Stadler followed by a question and answer session. The meetings are scheduled for:

- 9:00 a.m. – 9:45 a.m., at the **Wilmington Maintenance Facility**, North End, Shop Floor
- 11:45 a.m. – 12:30 p.m., at the **Bear Maintenance Facility**, Shop Floor at the fire lane, Track 27
- 2:30 p.m. – 3:15 p.m. at the **Wilmington Train Station**, Men’s Waiting Room, Track 1

Changes to Family and Medical Leave Act to be Posted

Recent changes to the Family and Medical Leave Act (FMLA) require new informational posters to be displayed in areas frequented by employees (usually with other labor compliance postings in break rooms, interview areas, near time clocks, etc). These postings will be sent to the appropriate managers via email this week, and should be printed and posted by recipients no later than Friday, March 8. Please email Karen Broadwater, HC Compliance, (Karen.Broadwater@amtrak.com) with questions or for additional information.

TrainDay411.com Trivia Challenge Winner: Week One

Congratulations to Passenger Conductor Eric Larson, the first winner of the TrainDay411.com Trivia Challenge! Test your train knowledge and enter for your chance to win a weekly prize now through May 11 on TrainDay411.com, the employee microsite for National Train Day.

Amtrak Trivia...

The *Southwest Chief* has had a few name changes over the years. When Amtrak took over this route from the Atchison, Topeka and Santa Fe Railway in 1971, it retained the original *Super Chief* name. In 1974, Amtrak rebranded it as the *Southwest Limited*; ten years later, the train gained its current name. Check out the Amtrak History website for a 1974 route guide from the *Southwest Limited* era.

<http://history.amtrak.com/archives/i-southwest-limited-i-route-guide-1974>

Illinois Office of Tourism Debuts Lincoln Awards

To kick off the 2013 Illinois Governor’s Conference on Travel & Tourism, the Illinois Office of Tourism rolled out the red carpet for the state’s brightest stars in its first ever “Lincoln Awards.” The nominees are those “behind the scenes stars” that go above and beyond for the Illinois tourism industry.

Amtrak Conductor Patrick Bracken, assigned to the *Lincoln Service* route between Chicago and St. Louis, was nominated for Best Supporting Actor in Illinois. The award was presented during a special program on February 27 at the Excellence in Tourism Awards. Congratulations Patrick!

Save the Date –Amtrak Total Rewards Road Shows for Non-Agreement Employees

Amtrak Total Rewards represents the broad spectrum of plans and programs designed to reward, recognize, motivate and develop our non-agreement employees throughout their careers. Want to find out more about what this means for you? Join representatives from Amtrak’s Human Capital Management team, Cigna, CVS Caremark, Fidelity and the Railroad Retirement Board to learn how to make the most of this new program. Each session will last approximately 40 minutes with opportunities for you to ask questions (and get free stuff, too).

- o March 12- **New York Penn Station**, Superintendent’s Conference Room at 12:00 p.m. and 2 p.m.
- o March 13- **CNOC**, CTEC Conference Room, Wilmington, Del., at 10:00 a.m., 12:00 p.m. and 2:00 p.m.
- o March 14- **30th Street Station**, Philadelphia, Pa., Chapel, Second Floor North at 10:00 a.m., 12:00 p.m. and 2:00 p.m.
- o March 18- **Washington Union Station**, Starlight Room, Gate D at 10:00 a.m. and 2:00 p.m.
- o March 20- **Boston South Station**, Executive Conference Room, 5th Floor at 9:00 a.m., 11:00 a.m. and 2:00 p.m.
- o March 21- **Chicago Union Station**, Human Capital Classroom at 9:00 a.m. and 11:00 a.m. and at the **Chicago 14th Street Yards**, 1400 S. Lumber St., Car Shop Building, Room 205 at 1:00 p.m.
- o March 28- **Los Angeles Union Station**, Large Conference Room, 3rd Floor at 9:00 a.m., 11:00 a.m. and 2:00 p.m.

If you can’t attend one of the meetings, a webcast will be available in late March so you can find out more about Amtrak Total Rewards. Look for an email in the coming weeks.

Need a New Prescription? Ask for a Generic

Each time you fill a prescription, you could save money by asking for the lower-cost generic version. That could add up to big savings in just a short time – especially if you take a medication on a regular basis or have multiple prescriptions to fill.

A recent *Consumer Reports* survey found that the cost of medication and medical bills is the number one financial problem Americans face. And, using an expensive brand-name drug when a low-cost generic is available only adds to the problem. Generic drugs can provide huge savings, sometimes priced as much as 95 percent less than brand-name medication, according to *Consumer Reports*.

What You Can Do:

1. When your doctor prescribes a drug, ask if there is a generic version that would be just as safe and effective, but less expensive.
2. If a generic for your specific medication isn’t available, say for a newer brand-name drug, ask if a generic version of an older drug in the same class would work as well.
3. If a generic isn’t available, use one of the preferred select brands covered by your CVS Caremark plan. These are available at a lower cost to you than non-preferred brands.
4. If you’re concerned about the safety or effectiveness of generic drugs, ask your doctor.
5. Always fill your prescription through a pharmacy in the CVS Caremark network (find one at www.caremark.com), as you generally will pay less than if you use a pharmacy outside the network.

Learn more ways to save on your prescriptions at www.caremark.com or call 1-855-271-6604.



Amtrak President and CEO Testifies Before Congress

Last week, Amtrak President and CEO Joe Boardman told a Congressional committee that Amtrak is leveraging record ridership to reduce dependence on federal operating subsidies. He announced that in FY 2012, the federal government paid just 12 percent of Amtrak’s operating costs while Amtrak covered 88 percent with ticket sales and other revenue.

Boardman explained that while the railroad has taken actions to chip away at operating costs and increase revenue, a vital component of its success has been the federal government’s willingness to invest in the Amtrak national network. Federal capital investment helps to reduce operating costs, supports the existing system, funds solutions to reduce future costs and provides the infrastructure and equipment to sustain ridership and revenue growth.

“Previous federal capital investment levels have sufficed to keep the system going, but they are not going to be adequate in the future,” Boardman stressed. “If we are to realize rail’s potential, we will need much higher levels of federal capital funding.”

He added that the Amtrak long-distance trains are an important part of a larger national network connecting rural communities to larger cities and major urban areas. They serve passengers with disabilities, the elderly and rural populations that are losing scheduled intercity air and bus service. Long-distance trains bring one million riders a year to the Northeast Corridor.

IT Awareness Event to be Held at Washington Union Station

The Information Technology Windows7/Office2010 upgrade and email migration project teams are sponsoring an IT awareness event highlighting the two projects, their objectives, impacts to users and overall strategies. The first event will be held on Tuesday, March 12, in the Starlight Room at Washington Union Station from 9:30 a.m. to 2:30 p.m. All Union Station and Washington, D.C., end-users are welcome to stop by.

Future events are being planned for select cities around the system and will be announced shortly.

For additional information contact ITServiceManagement@amtrak.com.

42 Days of 42 Fare Promotion

Amtrak has teamed up with Warner Brothers Pictures for the release of *42*, a biopic about baseball legend Jackie Robinson, the first black player to integrate Major League Baseball. We are honoring Jackie Robinson and celebrating the release of this upcoming film with a special fare offer titled “42 Days of 42”. Valid for sale through April 14, this promotion will extend an exclusive 42 percent off companion rail offer to customers and be valid for a 42-day travel period, April 11 – May 22, 2013. Travel is valid on all Amtrak service except *Acela Express*, *Piedmont*, *Carolinian* and *Missouri River Runner*.

The extensive campaign includes marketing components from both Amtrak and Warner Brothers, such as e-mail blasts, radio mentions in key markets and social media inclusions. In addition, there will be select in-station advertising including banners and Quik-Trak machine toppers, Amtrak.com placement, and select sports arena advertising. Full details are available at Amtrak.com/42.

Day Wellness Program Kicks Off at Beech Grove

On February 21, Amtrak’s new *Every Day Wellness Program* was unveiled at our Beech Grove Maintenance Facility in Indiana. Employees in the Beech Grove facility enthusiastically participated in a variety of activities that encouraged them to incorporate healthy habits into their lives. The day’s activities focused on a variety of wellness topics such as healthy eating, effective sleep, beneficial exercise and managing life stress. Beech Grove employees also shared wellness goals that ranged from losing a few pounds, getting eight hours of sleep per night to running a marathon.

Because the facility is one of five Amtrak locations that recently received a blood pressure machine, hundreds of employees also took the opportunity to check their blood pressure. Blood pressure machines were recently installed at our Bear, Del., Maintenance Facility; Riverside, Calif., Call Center; Ivy City Maintenance Facility and in Washington Union Station. John Grey, superintendent, said that *Every Day Wellness* was a huge success in Beech Grove.

So what’s wellness got to do with Amtrak? EVERYTHING! The *Every Day Wellness Program* is a new Human Capital program that creates opportunities for Amtrak employees to seek out healthier habits that lead to feeling better at work and home. The program recognizes that in our fast-paced society making time to take care of ourselves can be challenging, but nothing is as important as the wellbeing of our employees. Be on the lookout for *Amtrak Every Day Wellness* activities at your Amtrak location!

Trivia Challenge Winner: Week Two

Congratulations to last week’s Trivia Challenge winner, Barbara Rutowicz, ticket and accounting clerk in Chicago Union Station. Check out this week’s train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.

Amtrak Trivia...

In May 1985, NBC's *Today Show* hosted by Bryant Gumbel and Jane Pauley took a five -day trip across the central United States via a special Amtrak train billed as the *Today Express*. Beginning in Houston and ending in Cincinnati, the tour traveled 2,500 miles and also included stops in New Orleans, Memphis and Indianapolis. See a promotional button from the tour at the Amtrak History website.

<http://history.amtrak.com/archives/amtrak-today-show-button>



Non-Agreement Employees - Read All About Our Investment in You: Your Amtrak Total Rewards Portfolio Will Arrive Soon

At Amtrak, our people make our success possible through their service and dedication to our customers. We are committed to creating a work environment that recognizes and rewards your efforts and empowers you with the tools, resources and skills you need to make high performance and progress possible – both professionally and personally.

So, what does that mean for you? Amtrak Total Rewards for non-agreement employees:

- Offers you competitive pay and incentives to recognize your performance;
- Helps you develop your skills through on-the-job, classroom and online learning opportunities;
- Creates a stronger connection between the work you do every day and the achievement of Amtrak’s business goals and
- Represents our investment in you.

We want your work at Amtrak to be more than just a job – we want it to be a fulfilling experience where you find challenging and rewarding opportunities, respect among colleagues, competitive pay, benefits that protect you and your family and a high performance culture that recognizes and values your contributions and helps you reach your career goals. Learn more in your Amtrak Total Rewards Portfolio – arriving at your home in the next week and available online at www.AmtrakBenefits.com.

Trivia Challenge Winner: Week 3

Congratulations to last week’s Trivia Challenge winner, Kevin Graham, crew assignment clerk in Portland, Ore. Check out this week’s train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.

Station in the Spotlight...Staples, Minnesota

The two-story brick Classical Revival style station in Staples, Minn., was built by the Northern Pacific Railway Company in 1910. Originally, the ground floor served passenger needs; the second floor contained railroad offices; and the attic had a dormitory for train crews. In February 2008, BNSF Railway sold the depot. It is now owned and managed by the Staples Historical Society (SHS) which has overseen improvement projects such as the installation of a new roof and the restoration of numerous windows. In mid-2012, the Staples-Motley Chamber of Commerce moved into the renovated ticket office; ultimately, the SHS hopes to restore the second floor to house a museum.

http://www.greatamericanstations.com/Stations/SPL/Station_view

Vermont Service Schedule Reflects Increased Speed

Along with our partners, the Vermont Agency of Transportation and the New England Central Railroad, a revised schedule for the *Vermont* service between St. Albans, Vt., and Washington, D.C., will go into effect today, March 18.

The new timetable is highlighted by a reduction in overall travel time by up to 28 minutes and is the direct result of a recently completed two-year, federally funded program which provided for the upgrade and repair of a 190-mile stretch of track, signal and other key infrastructure equipment owned and maintained by the New England Central Railroad.

Track speeds along the route within Vermont will increase, from 55 mph to a maximum of 59 mph north of White River Junction, Vt., and from 59 mph to a maximum of 79 mph south of that location. Below the Vermont border, track speeds will remain unchanged. These efforts not only will reduce overall travel times, but will result in a more reliable operation for all parties involved.

Amtrak Launches Official Blog “All Aboard”

Today the company is launching an official blog, entitled “All Aboard,” which can be accessed at www.blog.amtrak.com. The blog will include regular updates of user-generated content, company announcements and frequently asked customer questions. This new use of technology will support each of the company’s five strategic goals and help humanize our company for those unfamiliar with all Amtrak has to offer.

The launch of the blog was the result of a multi-departmental effort that included Government Affairs & Corporate Communications, Marketing, and Operations. Those interested in sharing news on the blog should contact social@amtrak.com.

West Coast Dates and Locations Added to Amtrak Total Rewards Road Shows for Non-Agreement Employees

If you want to find out what Amtrak Total Rewards for non-agreement employees means for you, join representatives from Amtrak’s Human Capital Management team, Cigna, CVS Caremark, Fidelity and the Railroad Retirement Board (RRB) to learn how to make the most of this new program. Each session will last approximately 40 minutes with opportunities for you to ask questions (and get free stuff, too).

- March 25 - Oakland Mechanical Yard, Conference Room, at 10:00 a.m. and Port of Oakland Building, 530 Water Street, Conference Room, 5th Floor at 1:00 p.m.
- March 27 - Seattle Maintenance Facility, Columbia River Conference Room, 2nd Floor North at 8:30 a.m. and 10:30 a.m.
- March 28 - Los Angeles Union Station, Harvey House, Large Conference Room, 3rd Floor at 9:00 a.m., 11:00 a.m. and 2:00 p.m.
- March 29 - Riverside Call Center, Riverside Conference Room at 10:00 a.m.



New Amtrak Chairman of the Board of Directors Elected

Anthony R. Coscia has been elected to be the next chairman of the Amtrak board of directors and to help guide the future of our company by carrying out initiatives to increase ridership and improve operational and financial performance. In addition, the Amtrak board elected Jeffrey R. Moreland as vice-chairman.

An Amtrak board member since June 2010, and current chairman of its Audit and Finance committee, Coscia succeeds departing board chairman Thomas C. Carper whose term on the board expires this month.

“It is an honor to serve as Amtrak’s next chairman, and I thank the Obama administration and many members from both houses of Congress whose support for Amtrak has been invaluable,” Coscia said. “On behalf of the board and Amtrak’s employees, I also want to thank Tom Carper and Nancy Naples for their exemplary service as their terms as board members come to an end.”

Coscia brings to the position an extensive background, including previously serving as chairman of the Board of Commissioners of the Port Authority of New York and New Jersey, and experience in redevelopment finance and corporate governance. Currently, he is a partner at the law firm of Windels Marx Lane & Mittendorf, LLP.

Jeffrey Moreland also has been an Amtrak board member since June 2010, and is the chairman of its Government Affairs and Legal & Corporate Affairs committee. He succeeds Nancy Naples as vice-chairman. He enjoyed a long career at BNSF Railway including several senior management positions in law and government affairs, and most recently as executive vice president for public affairs.

“I look forward to continuing to work with Tony, the other board members, and Joe Boardman and his management team. I believe all of us working together will allow Amtrak to continue to make progress in achieving our goals,” said Moreland.

Jesup, Georgia Station Renovation Complete

Earlier this month, a dedication ceremony was held to celebrate the completed renovation of the Amtrak station in Jesup, Ga. After a ceremony that included speeches by Jesup Mayor Herb Shaw and Todd Stennis, director, Amtrak Government Affairs, townspeople and visitors were welcome to tour the building and enjoy refreshments.

The 1903 brick combination depot, originally built by the Atlantic Coast Line Railroad (ACL), was severely damaged during an electrical fire in February 2003. Following the accident, the depot was boarded up while the city sought resources for a full rehabilitation. In 2005, Jesup received more than \$800,000 in federal funds to restore the building after it was designated a High Priority Project by the Federal Highway Administration.

Working with an architectural firm, the city returned the depot to its early 20th century appearance, which includes a hipped roof with generous, deep eaves supported by brackets to shelter passengers from inclement weather as they wait outside for the arrival of the train. In addition to a passenger waiting room, the depot also includes a community meeting space, offices and a welcome center.

Introducing: Generic Step Therapy for Non-Agreement Employees

Beginning **April 1, 2013**, the CVS Caremark prescription plan will implement a generic step therapy program to help you and Amtrak manage prescription costs. Generic step therapy requires the use of generic prescriptions to treat conditions first, unless your physician requests an exception for medical purposes.

It always makes sense to consider generic drugs for your prescription needs. A few things you should know:

- Before a generic drug can be labeled as equivalent to the brand name drug, it must meet stringent standards set by the U.S. Food and Drug Administration (FDA) and must provide the same therapeutic effects.
- A generic drug is made with the same active ingredients and is available in the same strength and dosage as the equivalent brand name drug.
- Research indicates that generic drugs work just as well as brand name drugs.
- **When it comes to price, there is a significant difference between generic and brand name drugs. The FDA indicates that, on average, the cost of a generic drug is 80 to 85 percent lower than the brand name product.**
- The decision to use generic medications should be made in consultation with your doctor and pharmacist.

For questions on your prescription benefit, please visit the CVS Caremark website at www.caremark.com or call **855-271-6604**.

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Trivia Challenge Winner: Week 5

Congratulations to last week’s Trivia Challenge winner, Bob Booth, manager, Service Desk in Wilmington, Del. Check out this week’s train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.

Amtrak Trivia...

In 1978, the Broadway premiere of “*On the Twentieth Century*” was used to advertise the *Lake Shore Limited* in a Marketing “route blitz.” A “Twentieth Century Week” on the train included special touches such as discount theater tickets for Amtrak passengers and napkins emblazoned with images from the musical’s streamlined Art Deco sets. In the Fiscal Year 1978 **Annual Report**, it was noted that the brief tie-in increased business on the *Lake Shore Limited* by \$50,000. See [memorabilia from the route blitz](#) on the Amtrak History website.



Smoking Policy Change on Auto Train

For the health and safety of our employees and passengers, effective June 1, smoking will be prohibited on *Auto Train* including Lounge cars, Food Service cars, Coach cars and Sleeping cars. This policy also prohibits the use of medical marijuana and electronic smoking devices such as electronic cigarettes aboard the train. With this change, Amtrak will become a completely smoke-free railroad.

Passengers may be permitted to get off the train and smoke when the train stops for servicing in Florence, S.C., if time and operational conditions permit.

The scheduled smoking stop times at Florence, S.C., are:

- Northbound Train 52: From approximately 12:30 a.m. - 12:45 a.m.
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This new policy has been communicated to passengers via Amtrak.com, station signage, a press release, Amtrak social media channels and call backs to passenger with current reservations. Passengers are also being informed when they book a reservation with an agent at 1-800-USA-Rail.

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Now refurbished, the Exhibit Train allows visitors to once again take a free, self-guided tour and catch glimpses of Amtrak's past, present and future and its importance in communities across America. New displays have been added such as an interactive video sleeper tour, workable train signals and video trivia questions while former favorites remain such as the horn display and locomotive stand.

At Fullerton, approximately 10,000 visitors toured the train.

The Exhibit Train will be in Albuquerque, N.M., for National Train Day on May 11 and in Hope, Ark., on May 18 to help celebrate our new Amtrak stop.

We hope that every employee gets the opportunity to tour the train when it's at a location near you. Updated stops will be added to and listed in *Amtrak This Week* and on our history site, history@Amtrak.com.

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As part of Amtrak's Every Day Wellness program, we are excited to announce the return of the Amtrak Keep Walking program. This year, the walking challenge will run from May 8 through June 18, 2013. Team up with your colleagues and join the challenge as you walk towards better health.

To participate in the Amtrak Keep Walking program, you will need the Omron pedometer issued to you last year. If you do not have the pedometer, you will need to purchase one that is compatible with the program. You may purchase the pedometer through Amazon.com. The pedometer you need is **Omron, Model #HJ720ITC**.

Be sure to check the battery! If your battery is not working, you will need to replace it. New batteries can be purchased at most drug stores, watch shops, dollar stores or online at Amazon.com. The battery size is **CR2032**.

To participate, you must email your completed application to KeepWalking@amtrak.com.

Don't forget...if you are a Cigna participant you can also enter your monthly activity for wellness incentive points. Go to myCigna.com and click on **Manage My Health**. Select **Incentive Awards Program** from the dropdown.

Southwest Airlines to Implement a No Show Policy

Employees traveling on Southwest Airlines should be mindful of a new policy. Southwest Airlines is implementing a No Show policy that applies to Wanna Get Away and DING! fares that are not canceled by travelers prior to travel. If you have booked a Wanna Get Away or DING! fare anywhere in your itinerary and that portion of the flight is not used and not canceled at least 10 minutes prior to scheduled departure, all funds on the unused portion of the reservation will be lost and the remaining itinerary will be canceled by Southwest.

This new No Show policy will go into effect for fares booked on or after Friday, May 10, 2013, for travel on or after Friday, September 13, 2013. The policy will not impact travelers who simply cancel a Wanna Get Away or DING! fare prior to scheduled departure; in this case, travelers may reuse their funds toward future travel on Southwest, without a change fee, as they have always done.

All Aboard! Volunteers Needed for National Train Day!

National Train Day is May 11. Your help is needed to make this year's National Train Day the best yet. Please register to volunteer at an event near you at TrainDay411.com.

National Train Day Trivia Challenge

- Congratulations to last week's Trivia Challenge winner, Glenn Lawhorne, relief ticket clerk in Lynchburg, Va. Check out this week's train trivia questions on TrainDay411.com and enter for your chance to win exciting prizes.



Federal Funding Received to Aid in Hurricane Sandy Recovery Costs

Hurricane Sandy resulted in unprecedented damage to Amtrak Northeast Corridor infrastructure, including the first ever flooding of century-old tunnels that access New York Penn Station. Last week, the federal government announced a 30 million dollar grant to Amtrak to help alleviate our efforts to rebuild and recover from the storm damage. The federal reimbursement of recovery costs will be designated for work to clean up, make repairs and restore intercity passenger rail service so critical for the entire Northeast region.

PSSA Nomination Period is Underway

Nominations are currently being accepted for the 2013 President's Service and Safety Awards (PSSA). We are excited to announce the addition of three new categories to this year's awards.

- The Excellence in Customer Service Award will recognize our frontline passenger-facing employees for the outstanding work they do to wow our customers.
- The Innovation Award will recognize new and unique accomplishments, projects, programs and inventions that our employees develop.
- The Excellence in Leadership Award will recognize our top managers and supervisors for their leadership and dedication to Amtrak and their team members.

Now is a great time to get started on your nomination forms. As some of the categories are new and some others have been updated, you may need more time to complete the forms this year. The PSSA nomination period runs through **Sunday, June 9** and will not be extended beyond that date. Nominations must be submitted by the deadline and must be complete in order to be considered.

PSSA Committee members may reach out to you for assistance as they research nominations. The committee, which is comprised of agreement-covered and non-agreement employees from all departments, needs your help to ensure we chose the absolute most deserving winners. Please support the committee members as they work diligently to select this year's award recipients. The winners will be honored in November at a ceremony in Washington, D.C.

Nomination forms are posted on the company Intranet and can be found in the Forms Library which is available by clicking "Library" → "Forms." Questions can also be directed to 2013PSSA@amtrak.com.

Five Ways to Keep Walking

The challenge is on! Walk your way to the top of the leader board of Amtrak's Walking Program. Here are five ideas to add some extra steps to your day:

- 1) **Every Step Counts** – Wear your pedometer from the time you wake up until you go to bed.
- 2) **Go the Extra Distance** – Forget about shortcuts – take the stairs instead of the elevator and skip the closest parking spot for the farthest.
- 3) **Walking Lunch** – Grab your colleagues and step outside for a few extra steps on your lunch break.
- 4) **Walking Hour** – Instead of meeting your friends for coffee or cocktails after work, schedule a walking date.
- 5) **Meet on the Move** – Step out of the conference room and take your meeting on the move.

National Train Day Celebrated Across the Country

This past weekend, 259 communities in 50 states and the District of Columbia held activities celebrating the sixth annual National Train Day. This year's theme, "Trains Matter," championed the importance of trains - freight, commuter and long-distance passenger service - across the country.

Attendees enjoyed touring train equipment displays at 20 event celebrations. Also, at Washington Union Station, for the first time attendees had the opportunity to experience a short excursion on *Acela Express* and in Albuquerque, N.M., the recently launched Exhibit Train was available for self-guided tours. Additionally, in 21 cities a local or state dignitary was on site to kick-off their community's event.

Especially important at each celebration was our employee volunteers. This year, over 500 employees volunteered, a 21 percent increase over last year. Thank you to everyone that made this year's National Train Day a huge success.

Employee Travel on Southwest Airlines

Employees flying for Amtrak business should be mindful of more recent airline policy changes. In order to avoid costly fees, please confirm your schedule before you book, and only book through the corporate travel website Travel Leaders in eTrax. Travel Leaders can cancel your flights if you've made a mistake within 24 hours of booking without incurring the penalty.

Please note, when booking flights on Southwest Airlines, Amtrak business travelers have a few options:

1. You can go to the Worldspan Punchout catalog in eTrax and click on the Southwest Airlines link on the Daily Briefing Page;
2. You can go to the Worldspan Punchout catalog in eTrax and click on the Flights tab and select Southwest Airlines in the upper left hand corner;
3. You can call Travel Leaders directly at 800-892-1911 and they will book it for you and charge it to the Amtrak Master Charge Card.

For options 1 & 2, you must provide a credit card and there is a \$11.00 service charge. If you choose option 3, there is a \$31.00 service charge. Please note that Travel Leaders also has access to all airline inventories and will search other airlines as well for lower fares, as Southwest Airlines does not always have the lowest fares. All Amtrak travelers must also have a complete and accurate profile in Worldspan/Trip Manager to book travel, which includes their cost center, internal order and WBS element.



2012 Amtrak Police Officer of the Year Chosen

Congratulations to Francesco (Frank) McBride for being named the 2012 Amtrak Police Officer of the Year. Based in Philadelphia, Investigator McBride was assigned several high-profile cases, many of which involved the theft of copper wire from the Amtrak infrastructure, along the right-of-way. Copper wire theft can disrupt train operations and damage railroad systems, putting passenger and crew safety at risk.

Chief of Police Polly Hanson, Board of Directors Vice Chairman Jeffrey Moreland, and Safety, Security and Environmental Affairs Committee Chairman Albert DiClemente presented the award to Investigator McBride for his significant contributions to the Amtrak community, including the successful resolution of 52 cases assigned to him. Forty-eight of those cases resulted in arrest.

Investigator McBride began his career with the Amtrak Police on August 30, 2001, and has worked as a patrol officer and K-9 officer, in addition to his current role as investigator. He is also a member of this department's Pipe & Drum Unit, Peer Support Program and helped create the Mid-Atlantic Division North Safety Committee.

The Officer of the Year award is a prestigious honor, presented this year during National Police Week which was created by President John F. Kennedy in 1962 to honor law enforcement officers who have paid the ultimate sacrifice protecting others.

Amtrak Total Rewards Answers Your Questions

Amtrak Total Rewards represents the broad spectrum of plans and programs designed to reward, recognize, energize and develop our non-agreement employees throughout their careers. Past, current and future initiatives include:

- Mid-year performance training for managers
- Work with leadership to design a new Performance Management and Merit system
- Short Term Incentive (STI) targets
- Everyday Wellness incentive plan and
- New voluntary benefits

To introduce the program, Total Rewards Road Shows were held at employee locations across the country. Many insightful questions were received from employees. These questions and their answers have been compiled in a single document - the Total Rewards Frequently Asked Questions (FAQs) - which can be found on the company Intranet along with a copy of the Total Rewards presentation under "Employee" → "Benefits." As you read through the updated FAQs and the presentation, your comments and questions are welcome and can be sent to TotalRewards@amtrak.com.

New Locomotives Received and Enter Testing Phase

A new era of more reliable and energy efficient Amtrak service for Northeast intercity rail passengers is nearing. The first of 70 advanced technology electric locomotives being built by Siemens began rolling off the assembly line last week, further supporting our company's commitment to preserving the environment.

Using Siemens' innovative and proven rail technology, the Amtrak Cities Sprinter (ACS-64) locomotives are being assembled in Siemens' Sacramento, Calif., rail manufacturing plant powered by renewable energy, with parts built from its plants in Norwood, Ohio, Alpharetta, Ga., and Richland, Miss., and nearly 70 suppliers, representing more than 60 cities and 23 states.

The new locomotives will operate on *Northeast Regional* trains at speeds up to 125 mph on the Northeast Corridor (NEC) along the Washington – New York – Boston route and on *Keystone Service* trains at speeds up to 110 mph from Philadelphia to Harrisburg, Pa. In addition, all long-distance trains operating on the NEC will be powered by these new locomotives.

Designed for easier maintenance, the new locomotives will improve energy efficiency by using a regenerative braking system that will feed energy back into the power grid and will enhance mobility for the people, businesses and economy of the entire Northeast region. They also meet the latest federal rail safety regulations.

The new locomotives are part of a comprehensive Amtrak Fleet Strategy Plan to modernize and expand our equipment. The new units will replace electric locomotives that have between 25 and 35 years of service and average mileage of more than 3.5 million miles traveled with some approaching 4.5 million miles.

In Memoriam- Amtrak Canine K69, "The Bleckey"

It is with deep sadness that we report the passing of "The Bleckey," K69. "The Bleckey" was a dedicated K-9 to his partner, Amtrak Police Officer Daniel Scanlon of the Mid-Atlantic South Division and will be missed by his partner and the Amtrak community.

Amtrak Trivia...

In the late 1980s, illustrator Nathan Davies, working with E. James White and Company, developed a series of stylized and imaginative travel-themed graphics for Amtrak. Showing trains in all parts of the country during the four seasons, these [scenes](#) appeared on posters, postcards and the covers of our national timetables. For more Amtrak history, visit <http://history.amtrak.com>.



Onboard Wi-Fi Service Upgrades to 4G

AmtrakConnect, our cellular-based Wi-Fi service, has been upgraded, taking advantage of 4G technologies, improving performance and enhancing the passenger experience.

The 4G upgrade is already complete on *Acela Express* and the California-supported *Capitol Corridor*, *Pacific Surfliner*, and *San Joaquin services*, and will be rolled out to all remaining Wi-Fi equipped Amtrak trains by late summer, including the *Northeast Regional*.

“We continue to place a strong focus on improving customer satisfaction, and this upgrade is delivering the improved speeds and connectivity required to maintain a competitive edge,” said Deborah Stone-Wulf, Amtrak chief, sales distribution and customer service.

Stone-Wulf explained that AmtrakConnect continues to be provided at no additional cost, is available on trains that serve 75 percent of Amtrak passengers, and routinely supports between 30 and 50 percent of passengers on a given train.

While cellular upgrades to 4G are improving the service, the onboard demand for data continues to grow. To maximize the Wi-Fi experience for passengers, data-heavy activities that can slow everyone down, such as streaming video and music, and file downloads larger than 10MB, will continue to be restricted. This will ensure high-volume data users onboard our trains are not able to degrade the Internet experience for others.

Know Your Numbers

Thirty-three percent of adults in the U.S. have high blood pressure. And since high blood pressure doesn't have any symptoms, many people don't even know they are at risk. High blood pressure is a serious condition, but if you know you have it, it can be managed with lifestyle changes, medication and the support of your doctor. A simple biometric screening can detect high blood pressure and other high-risk factors. Just by measuring:

- Height
- Weight
- Waist circumference
- Blood Pressure
- Body Mass Index
- Blood Glucose Measurement
- Total Cholesterol

Do you know your numbers? Find out by scheduling a biometric screening with your doctor today. With your Amtrak medical coverage, it's free!

Later this summer, Cigna participants will have the opportunity to participate in free, confidential onsite biometric screenings. Watch for more information.

New Carrollton Station Sets Safety Milestone

Congratulations to Elliott Benton, Earl Downs, Margie Maynard, Tishawn Thomas, Troy Chadwick, Deloris Jackson and Marcel White at our New Carrollton Station in Maryland for their continued focus on working safely.

Today marks 6,469 days without an injury due to their strong commitment to safety on the job and constantly being aware of any potential safety hazards.

President's Service and Safety Awards

Nominations are currently being accepted for the 2013 President's Service and Safety Awards (PSSA). Nomination forms are located in the "Forms Library" on our company Intranet and must be submitted by June 9.

Questions may be sent to 2013PSSA@Amtrak.com.

Amtrak's History Website and Safe-2-Safer Video Receive Honors

Two Amtrak submissions, the third Safe-2-Safer video and Amtrak's history and archives website have received the Silver Award of Distinction at the 19th Annual Communicator Awards. The Communicator Awards honor excellence in Marketing and Communications. This year, over 6,000 entries were received from around the world in various categories.

The Silver Award was awarded to those projects the judges deemed made a lasting impact, and exceeded industry standards in quality and achievement.

To view our award winning history website featuring company archives, historic timelines and a blog, visit <http://history.Amtrak.com>. To view our award winning Safe-2-Safer video, visit our company Intranet → "Safety" → 'Safe-2-Safer.'

Station in the Spotlight... Whitefish, Mont., (WFH)

Erected by the Great Northern Railway, the Whitefish depot was designed in a romantic Alpine style reminiscent of the buildings in nearby Glacier National Park. In the early 1990s, the Stumptown Historical Society acquired the depot from the Burlington Northern Railroad and subsequently undertook a full restoration. Today, it houses the Whitefish Museum, an Amtrak waiting room and offices for the historical society, BNSF Railway and other organizations. A major hub for outdoor recreation and sports, Whitefish is the most popular Amtrak stop in Montana.

http://www.greatamericanstations.com/Stations/WFH/Station_view



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New Intranet Page: "HC ESC Leave Management Administration"

The Human Capital Employee Service Center (HC ESC) has created a Leave Management Administration page on the Amtrak Intranet. This team was created in Aug. 2013 with a goal of encompassing various aspects of this program to include Family and Medical Leave (FMLA), short and long-term disability income processing and processing of all other leaves and returns.

In order to better service the organization; this page will be a location to provide information and updates about Leave Management Administration, links to up-to-date FMLA and Department of Labor forms and helpful hints.

To view the HC ESC Leave Management Administration page please go to the Amtrak Intranet, click on Employees → Human Capital Management → HC ESC Leave Management Administration.

Amtrak Programs Honored at 2013 World Employee Assistance Professionals Conference

On Oct. 19, Operation RedBlock (ORB) along with our Employee Assistance Program (EAP) were awarded the Ross Von Weigand Award which recognizes EAPs along with labor programs that demonstrate excellent cooperation between management and unions.

Amtrak EAP Counselor Joe Torres was also honored with the John J. Hennessy Award which recognizes an Employee Assistance Professionals Association member who exemplifies leadership in the employee assistance profession and has contributed significantly to organized labor/peer assistance programs.

Amtrak Launches Multicultural Microsites

Last week, Amtrak launched three microsites targeting multicultural travelers – DescubreNorteAmerica.com, a bilingual site for Hispanic consumers; MyBlackJourney.com for African American consumers and AmtrakRideWithPride.com for the lesbian, gay, bisexual, transgender (LGBT) community.

While Amtrak's main website, Amtrak.com, is a travel-planning resource for all travelers, the microsites are culturally- focused travel sites that host the unique, original multicultural voices of a rotating set of featured bloggers, another way that Amtrak is striving to enhance the customer experience.

Station in the Spotlight...Toledo, Ohio

In keeping with its hometown's nickname, the Glass City, this station features a variety of glass, including plate, block, double-glazed and tempered, as well as a colorful Vitrolite mural with a map of the world. When the station opened in 1950, the celebration stretched over a week and included remarks by Admiral Chester Nimitz, commander-in-chief of the combined American forces in the Pacific during World War II. Following a \$6 million renovation, the building now houses an Amtrak waiting room and various offices. Learn more about the Toledo, Ohio station at

<http://www.greatamericanstations.com/Stations/TOL>

Register to Have Employee Communications Sent to Your Email Address

As we continue to identify measures to preserve the environment and our financial resources, Amtrak employees now have the option to receive messages and publications sent from the Employee Communications department to an email address of their choice.

Messaging and publications from Employee Communications include *Amtrak Ink*, *Amtrak This Week* and Special Employee Advisories.

To receive any of these items electronically, please visit <http://apps.nrpc/EmailOptIn/> and register by Jan. 31, 2014.

The current and past issues of *Amtrak Ink*, *Amtrak This Week* and Special Employee Advisories are available on the company Intranet >"News & Info". To access the company Intranet from a home internet connection, visit Amtrak.com and click on "About Amtrak" >"Employees" > "Log In".

Focus Groups Being Held to Support Customer Service Initiative

In fulfillment of strategic corporate goals and criteria mandated by the Passenger Railroad Investment and Improvement Act of 2008 (PRIIA), Amtrak's Operations Department is developing a multi-year comprehensive customer service program and associated training for all front line employees.

As part of this initiative, market research is being conducted with employees to:

- Understand employee perceptions of the quality of customer service delivery at Amtrak including strengths, weaknesses and areas for improvement.
- Gain insight into employee perceptions of what good customer service includes and the internal barriers that inhibit delivery.
- Explore the perceived differences about customer service delivery between front line employees, mid-level managers and senior managers.
- Explore employee ideas for enhancing customer service training approaches (content, method, media etc.).

For this research, Amtrak has retained the Greener Group who, among other studies, led the 2010 Total Amtrak Experience Exploratory Research with passengers. Telephone interviews have begun last week with business line general managers, as well as their senior and mid-level managers. In addition, three union leaders have also participated in these discussions and have provided their feedback.

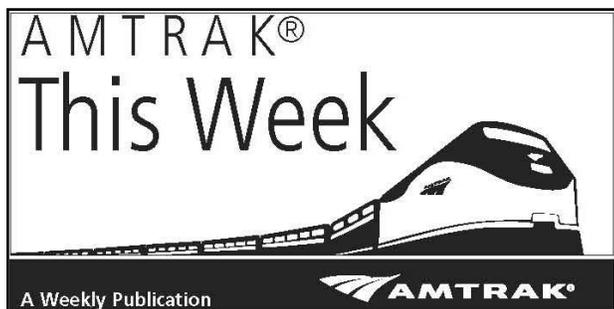
The Greener Group will moderate 27 mini- focus groups among front line employees representing long-distance, short-distance and state- supported business lines. Focus group markets will include Boston, New York, Lorton, Va., Washington, D.C., Miami, Chicago, New Orleans, Los Angeles, Oakland and Seattle.

Importantly, in order to obtain honest and candid feedback, all discussions are completely confidential. The collective findings and recommendations will be used to develop a front line employee training and development program slated for 2014.

Change of Address:

Amtrak Materials Management Plant 177 has moved. Their new mailing address is:

Amtrak Materials Management
175 Industrial Drive
Groton, CT 06340



Open Enrollment Deadline Extended to Nov. 21 for Non-Agreement Employees

The deadline for enrollment in your 2014 benefits has been extended to Thursday, Nov. 21. Take action today:

1. **Review your personalized Enrollment Worksheet** in your enrollment packet or online at www.AmtrakBenefits.com to know your options and related costs.
2. **Talk to someone with answers** at the Amtrak Benefits Service Center. Call **800-481-4887**.
3. **Check your dependent's eligibility for coverage** in 2014. Eligibility requirements are included in your 2014 Employee Benefits Enrollment Guide.
4. Enroll at www.AmtrakBenefits.com.

Remember, enrollment is mandatory for non-agreement employees for 2014. If you don't enroll, you won't have medical benefits in 2014.

Select New Rail Pass Cards to be Reissued

The Pass Bureau has identified a problem with the new pass cards for those spouses and/or dependents who have a different last name than that of the primary pass holder (employee). The actual spouse and/or dependent last name printed on the face of the card is correct, but the last name embedded in the bar code is that of the employee rather than the spouse or dependent named on the card. Accordingly, when the conductor scans the new pass card with the eTicket Mobile Device, an incorrect last name appears on the device. For example:

- Name of employee printed on pass card is Andrew Smith
- Name of spouse printed on pass card is Robin Jones
- The name that displays on the conductor device when the bar code is scanned is RSmith.

The name discrepancy will only be encountered by spouses and/or dependent pass riders who do not have the same last name as the Amtrak employee pass owner and who "flash pass" on trains. Pass riders who obtain tickets, or who have the same last name as the employee pass owner, will not encounter this issue. Conductors are aware of the problem and know that the printed name on the face of the pass card should be used when performing ID checks for non-employee "flash pass" riders.

Beginning this week, replacement pass cards will be sent to those employees affected by this problem. Upon receipt of the replacement pass cards, the card recipients should destroy the old pass cards and begin using the replacement cards. Questions may be directed to the Amtrak Pass Bureau at 202-906-3745.

Northeast Corridor Thanksgiving Holiday Timetable Now Available

A special Thanksgiving holiday timetable for the Northeast Corridor (NEC) effective Nov. 26 – Dec. 2, is now available in print and online. The special timetable also includes *Empire* and *Keystone* service holiday schedules.

The Thanksgiving holiday is the busiest travel period of the year, and in the NEC we will serve more than 300,000 passengers during the holiday week. On the two busiest days -Wednesday and Sunday-NEC trains serve twice as many people as on an average day. To support the increased demand and customer service, "Holiday Extra" trains will be added.

In addition, a special Thanksgiving holiday timetable is now available online for *Wolverine* service. Amtrak will operate 18 extra trains in Michigan to supplement regularly scheduled *Wolverine* service. These extra trains will operate between Chicago, Ill., and Kalamazoo/Ann Arbor, Mich. This is the second time that a special holiday timetable is being produced for *Wolverine* service.

As always, volunteers are needed at our most heavily trafficked stations during this holiday period to ensure a positive and upbeat customer experience. Volunteer posts may include:

- Line Monitors
- Quik-Trak Machines
- Gate Assistance
- Information, i.e., directions, train schedules, etc.

Please consider volunteering at a station near you.

Hurricane Sandy Employee Relief Fund Update

Approximately one year ago, Hurricane Sandy affected a number of our Amtrak families. There were many Amtrak employees who stepped up to donate to their co-workers who suffered tremendous loss.

In Feb. 2013, \$19,800 was disbursed to 38 employees. As the fund continued to receive donations made through payroll deductions, the fund's trustees made another disbursement of \$5,408 in Oct. 2013 to 16 Amtrak employees who had the most need.

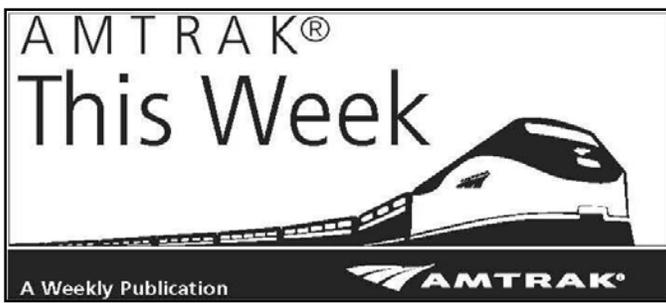
The trustees will be distributing the balance of the fund early next year after all payroll deductions cease. To all who donated to our fellow colleagues in need, thank you.

Radio City Christmas Spectacular®

Amtrak employees qualify for a 25 percent discount on tickets for select performances to see the Rockettes® at the Radio City Christmas Spectacular in New York City from Nov. 8 – Dec. 30.

For more information and to purchase tickets, go to www.radiocitychristmas.com/offer/amemp. Type in the code "AMEMP" on the purchase page to receive the discount. Terms and conditions apply.

Preserving the Past...In the late 1970s, cars undergoing conversion to head-end power at Beech Grove were fumigated and completely stripped, but "special features that individualize certain cars... [were] retained to remind passengers of the cars' rich heritage." Click on this [image](#) of a carman-trimmer installing newly-upholstered seats in a coach. In a nod to the car's Santa Fe Railway lineage, wall panels featuring Mimbrenño-style birds were put back in place.



Amtrak Exhibit Train- 2013 Overview

The Amtrak Exhibit Train ended its 2013 tour welcoming over 32,000 visitors in 12 communities. Formally our 40th Anniversary Train, the Exhibit Train was repurposed at our Bear, Del., shops and began its 2013 tour in May. The train champions the Amtrak message of the importance of passenger train travel connecting communities across America and the economic impact it brings to the region.

This year, chosen stops included those that helped strengthen state-partner relations such as Pa., Calif., Wash., and N.C., strengthened ties with host railroads such as CSX, Norfolk Southern and BNSF and generated increased awareness for our long-distance routes such as the *Crescent*, *Empire Builder*, *Southwest Chief*, *Texas Eagle* and *Coast Starlight*. At ten locations, our Veterans' Locomotive led the train, drawing attention to our veterans hiring initiative that 25 percent of new hires be from the military by 2015 and also serving as a rolling salute to our country's service men and women.

At six Exhibit Train stops, city officials were on hand to tour the train and receive "Amtrak Served Community" signage, a Government Affairs initiative throughout the system. At select locations, our national partners such as Operation Lifesaver and the National Park Service were showcased and when space permitted, grass roots efforts included inviting local community attractions such as museums, libraries and transit systems to promote their organizations.

Plans are now underway to develop the 2014 schedule which will be available soon at Amtrak.com/exhibit-train.

Safe-2-Safer by the Numbers....Highlights for October 2013

Safe-2-Safer, the multiyear risk-reduction approach to safety and security, aims to reduce injuries by creating a more collaborative environment in which employees are shown how to change at-risk behavior to safe behaviors. Highlights for October include:

- Total Number of Observations: 10,383
- Total Number of Contacts: 12,583
- There were 1,098 active observers participating in Safe-2-Safer and the Participation Rate was seven percent.

Since the inception of Safe-2-Safer in 2009, **200,214** contacts have taken place. There were **1,722,233** safe behaviors noted and **61,031** at risk behaviors noted.

What's in a Name?

Before the [Superliner](#), there was the Vistaliner—well, at least on paper. In a 1977 employee contest to name the new bi-level cars, "Vistaliner" was the winning choice. Close contenders included "Amcruiser," "Vistalevel," "USA Cruiser," "Astroliner" and "Bi-liner." Unfortunately, after a precautionary copyright search, it was determined that none of these entries could be used because they were held by other corporations.

Ultimately, Needham, Harper & Steers, Amtrak's advertising agency developed the name "Superliner."

Fiscal Year 2014 Starts Off with Record Ridership Results

There's strength in numbers and so far Fiscal Year 2014 (FY14) has started off with stellar ridership statistics across the Amtrak system, mirroring the strong commitment our employees make every day to run the railroad.

Oct. 2013 resulted in our best October ever for ridership with 2,625,820 passengers nation-wide. October also proved significant for our *Acela Express service* on the Northeast corridor. Four of the ten best single days in *Acela's* history prior to November occurred in October. These top *Acela* days realized total ridership each day of over 14,000 passengers. Such totals have only occurred 13 times in the 13 years *Acela* has been in operation.

November is also promising to be a strong travel month for *Acela* service. As of this writing, there have been six 14,000 plus passenger days in November, with an all-time high *Acela* ridership record expected for Nov. 7.

California Thruway Bus eTicketing Program Complete

Effective Oct. 29, Amtrak Thruway bus service between Merced, Calif., and Yosemite National Park became eTicket eligible, completing the eTicketing program in California.

eTicketing allows for an entire one-way or roundtrip reservation to connect to train reservations on most California Connecting Thruway buses. Employed for added customer convenience, eTickets can be displayed for free via the iPhone app or as a PDF depending on the mobile device.

Only four California Thruway services will continue to not be eTicket eligible. These non-dedicated Thruway routes in California will remain as legacy value ticket services (paper tickets) for the foreseeable future:

- **Suisun/Fairfield – Rio Vista:** Transit bus service operated by Delta Breeze
- **San Jose – Santa Cruz:** Transit bus service operated by Santa Cruz Metro
- **San Jose – Monterey:** Transit bus service operated by Monterey-Salinas Transit
- **Los Angeles – Las Vegas:** Intercity bus service operated by Greyhound Lines

401(k) Deferral Process Change

As a participant in the Amtrak 401(k) Retirement Savings Plan, you are able to suspend, change or resume your 401(k) payroll deduction amounts through Fidelity Investments. **Amtrak is pleased to announce that, effective immediately, you no longer need to wait 30 days between deferral changes. To change your deferral you may call Fidelity at 1-877-477-2685 or on-line at www.NetBenefits.com.**

Fidelity transmits your deferral changes to Amtrak for a payroll system update and deferral changes will be made through payroll as soon as administratively practicable and according to the provisions of the plan. It may take a pay period or two for your deferral change to be in effect in our payroll system. Please plan accordingly when making these updates.

--Enjoy a Safe & Happy Thanksgiving Holiday--



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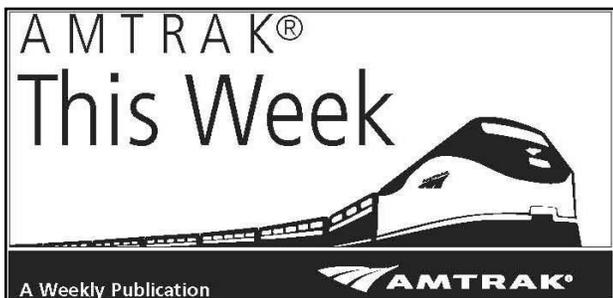
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Best Ever Ridership and Ticket Revenue Announced

Fiscal Year 2013, ending Sept. 30, marked the highest annual ridership total in Amtrak history with over 31.6 million passengers traveling across the Amtrak system. A year-over-year comparison of FY 2013 to FY 2012 shows ridership grew one percent to a new record of 31,559,945 passengers.

Ticket revenue jumped four percent to a best ever \$2.105 billion. Long-distance ticket sales increased 1.9 percent, state-supported and other short-distance corridors increased 4.4 percent and Northeast Corridor ticket sales increased 5.3 percent.

Stellar ridership and revenue sales could not be achieved without the dedication, focus and hard work of all Amtrak employees. Your role is important in our success and in making Amtrak America's Railroad.

Amtrak to Participate in "The Great ShakeOut"

On Oct. 17 at 10:17 a.m., thousands of people will "Drop, Cover, and Hold On" in the Great ShakeOut, the nation's largest earthquake drill ever held. All businesses are encouraged to participate in the drill.

Major earthquakes may happen anywhere you live, work or travel. The Great ShakeOut is our chance to practice how to protect ourselves, and for everyone to become prepared. The goal is to prevent a major earthquake from becoming a catastrophe for you, our organization and our community.

Why is a "Drop, Cover, and Hold On" drill important? To respond quickly you must practice often. You may only have seconds to protect yourself in an earthquake before strong shaking knocks you down, or something falls on you.

Here are some helpful tips in practicing earthquake preparedness:

If you are inside when the shaking starts:

- Drop, cover and hold on.
- If you are in bed, stay there, curl up and hold on. Protect your head with a pillow.
- Stay away from windows to avoid being injured by shattered glass.
- Stay indoors until the shaking stops and it is safe to exit. Use stairs to exit the building rather than an elevator.
- Be aware that fire alarms and sprinkler systems frequently go off in buildings during an earthquake, even if there is no fire.
- Check in with your supervisor for additional instructions if you are at work.

If you are outside when the shaking starts:

- Find a clear spot away from buildings, power lines, trees and streetlights and drop to the ground until the shaking stops.
- If you are in a vehicle, pull over to a clear location and stop. Avoid bridges, overpasses and power lines if possible. Stay inside with your seatbelt fastened until the shaking stops.
- If a power line falls on your vehicle, do not get out. Wait for assistance.
- If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling rocks and other debris. Landslides are often triggered by earthquakes.
- Amtrak crews should ensure the safety of all members, and check in with their supervisor.

If you are inside a train when the shaking starts

- The conductor will stop as soon as it is safe.
- Stay where you are and hold on.
- Protect your head and neck.
- Train crews should check on the wellbeing of passengers and report any injuries and report any injuries.

Visit <http://www.shakeout.org> for additional information.

Progress Continues on New Viewliner® II Equipment

For most of our rail passengers traveling east of the Mississippi, a new generation of rail passenger cars is soon approaching! With the first delivery expected this winter, our new Viewliner II equipment combines the traditional rail car with interior design enhancements, supplementing the Viewliner I sleeping cars delivered in 1996. The new equipment is being built by CAF USA at their facility located in Elmira, N.Y., and delivery includes 130 cars over the next two years. This equipment will go on all single-level long-distance eastern routes.

A deployment planning effort, led by Lenetta McCampbell of our Sales and Marketing department, is being developed to determine when and where the equipment will be placed into service. The first set of equipment will be used largely as a demonstration and test set and will travel the east where comments will be sought and some employees will have the opportunity to evaluate and test the equipment for railroad readiness. Additional scenarios for using the equipment are being evaluated to determine whether or not Amtrak can capitalize on the added sleeper capacity.

On Oct. 24, a media event will be held at the Elmira facility to publicize our new Viewliner II equipment, the first new equipment Amtrak has purchased since the acquisition of our *Acela* train sets in the early 2000s.

Amtrak Total Rewards Employee Road Shows Continue for Non-Agreement Employees

Amtrak Total Rewards Employee Road Shows continue through November throughout the Amtrak system offering non-agreement employees the opportunity to learn more about the upcoming benefits changes for 2014 as well as hear updates on Amtrak Total Rewards and Integrated Talent Management.

During each session, the Human Capital team will:

- Review the progress of Amtrak Total Rewards to date.
- Update you on Amtrak's compensation philosophy and salary structure.
- Preview benefits changes and new medical options for 2014.
- Answer your questions.

Amtrak Total Rewards Employee Road Shows will be in the following West coast locations on the following dates and times.

<u>Seattle:</u>	Oct. 18 at 10:00 a.m. and 2:00 p.m. in the Columbia River conference room, 2 nd floor, north
<u>Oakland:</u>	Oct. 21 at 9:00 a.m. at the Oakland Yard training room, 303 3 rd Street
<u>Oakland:</u>	Oct. 21 at 2:00 p.m. in the Port of Oakland training room, 530 Water Street, 3 rd Floor
<u>Los Angeles:</u>	Oct. 22 at 10:00 a.m. and 2:00 p.m. at Los Angeles Union Station, 810 Alameda Street, 3 rd Floor, large conference room
<u>Los Angeles:</u>	Oct. 23 at 9:00 a.m. at the Los Angeles Yard, Mechanical department, Preventative Maintenance Facility, 2468 East 16th Street, Building 25, 2 nd floor conference room
<u>Riverside:</u>	Oct. 23 at 2:00 p.m. at the Riverside Contact Center, Riverside conference room



Amtrak Police Department Launches APD11 "Txt-a-Tip"

On Oct. 16, the [Amtrak Police Department](#) (APD) launched a new method for passengers and employees to report suspicious activity, crime or emergencies by introducing APD11 "Txt-a-Tip," a program that allows contacting the Amtrak Police Department's National Communications Center via SMS text messaging.

"Txt-a-Tip" will follow similar response procedures that are in place when a report is called into the Amtrak Police 800 number. Passengers can now simply report suspected criminal or suspicious activity by sending a text to APD11 from a smartphone or to 27311 from a standard cell phone. When a text is received, the sender will receive a message acknowledging the report, and will then be connected to a live Amtrak Police Communications Officer who will correspond directly via text message with the person to learn more about the situation and determine the appropriate action.

This initiative is part of a continued effort to provide additional communication options for our passengers and employees who are deaf or may have hearing loss, allowing easy and efficient communication of emergency information to the APD.

Amtrak's On-Site Employee Flu Vaccination Clinics Delayed

Amtrak will again offer free flu vaccinations to all employees as an effort to maintain a healthy work environment. On-site immunization clinics, originally scheduled to begin this September, have been postponed due to the sudden and unexpected announcement of our current provider's inability to provide on-site flu vaccinations this flu season. A replacement provider has been secured and we are in the process of rescheduling on-site visits. While scheduling of flu shots has started at some locations, please [click here](#) for more information or check the company Intranet under Safety → Health → Health & Medical Services → Work Site Flu Clinics.

Reminder: Organizational Culture Diagnostic Instrument Available

As part of the Safe-2-Safer process, the Organizational Culture Diagnostic Instrument (OCDI) is happening now – both paper surveys and an on-line link are available.

The totally anonymous survey will take approximately 30 minutes to complete and will be active through Oct. 31. [Please click here to begin the survey.](#) If this link does not work, copy and paste <https://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?H8WQKP> into your web browser.

Consider Donating Your Amtrak Memorabilia

During our 40th Anniversary celebration in 2011-2012, Amtrak employees and the public demonstrated a strong interest in our company's history, especially our formative years. The Amtrak Archives was subsequently established in an effort to create a central repository for historical memorabilia. The [Amtrak History](#) website includes digitized archival items, a blog tracing our history and a useful timeline of key company milestones.

Ultimately, an archive is only as strong as its contents; thus, the Amtrak Archives is now accepting donations to include:

- Photographs and slides of trains, stations, maintenance facilities and landscapes.
- Brochures and posters for existing and retired services.
- Menus, maps, buttons china and more!

Donations will be properly stored and preserved, as well as made available on-line. We will also list you as the donor. For more information or to discuss your collection, contact Patrick Kidd, Amtrak Archivist, at history@amtrak.com. We're also interested in hearing your Amtrak-related stories or ideas for future blog posts.

Automated Annual Certificate of Compliance Process to Launch in eTrax for Non-Agreement Employees

On an annual basis, non-agreement employees are required to disclose relationships that might present a conflict of interest with Amtrak's business and operations. This year's process will be automated via eTrax, saving paper and printing costs while preserving the environment.

On **Monday, Oct. 28**, all non-agreement employees will receive a communication via email from COC@amtrak.com detailing the revised process and how to electronically submit information for 2013. The deadline by which this year's disclosure process must be completed is **Friday, Nov. 15**. As a reminder, **participation in this certification process is an annual requirement for all non-agreement employees.**

Any questions can be emailed to the Certificate of Compliance email box at COC@amtrak.com.

2014 Open Enrollment Information Now Available for Non-Agreement Employees

Amtrak is introducing new medical plans for our **non-agreement** covered employees as part of this year's Open Enrollment being held Nov. 4 – 15. For the 2014 plan year, two Consumer Directed Health (CDH) Plan options will be offered, as well as a more traditional Open Access Plan (OAP), similar to the plans currently being offered.

To have medical coverage, you must enroll in a medical plan during Open Enrollment. **You will not have medical coverage for 2014 if you don't enroll.** In the coming months, you will have a number of opportunities to learn more about these new plans and how they may work for you and your family.

The decision to offer new medical plan options for 2014 is part of our larger Amtrak Total Rewards and Integrated Talent Management initiative. Amtrak's goal is to provide our employees with access to benefits that are comprehensive and valuable, but also financially viable and sustainable.

Information about the [2014 Amtrak Total Rewards](#) medical plan options can be found on the company Intranet under Employee Information → Employees → Employee Benefits Online or at myCignaplans.com (User ID: Amtrak 2014 and Password: cigna). In addition, employees may call CIGNA at 1-800-401-4041.

For prescription care information visit www.caremark.com or call CVS Caremark at 1-855-271-6604.

This Week in Amtrak History... On Oct. 23, 1980, the [BWI Rail Station](#) opened along the Northeast Corridor. Hailed as the nation's "first intercity air-rail-ground transportation" facility, the station ushered in a new era of intermodal transportation centers. Those who attended the ribbon cutting enjoyed music, a gala reception, as well as tours of the station, airport and Baltimore's revitalized Inner Harbor. See a [program and other memorabilia](#) from the ceremony.



New and Improved Annual Certificate of Compliance Process Now Available in eTrax for Non-Agreement Employees

The new and improved annual Certificate of Compliance process officially launched today, **Monday, Oct. 28**. This is the process by which all non-agreement employees are required to disclose relationships that might present a conflict of interest with Amtrak's business and operations. All non-agreement employees should have received a communication via email from COC@amtrak.com detailing the revised process and how to electronically submit information for 2013.

The deadline for this year's disclosure process is **Friday, Nov. 15**. As a reminder, **participation in this certification process is an annual requirement for all non-agreement employees.**

Any questions regarding this process can be emailed to the Certificate of Compliance email box at COC@amtrak.com.

Final Reminder: Organizational Culture Diagnostic Instrument Available

As part of the Safe-2-Safer process, the Organizational Culture Diagnostic Instrument (OCDI) is happening now – both paper surveys and an on-line link are available.

The totally anonymous survey will take approximately 30 minutes to complete and will be active through **Oct. 31**. [Please click here to begin the survey.](#) If this link does not work, copy and paste <https://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dll?H8WQKP> into your web browser.

Quik-Trak Machines in the Pacific Surfliner Corridor Now Accepting Bicycle Reservations

Amtrak recently developed the capability for passengers to add a bicycle to their reservation at Quik-Trak machines in the *Pacific Surfliner* corridor. Bicycle reservation service began in this corridor in June, and since then we are averaging 2,500 bicycle reservations a month. Previously, passengers were required to see a station agent or call the Contact Center in order to reserve bicycle space.

This customer-focused initiative simplifies the passenger reservation process. In the future, this option will be available on Quik-Trak machines in other corridors.

From the Amtrak Archives... If you can't get a seat on the "Great Dome" car this fall, you can still see some colorful foliage in this [advertising artwork](#) depicting an Amtrak train passing through a typical New England scene complete with covered bridge and white farmhouse. Done by illustrator Nathan Davies, it was one of a series of stylized and imaginative travel-themed graphics used on postcards and posters; it also appeared on the cover of the system timetable released on Oct. 28, 1990.

Amtrak Total Rewards Road Shows Continue in New England- Virtual Road Shows Now Available

Amtrak Total Rewards Employee Road Shows continue through November throughout the Amtrak system offering non-agreement employees the opportunity to learn more about the upcoming benefits changes for 2014 as well as hear updates on Amtrak Total Rewards and Integrated Talent Management.

For those who cannot make it to a 2014 Total Rewards Road Show, join the virtual Road Show: [2014 Virtual Total Rewards Road Show](#). Once you've had an opportunity to review the presentation, please tell us what you think. A survey is available at the end of the presentation.

Amtrak Total Rewards Employee Road Shows continue in the following **New England** locations on the following dates and times.

- **Boston:** Oct. 29, at 8:00 a.m., Boston Yard (Café), 2 Frontage Road
- **Boston:** Oct. 29, at 11:00 a.m. and 2:00 p.m. at Boston South Station, Executive Conference room, 5th floor
- **New Haven:** Oct. 30 at 8:00 a.m. and 11:00 a.m. at Union Station, 50 Union Avenue

During each session, the Human Capital team will:

- Review the progress of Amtrak Total Rewards to date.
- Update you on Amtrak's compensation philosophy and salary structure.
- Preview benefits changes and new medical options for 2014.
- Answer your questions.

Arrive Magazine Honored with Award

We always knew that *Arrive* Magazine, Amtrak's on board publication was trendy, but now it's hip and trendy as *Arrive* Magazine was awarded the History in Pennsylvania (HIP) Award.

The HIP Award is presented by History Affiliates, a program created by the Historical Society of Pennsylvania and supported by The Barra Foundation. History Affiliates includes more than 350 small and mid-sized organizations across Southeastern Pennsylvania dedicated to preserving local history. The HIP Awards honor exceptional educational and public programs, community partnership projects and stewardship and collections care.

On-Site Flu Shot Locations Added

In a continued effort to maintain a healthy work environment, Amtrak is again offering free flu vaccinations to all employees. While scheduling of flu shots has started at some locations, new locations are being added. Please [click here](#) for more information and to view the on-site locations or check the company Intranet under Safety → Health → Health & Medical Services → Work Site Flu Clinics.

Daylight Savings Time to End on Nov. 3

At 2:00 a.m. on Sunday, Nov. 3, all clocks (except in Arizona) will be set back one hour in accordance with the Uniform Time Standards Act. Amtrak trains en route at that time will protect departures and operate on current schedules to final destinations.



Employee Appreciation Day

This year Employee Appreciation Day will be celebrated from September 9 – 20. The purpose is for managers to thank their employees for the work they do day in and day out.

While celebrations will be held across the country, we have included a way you can thank your employees and co-workers for a job well done or wish them a happy Employee Appreciation Day with an e-card. Visit <http://mtmrecognition.com/ecards/amtrak> to view the e-card selection and for instructions.

“Autumn Express” Offers Rare Mileage Opportunity

On Saturday, November 2, passengers can experience the splendor of fall aboard the inaugural “Autumn Express.” Tickets are now on sale for this one-day-only special train, which departs from and returns to Philadelphia 30th Street Station and affords scenic views of historic railroad sites throughout Delaware, Maryland and Pennsylvania.

The train will travel the Northeast Corridor to Perryville, Md., then make a rare trip up the historic Port Road Branch (usually off limits to passenger traffic) along the Susquehanna River, passing through Enola Yard, crossing the Shocks Mill and Rockville bridges before continuing over the Columbia Secondary and back to Philadelphia via Amtrak’s Keystone Corridor through scenic Lancaster County spanning approximately 254 miles.

“This unique excursion is an exciting opportunity for passengers and a new venture for Amtrak,” explained DJ Stadler, vice president of Operations. “In addition to exploring rare mileage, the ‘Autumn Express’ is a first of its kind charter train which we’ll test as a potential new revenue source for America’s Railroad.”

The train will consist of a P-42 locomotive, Horizon coach cars and a café car. Tickets cost \$89.00 for adults and are half-priced for children ages two-15. All tickets include a boxed lunch and free souvenir tote bag emblazoned with the special “Autumn Express” inaugural logo. Other commemorative merchandise will be available for purchase aboard the train and special announcements will be made highlighting key landmarks along the route. Visit Amtrak.com/autumnexpress for more details.

Hazard Communication Standard Changes

In March 2012, the Occupational Safety and Health Association published significant changes to the Hazard Communication Standard. The changes were made to align chemical safety information provided on labels and in material safety data sheets (MSDS) in the United States with the globally harmonized system (GHS) of classifying and labeling chemicals.

All employees working with or around hazardous chemicals must be trained in the new GHS labeling and safety data sheets (SDS) format by December 1. A 30 minute training module has been developed by Employee Development to supplement the basic Hazard Communication training. If you have not completed this training, consult with your facility’s Safety Officer.

Expansion of Confidential Close Call Reporting System

On September 1, the Confidential Close Call Reporting System (C³RS) took a significant step forward by expanding the geographic coverage for Transportation and Engineering (T&E) employees from ten Amtrak yard facilities to all Amtrak owned and dispatched territory throughout the system.

Although the greatest impact will be on the Northeast Corridor (NEC), the Amtrak dispatched portion of the Michigan Line, New Orleans Union Passenger Terminal and a few other yards and tracks throughout the country will also be affected. The expansion will also include any tracks or facilities acquired by Amtrak in the future.

In addition to the geographical expansion, there are two other important extensions of coverage. Coverage will now be available for incidents that result in damage below the Federal Railroad Administration (FRA) monetary reporting threshold and which do not involve an injury, as long as there is compliance with the other provisions of the Implementing Memorandum of Understanding (IMOU), the overall agreement between all parties involved.

Also, for the first time in any of the current or past pilot projects, employees from a foreign road will be covered by the host, i.e., New Jersey Transit T&E will be covered by Amtrak’s IMOU while working in Sunnyside Yard.

Americans with Disabilities Act (ADA) Reasonable Accommodation at Amtrak

Amtrak embraces its diverse employee population and is committed to the employment and advancement of all qualified individuals with disabilities. If you meet the definition of an individual with a disability under the ADA, and a reasonable accommodation would help you in the performance of your job, you are invited to submit a completed NRPC 3107 (Americans with Disabilities Act Request for Reasonable Accommodation Form, found on the Amtrak Intranet). Once submitted along with supporting medical documentation as instructed on the form, the Amtrak ADA Panel will engage with you in an interactive process toward a reasonable accommodation. Accommodations have been made for numerous Amtrak applicants and employees, and your reasonable accommodation request is most welcome.

If you have questions about reasonable accommodation, please refer to any (or all) of the following resources:

--Amtrak Policy 7.23.0, Reasonable Accommodation for Persons with Disabilities--Amtrak Policy 5.1.1, Equal Employment/Affirmative Action

--Amtrak Policy 5.2.3, Anti-Discrimination and Anti-Harassment

--Amtrak Medical Services at MedicalServices@amtrak.com

--Amtrak ADA Panel representative Karen Broadwater at karen.broadwater@amtrak.com.

Remember, Amtrak is committed to the employment and advancement of all qualified individuals with disabilities and does not tolerate discrimination, harassment or retaliation. If you believe this policy is not being followed, please report this immediately to your supervisor, seek assistance from your department manager, or file a complaint by calling the Amtrak Helpline at 866-908-7231.



Organizational Culture Diagnostic Instrument (OCDI) Survey

At Amtrak, we continue to develop a culture focused on reducing risk that prevents accidents and injuries. As we enter into our fifth year of the Safe-2-Safer process, we will be administering the third Organizational Culture Diagnostic Instrument (OCDI) to all employees. This survey provides an opportunity for everyone to tell us how well Safe-2-Safer is being accepted and the progress we are making on changing the culture as we continue to go forward.

The OCDI survey administration will take place from October 1 – 31, and is again voluntary. It is important for all employees to participate so we can fully understand our strengths and help us plan the next steps in continuing the process of strengthening of our culture and safety climate. As in the past, all responses will be anonymous.

Every employee in Amtrak will have several ways to complete the survey. Employees will be informed as to how and where the survey will be administered at their work site.

Of importance to note: there is a Demographics section on the OCDI where you can “check the box” to indicate your department, division, function, and in some cases, location. This information is vital because it enables the analysts to tell us what the culture is like in various places around our company. Therefore, we will be using the same demographics this year as we did in the past – even though a reorganization of the Operations department takes place on October 1. We must use the same demographics this year as we did in 2009 and 2011 in order to be able to compare “apples to apples.” Please check the boxes for your departments and functions just as you did a couple of years ago. Once the data is analyzed, the formal OCDI report will be posted on the company Intranet under Safe-2-Safer.

As Safe-2-Safer continues to grow, the observations and the feedback from peers have enabled employees to change at-risk behaviors to safe ones all across our railroad.

Reminder: Employee Appreciation Day

This year Employee Appreciation Day is being celebrated from September 9 – 20. You can thank your employees and co-workers for a job well done or wish them a happy Employee Appreciation Day with an e-card. Visit <http://mtmrecognition.com/ecards/amtrak> to view the e-card selection and for instructions.

Patriot Day and National Day of Service and Remembrance

The U.S. Congress has designated September 11 as Patriot Day and a National Day of Service and Remembrance. This initiative encourages all Americans to pause at 8:46 a.m., Eastern Daylight Time (EDT) on September 11 to remember all the men and women who lost their lives during the terrorist attacks on our nation that occurred on September 11, 2001.

We will support this initiative and *where practicable*, Amtrak employees should cease their normal activities from 8:46 a.m. to 8:47 a.m. (EDT), to observe one minute of silence and reflection. This includes, but is not limited to, all ticket collection and food service activities on-board trains, and ticket sales activity at stations. All Engineers will sound their locomotive horns where safe train operation permits at 8:46 a.m. (EDT) for a duration not to exceed five (5) seconds.

Changes to Rail Travel Privilege Cards (Pass Cards)

To reduce costs and processing time, effective September 20, a new pass card will be issued to all active employee **spouses**, all **dependents** (regardless of age provided they are in the employee's pass file) and to all **retirees**. This card replaces all prior pass cards issued and contains a bar code, but no picture. Effective January 1, 2014, prior pass cards will no longer be accepted on trains or at ticket offices; please destroy those cards and securely dispose of them.

Active Amtrak employees will not receive a new pass card. Amtrak employees continue to use the current Amtrak employee ID card (with the horizontal blue stripe) as the pass card. Upon retirement, a new pass card will be sent automatically.

In addition, the new card does not display and the bar code does not contain your pass number or correlating three-digit index number. You must know those numbers to make reservations and obtain tickets. If you do not know your index number, provide your pass number to a contact center or station agent and that agent will give it to you. This information is needed for all reservations, including those made at Quik-Trak kiosks.

All pass riders 16 or over must also present current government-issued identification with a photo: driver's license, state ID card, passport or high school issued picture ID (high school students only). If using Amtrak employee ID card to obtain tickets for dependents 15 and younger, the employee or spouse must obtain those tickets and display his or her own identification.

Complete pass policy details can be found on the company Intranet under Library → Policies → Employee Pass Policy.

Conductor Willie Bates Named To Two Safety Positions

Amtrak Conductor Willie Bates of our Richmond crew base has been named by Federal Railroad Administrator Joseph Szabo to serve on the Stakeholder Review Panel for the agency's new Clear Signal for Action safety program.

A pilot program funded by the Federal Railroad Administration (FRA), Clear Signal for Action seeks to reduce accidents and injuries by changing railroad safety culture through the use of peer-to-peer coaching and feedback and by safety leadership training. Many of its key elements mirror the Amtrak Safe-2-Safer process.

Bates was also named by his union to serve as co-chairperson/coordinator of the International Association of Sheet Metal, Air, Rail and Transportation Workers (SMART) Transportation Division Safety Team. Safety team members are selected by the SMART Transportation Division international president based on their knowledge of operating rules and expertise in general railroad operations, train movements and dispatching. In addition to his new assignments, Bates continues to serve as a member of Federal Transit Administration's Transit Rail Advisory Committee for Safety, which drafts federal regulations for transit systems that previously set their own safety rules and procedures. He was named to the committee by then Transportation Secretary Ray LaHood.

Bates has more than 25 injury-free years with Amtrak and has never had a rules violation. A former chairman of the Richmond Safety Team, he has served on the Mid-Atlantic Division Safe-2-Safer Steering Committee since its inception.

In 2011, the governor of Virginia awarded Bates the Governor's Transportation Safety Award for rail transportation. In 2009, he won Amtrak's highest safety honor, the Charles Luna Memorial Safety Award.



Amtrak Offers Improved Online Booking Options

Beginning Sept. 15, passengers visiting Amtrak.com to book travel will notice increased booking options and an improved online booking process, allowing passengers to select one of four fare types that best fit their travel needs.

The new booking options offer four different fare selections: Saver Fare, Value Fare, Flexible Fare and Premium Service. In addition, passengers will be alerted when available seating is low for the train and fare they are searching.

The four fare options are:

- **Saver Fare:** Deeply-discounted Saver Fares are the lowest available fares. Any applicable sale fares are reflected in the displayed prices. These fares are non-refundable and not available on all trains. Passengers who modify travel plans will be eligible to receive full credit in the form of a voucher for future Amtrak travel. For complete details visit the [eVoucher page](#).
- **Value Fare:** Value Fares are refundable for full credit (minus a ten percent fee) in the form of a voucher for future Amtrak travel. For complete details visit the [eVoucher page](#).
- **Flexible Fare:** Flexible Fares are 100 percent refundable.
- **Premium Service:** Premium Services include Business class, First class and Sleeper service accommodations where applicable. Prices for these upgrades are now included in the total fare, including bookings for multiple passengers.

Once a fare option is selected, the improved booking process displays the total itinerary price, including any price adjustments such as discounts, accommodation charges, applied promotion codes or special web-only fares.

Contact Center Safety/Employee Appreciation Events Added

The Riverside Contact Center will be holding a Safety/Employee Appreciation Day event on September 17 from 10:00 a.m. – 5:00 p.m. in the employee cafeteria and in the large conference room.

The Mid-Atlantic Contact Center will be holding a Safety/Employee Day Appreciation event on September 23 in the cafeteria and the large conference room from 9:00 a.m. – 6:30 p.m.

Veteran Events at Los Angeles Union Station

On Sept. 19, employees are invited to join Amtrak and city officials at a ceremony to showcase our goal of recruiting 25 percent of new hires from the military by 2015. The ceremony will begin at 10:30 a.m. in the historic Fred Harvey Restaurant in Los Angeles Union Station. Following the ceremony, our Veterans' Locomotive will be on display until 4:00 p.m. on Track 15. Both events are open to the public.

In addition, Human Capital, in partnership with Hiring Our Heroes, will be holding a job fair. The job fair is for registered veterans seeking employment in the rail or in a rail-related industry. Corporations and applicants must be pre-registered to attend. At the job fair, attendees will also be offered assistance with resume writing.

End-of-Year Performance Conversations: Countdown for FY13 Self-Assessment Submission for Non-Agreement Employees!

There's 14 days to go until non-agreement employees complete their FY13 end-of-year self-assessment for their rating managers. Where are you in the process?

1. **Have you reviewed your mid-year form?** By now you should have reviewed the form you used for your mid-year review as a starting point to assess and update your progress. If a mid-year form was not completed, discuss your goals with your rating manager (the manager who conducts your review) before completing the FY13 self-assessment.
2. **Have you prepared your self-assessment?** Next you should prepare your self-assessment using the NRPC Form 3378 which is accessible at <http://apps.nrpc/forms/>. Please note you are only required to complete the introduction and part I on the NRPC form 3378. Completing the overall comments section (part IV) is optional.
3. **Have you submitted your signed form?** Once you have completed your form, sign it and submit it to your rating manager either in person or scanned and submitted by e-mail.

As you prepare for your FY13 end-of-year self-assessment, Human Capital is committed to providing you with all of the resources you need for your performance conversations. Please refer to our Human Capital wiki link at <http://wiki.corp.nrpc/display/HR/Home> for answers to *Frequently Asked Questions (FAQs)*, a step-by-step *End-of-Year Performance Conversations checklist* and other helpful information.

To submit any questions or feedback about performance conversations, please send an email to performanceconversations@amtrak.com.

Operation RedBlock Classes Being Offered in New York

Operation RedBlock is a proactive prevention program for dealing primarily with alcohol and drugs in the workplace. Amtrak is conducting nation-wide training to ensure uniform application of the program. A one-day training program has been specifically designed to educate employees on their rights and responsibilities and is currently being offered to New York-based Amtrak employees in Rensselaer, New York Penn Station and at Sunnyside Yard.

It is imperative that we all know exactly how this beneficial program works and how to activate those benefits for yourself or a co-worker in need. This class will tackle tough questions and provide employees with a safe venue to be heard.

Interested New York-area Amtrak employees are invited to attend this one-day training. Please e-mail Barry.Eveland@amtrak.com for class dates and enrollment information. Class size is limited and trainees will be accepted on a first come basis. Lunch will be provided. Please indicate any special needs.

Montrealer Dinner Menu... The exterior of this 1977 bilingual [English/French menu](#) was designed to resemble a newspaper. Feature articles cover the new RTL Turboliners, U.S.A. Rail Pass, Week-of-Wheels program and reviews of railroad-themed books. Having worked up an appetite from all that reading, passengers could choose from entrees such as veal cordon bleu and poached filet of sole with cream sauce.



Amtrak Solidifies MARC Weekend Service Expansion with Maryland Transit Administration (MTA) Extensions

Maryland Governor Martin O'Malley recently announced a plan to start weekend MARC Penn Line service beginning December 7. MARC train service is the commuter rail service within the state of Maryland. The new service will operate on Amtrak-owned Northeast Corridor (NEC) trackage, and be operated by Amtrak train crews and mechanical employees. The governor thanked Amtrak for accommodating this service expansion, which will add nine daily round-trips between Baltimore and Washington, D.C., on Saturdays and six daily round-trips on Sundays.

The MARC service expansion was one component of the recently extended MTA-Amtrak operations and access agreements which were executed in June. The access agreement will continue to support recapitalization on the NEC via the Joint Benefits Program. MTA also chose Amtrak to continue to provide train crews and mechanical servicing for MARC Penn Line trains.

These are both examples of Amtrak's close working relationship with commuter agencies, encouraging the growth of passenger rail service on the NEC while also allowing for future Amtrak intercity growth. Amtrak's efforts in negotiating and implementing this service were jointly led by the NEC Infrastructure & Investment Development and NEC Operations business lines, with critical support from Amtrak's Legal and Finance teams.

Reminder: Changes to Rail Travel Privilege Cards (Pass Cards)

On September 20, Amtrak began issuing new pass cards to all **spouses and all dependents** (regardless of age provided they are in the employee's pass file) of active Amtrak employees, and to all **retirees**. This card replaces all prior pass cards issued and contains a bar code, but no picture. The new cards may be used as soon as they are received. The old picture pass cards may be used until December 31, 2013, after which they will no longer be accepted on trains or at ticket offices; please destroy those cards and securely dispose of them.

Active Amtrak employees will not receive a new pass card. Amtrak employees continue to use the current Amtrak employee ID card (with the horizontal blue stripe) as the pass card. Upon retirement, employees will receive a new pass card automatically.

The card issued to spouses and dependents of active Amtrak employees and retirees will not include the employee pass number or correlating three-digit index number. Those numbers need to be known to make reservations and obtain tickets. If an index number is not known, provide the pass number to a contact center or station agent and that agent will provide it. This information is needed for all reservations, including those made at Quik-Trak kiosks.

All pass riders 16 or over must also present current government-issued identification with a photo: driver's license, state ID card, passport or high school issued picture ID (high school students only). If using Amtrak employee ID card to obtain tickets, the employee or spouse must obtain tickets for dependents 15 and younger and display his /her own identification.

Complete pass policy details can be found on the company Intranet under Library → Policies → Employee Pass Policy.

Station in the Spotlight... Earlier this month, the Windsor Art Center (WAC) opened five new artists' studios and a classroom in the historic [Windsor, Conn.](#), depot, which has recently stood vacant. Dedicated to promoting visual and performing arts, the non-profit WAC created an exhibition space five years ago in a former freight house located across the tracks. Over time, it also recognized a need for dedicated working space for local artists, and the 1870 depot was a perfect fit.

IT Windows7/Office2010 "Enterprise" Migration – Final Days!!

The Amtrak IT department has almost completed the mandatory migration of all corporate desktops, laptops and other business machines from the Windows XP operating system to Windows 7 operating system and to Microsoft Office2010. In addition to ensuring compliance with Microsoft OS version support requirements, these upgrades will provide you with a better desktop experience, better security and control and various other improvements.

End-user migrations have been completed in the Chicago area, Wilmington area, most of Washington, D.C., Philadelphia and New York City, as well as our smaller and remote locations. IT will be scheduling final make-up days for some areas, and work with remote team members to schedule final upgrades at those locations.

Please remember, this labor intensive project is to be completed by September 30, and we need everybody to be responsive to attempts to get their upgrades scheduled and to make their machines available to the IBM field tech teams when they are onsite. At some sites, the available window may be as small as two days.

These are mandatory migrations. After Microsoft ends support on Windows XP, non-upgraded machines will no longer be secure, and will not be allowed on the network.

For more information on schedules, training information, and the latest newsletters visit our company Intranet → Information Technology → IT Services or <http://wiki.corp.nrpc/pages/viewpage.action?pagelid=295013754>.

If you have not been upgraded, please contact ITServiceManagement@Amtrak.com immediately.

Non-Agreement Employees: One Week Left to Submit Your FY13 Self-Assessments

All **non-agreement employees** have exactly **seven days** remaining until their completed and signed FY13 end-of-year self-assessments are due to their rating managers.

- 1. Have you reviewed your mid-year form?** If a mid-year form was not completed, discuss your goals with your rating manager (the manager who conducts your review) before completing the FY13 end-of-year self-assessment.
- 2. Have you prepared your self-assessment?** Next you should prepare your self-assessment using the NRPC Form 3378 which is accessible at <http://apps.nrpc/forms/>. Please note that you are only required to complete the introduction and part I on the NRPC form 3378. Completing the overall comments section (part IV) is optional.
- 3. Have you submitted your signed form?** Once you have completed your form, sign it and submit it to your rating manager either in person or scanned and submitted by e-mail.

To submit any questions or feedback about the end-of-year performance conversations, please send an email to performanceconversations@amtrak.com. Please refer to our Human Capital Wiki link at <http://wiki.corp.nrpc/display/HR/Home> for answers to *Frequently Asked Questions (FAQs)*, a step-by-step *end-of-year Performance Conversations checklist* and other helpful information.



Organizational Culture Diagnostic Instrument Implementation to Begin

As part of our initiative to improve safety performance, Amtrak will be implementing the Organizational Culture Diagnostic Instrument (OCDI). This tool will assist in evaluating our organizational culture and safety climate and key factors that affect employee engagement

The totally anonymous survey will take approximately 30 minutes to complete and will be active from Oct. 1 - 31. [Please click here to begin the survey.](#) It can also be found on the Intranet under Safety>Safe-2-Safer>OCDI.

If the above link does not work, copy and paste it into your web browser: <https://bstsolutions.inquisiteasp.com/cgi-bin/qwebcorporate.dli?H8WQKP>.

Survey Note: For those sharing computers, only one person at a time can take the survey. You must finish the survey in order for the next person to participate. The survey link will not refresh until the survey has been checked finish.

Upgrades to WAS Passenger Information Display System

Upgrades have been added to the Passenger Information Display System (PIDS) at Washington Union Station to provide visual messaging capability. This initiative complements the public address (PA) system upgrade that was completed last year and enhances the customer experience by providing our customers with the opportunity to hear and see messages simultaneously, converting PA announcements to in-station electronic text displays. Public address announcements typically include boarding, paging and station announcements in addition to emergency messaging.

Other customer-focused enhancements include increased signage delivering passenger information visually and the replacement of existing gate LED signs with wall mounted LCD gate displays.

"The train station is often our passenger's first impression of Amtrak and this upgrade in messaging creates a more customer-friendly atmosphere," said James Hengst, program director, Passenger Experience.

The new PIDS system was brought online after-hours on the evening of Sept. 25 and final demolition of inactive displays and punch list items will be completed in the station during the remainder of this month. This initiative also supports our customer focus goal of treating all employees and customers equally and without differentiation.

Southwest Airlines New "No Show" Policy in Effect

Amtrak employees traveling on Southwest Airlines need to be aware that on Friday, Sept. 13, Southwest Airlines new "no show" policy took effect. The new "no show" policy applies to nonrefundable fares that are not canceled or changed by customers prior to a flight's scheduled departure. If such fares or a portion of those fares are not used, changed or canceled at least ten minutes before departure, travelers will lose the unused portion of full fares and the remaining reservation will be canceled.

Amtrak Total Rewards Employee Road Shows to Begin for Non-Agreement Employees

Want to learn more about the upcoming benefits changes for 2014? Interested in an update on Amtrak Total Rewards and Integrated Talent Management? Join us for the upcoming employee Road Shows. During each session, we will:

- Review the progress of Amtrak Total Rewards to date;
- Update you on Amtrak's compensation philosophy and salary structure;
- Preview benefits changes and new medical options for 2014; and
- Answer your questions.

Can't Make a Meeting? Watch the Webcast

A webcast will be available in late October so you can find out more about Amtrak Total Rewards. Look for an email in the coming weeks.

More information can be found at <http://wiki.corp.nrpc/display/BEN/Home>. This week, we will be in the following locations on the following dates and times:

- Chicago: Sept. 30 at 2:30 p.m. at 3rd floor lunchroom
- Chicago: Oct. 1 at 10:00 a.m. at 3rd floor lunchroom
- Chicago: Oct. 1 at 2:00 p.m. at Lumber Street Yards, Car Shop building, Room 205
- Wilmington: Oct. 2 at 10:00 a.m. at Renaissance Centre, 405 N. King Street, Baltimore and Philadelphia training room, 7th floor
- Wilmington: Oct. 2 at 1:00 p.m. at Wilmington Riverfront, 946 Justison Street, Delaware conference room
- Wilmington: Oct. 2 at 2:00 p.m. at CNOC/CTEC, 15 South Poplar Street, 1st floor
- Wilmington: Oct. 3 at 10:00 a.m. at Maintenance Facility, 4001 Vandever Avenue, 1st floor conference room
- Bear: Oct. 3 at 2:00 p.m. at Bear Administration Building, 258 E. Scotland Drive, small conference room
- Wilmington: Oct. 3 at 7:00 p.m., CNOC/CTEC, 15 South Poplar Street, Signal Room, 2nd floor

Reminder for Non-Agreement Employees: End-of-Year Performance Conversations, Self-Assessments and Training Completion!

TODAY is the deadline all **non-agreement employees** to submit their **FY13 self-assessment forms** to their rating managers.

If rating managers have completed the two mandatory web-based training courses, they can begin using *My CareerTrak* to complete their direct reports' self-assessments tomorrow, Oct. 1.

The **deadline** to complete training is **Oct. 18**. Please refer to the Human Capital wiki link at <http://wiki.corp.nrpc/display/HR/Home> for helpful resources. For any questions, please send an email to performanceconversations@amtrak.com.

Ding-Dong-Ding....In this electronic [image](#), a steward in white uniform plays a chime to call passengers to dinner. He walks down the aisle of an ex-Southern Pacific, ¾ Dome Lounge car, of which Amtrak owned five.

NEC BUSINESS LINE TOWN HALLS

Location	Date	Times	Where
Boston	10/17/2013	8:00 a.m.	Yard Cafe
Boston	10/17/2013	10:30 a.m.	South Station, 5th Floor Executive Conf. Room
Boston	10/17/2013	2:00 p.m.	South Station, 5th Floor Executive Conf. Room
New Haven	10/18/2013	8:00 a.m.	Station 4 th Floor East, Conf. Room
New Haven	10/18/2013	10:30 a.m.	Station 4 th Floor East, Conf. Room
New York Penn Station	10/22/2013	10:30 a.m.	Superintendent's Conf. Room
Sunnyside	10/22/2013	1:00 p.m.	Large Conf. Room
Sunnyside	10/22/2013	4:00 p.m.	Large Conf. Room
Sunnyside	10/23/2013	7:00 a.m.	Large Conf. Room
Washington	10/29/2013	10:00 a.m.	M. Bello's Conf. Room, Ivy City
Washington	10/29/2013	1:00 p.m.	Starlight Room, Union Station
Washington	10/30/2013	10:00 a.m.	Starlight Room, Union Station
Washington	10/30/2013	1:00 p.m.	M. Bello's Conf. Room, Ivy City
Albany	11/6/2013	8:30 a.m.	RMF Shops
Albany	11/6/2013	11:00 a.m.	Station and Train Service Employees

Dear Co-workers,

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August 8, 2013 • Page 1 of 1

Dear Co-workers,

I am pleased to announce the selection of our deputy general managers (DGM) for all regions except the Central; that selection will be made in concert with the general manager, long-distance services when that position is filled.

The Northeast Corridor deputy general managers are Fred Fournier (Boston), Steve Young (New York) and Mike Sherlock (Washington). They will be reporting to business line General Manager Mike DeCataldo.

Deputy general managers Mike Chandler (Southwest) and Tom Kirk (Southeast) will be reporting to the general manager, long-distance services.

These gentlemen will be directly responsible for the financial, operational, customer satisfaction, ridership and revenue, safety and overall business goals in their region as well as commuter services were applicable in their specific territory. The DGMs are also accountable for profit and loss of their routes by overseeing all field operations and directing business planning and decision-making.

Lou Bellotti is the new deputy general manager, California state-supported services (Oakland) and Kurt Laird was named DGM for the Pacific Northwest (Seattle). They will both report to Jay Commer, GM of the state-supported services

As with the other deputy general managers, Lou and Kurt are responsible for overall safety excellence, contract adherence and oversight of business line goal management of state-supported and commuter services. They are also accountable for profit and loss of the state-supported and contracted commuter routes by overseeing all field operations, working with state and local agencies to optimize performance and making sound business decisions.

All DGMs are responsible for demonstrating Amtrak's values and leadership philosophy while providing customers with excellent service and meeting performance targets that are driven by and aligned with the goals of the Strategic Plan. They have the experience and motivation to bring us to the next level in service delivery and financial performance.

Please join with me in welcoming Fred, Steve, Mike, Tom, Mike, Lou and Kurt to these new roles and I know you will continue to give them your full support.

Sincerely,

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

Business Line Communication

August 8, 2013 • Page 1 of 1

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Sincerely,

DJ Stadtler
Vice President of Operations

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August 2, 2013 • Page 1 of 1

Dear Co-workers,

Armando Silva, the chief of operations research and planning, will join us on Monday, August 5. Mr. Silva will be based in Washington, D.C., and will be reporting directly to me.

As head of this group, Armando will be responsible for leading the operations research and planning team in the development of Amtrak's schedules, fleet plans, terminal operating plans and operations processes. His team, in collaboration with Operations managers, will analyze problems, develop and implement solutions and track performance. Working with the business lines, key responsibilities include creating more efficient operating plans that maximize the productivity of assets and minimize costs as well as streamlining and improving operations at terminals, stations, yards and facilities. Customer safety and satisfaction are key missions of this organization.

Armando has 30 years of experience in the transportation industry with a concentration in aviation. He comes to us from American Airlines where he has served as managing director, operations research and decision support, vice president, Sabre decision Technologies/Sabre Technology Solutions, Sabre, Inc., senior director/director of decision technologies in Paris and senior consultant/director decision technologies.

Prior to joining American, Armando was on the technical staff of The Mitre Corporation and spent time as a research assistant in the flight transportation laboratory at the Massachusetts Institute of Technology (MIT).

He holds a Master's of science degree in aeronautics and astronautics from MIT and a Bachelor's of science in electrical engineering from the Universidad Nacional De Ingenieria in Lima, Peru.

I consider us very fortunate to have been able to bring on board someone of Armando's caliber and I am sure that you will welcome him warmly.

Sincerely,

DJ Stadtler
Vice President of Operations

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Dear Co-workers,

I have been spending some time with my senior leadership team and reviewing the division of responsibilities that were previously announced. It is important that we are all given a chance of success and overwhelming one position with both too many direct reports and too many critical responsibilities is not in keeping with some of the basic reasons for this Operations reorganization.

Once again, various Congressional committees are going to be focusing on our long-distance services and our food and beverage costs and delivery systems.

Our Chief of Customer Service Tom Hall is going to need to concentrate even more on these critical issues. The review and the knowledge of what is upcoming have led me to alter the job description of the chief of customer service position, a position that Tom has held since February. Tom will remain in charge of ensuring that Amtrak provides the quality of service that meets the wants, needs and expectations of our customers. He will continue to oversee food and beverage services and is still responsible for setting and maintaining standards for station service and on-board service standards in conjunction with the business line general managers for consistent delivery across the Amtrak system.

I know that you will continue to give Tom and his team your full support in what may be very challenging times.

As a result of this change, the chief of systems operation position has been created and will be posted later this week. This chief will oversee system operations functions, including the Consolidated National Operations Center (CNOC), crew management services, intermodal connectivity and administration of special trains. The chief will also direct and lead the coordination of activities during major service disruptions and will ensure continuity of service during such instances.

Other duties include the responsibility for the development and implementation of a comprehensive strategic program to maximize the yield through the effective utilization of Amtrak's fleet assets, including locomotive and fleet allocation. He/she will also be the focal point to coordinate efforts of the business lines and the Mechanical and Engineering departments to properly balance project resources, resolve issues and enhance productivity.

This senior leadership position is part of the company's ongoing effort to align day-to-day operations with our Strategic Plan. As a result, a

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OPERATIONS



Business Line Communication

August 13, 2012 • Page 2 of 2

clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak, federal and regulatory authorities.

Sincerely,

DJ Stadler
Vice President of Operations



Business Line Communication

August 14, 2013 • Page 1 of 1

Dear Co-workers,

My senior leadership team and I have been reviewing the division of responsibilities within the Customer Service area that were previously announced. It is important that the goals and responsibilities of each organization be properly aligned to provide focus on critical operational activities.

Once again, various Congressional committees are increasing their focus on the profit and loss of our long-distance and food and beverage services and delivery systems

Due to these increasing pressures our Chief of Customer Service Tom Hall is going to need to concentrate and devote more time and resources to these critical issues. The upcoming work in these areas has led me to alter the job description of the chief of customer service position, a position that Tom has held since February. Tom will remain in charge of ensuring that Amtrak provides the quality of service that meets the wants, needs and expectations of our customers. He will continue to oversee and drive improvements in our food and beverage services and is still responsible for setting and maintaining standards for both station service and on-board service in conjunction with the business line general managers for consistent delivery across the Amtrak system.

I know that you will continue to give Tom and his team your full support in what may be very challenging times.

As a result of this change, the chief of systems operation position has been created and will be posted later this week. This chief, reporting to me, will oversee system operations functions, including the Consolidated National Operations Center (CNOC), crew management services and administration of special trains. The chief will also direct and lead the coordination of activities during major service disruptions and will ensure continuity of service during such instances.

Other duties include the responsibility for the effective utilization of Amtrak's fleet assets, including locomotive and fleet allocation. He/she will also be the focal point to coordinate efforts of the business lines and the Mechanical and Engineering departments to properly balance project resources, resolve issues and enhance productivity.

This senior leadership position is part of the company's ongoing effort to align day-to-day operations with our Strategic Plan. As a result, a clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak, federal and regulatory authorities.

This new structure will become effective upon the appointment of the chief of system operations.

Sincerely,

DJ Stadler
Vice President of Operations

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Business Line Communication

August 14, 2013 • Page 1 of 1

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This new structure will become effective upon the appointment of the chief of system operations.

Sincerely,

DJ Stadtler
Vice President of Operations

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February 12, 2013 • Page 1 of 1

Dear Co-workers,

Please join me in welcoming Jay Commer as Amtrak's new general manager of state-supported services, effective immediately. In this position Jay will be responsible for functions of the Transportation, Mechanical and Engineering departments within this business line. He will continue to be based in Oakland, Calif. and will report directly to me.

Many of you know and have worked with Jay. He brings 27 years of Amtrak experience to this new position most recently as general superintendent, Pacific division. Prior to that role, Jay was a principal officer for state contracts with direct responsibility for the contracts, operating agreements and relationships with the Washington and Oregon state Departments of Transportation. Those established relationships will be critical for this new position and he will use this experience to bring a total business focus to all the state-supported trains and will work closely with other general managers to lead business planning and implement service improvements and productivity enhancements for state-supported routes.

Jay attended Chabot College with a major in mechanical engineering. He began with the Southern Pacific in 1976 and worked as a trainman, switchman and locomotive engineer for that road. He joined Amtrak in 1986 and has assumed positions of increasing responsibility throughout the years.

I am confident Jay exhibits the Amtrak values of respect, entrepreneurial spirit and accountability. He also brings an important perspective to this position. I know that you join me in welcoming Jay to this role and will give him your full support.

Sincerely,

DJ Stadtler
Vice President of Operations

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February 12, 2013 • Page 1 of 1

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Many of you know and have worked with Jay. He brings 26 years of Amtrak experience to this new position most recently as general superintendent, Pacific division. Prior to that role, Jay was a principal officer for state contracts with direct responsibility for the contracts, operating agreements and relationships with the Washington and Oregon state Departments of Transportation. Those established relationships will be critical for this new position and he will use this experience to bring a total business focus to all the state-supported trains and will work closely with other general managers to lead business planning and implement service improvements and productivity enhancements for state-supported routes.

Jay attended Chabot College with a major in mechanical engineering. He began with the Southern Pacific in 1976 and worked as a trainman, switchman and locomotive engineer for that road. He joined Amtrak in 1987 and has assumed positions of increasing responsibility throughout the years.

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Sincerely,

DJ Stadtler
Vice President of Operations

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February 13, 2013 • Page 1 of 1

Dear Co-workers,

I am pleased to announce that Thomas J. Hall has accepted the position of chief of customer service, effective immediately and reporting directly to me. In his new role, Tom is in charge of ensuring that Amtrak provides the quality of service that meets the wants, needs and expectations of our customers. He will oversee system operations functions, including the Consolidated National Operations Center (CNOC), crew management services, intermodal connectivity, administration of special trains and food and beverage services. In addition, he is responsible for setting and maintaining station and on-board service standards. And he will work with the business line general managers to ensure that those standards are consistently met across the Amtrak system. Tom will be based in Wilmington, Del.

Tom has 33 years of Amtrak experience most recently as chief, food and beverage service. Previously, he served in a variety of customer service and operations roles including management experience in terminal services, on-board services, crew base management, station services, contract management and other duties.

This senior leadership position is part of the company's ongoing effort to align day-to-day operations with our Strategic Plan. As a result, a clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak, federal and regulatory authorities.

Tom attended California State Polytechnic University in Pomona where he majored in business administration.

Please join me in welcoming Tom to this new and vital role at Amtrak.

Sincerely,

DJ Stadtler
Vice President of Operations

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January 2, 2013 • Page 1 of 2

Dear Co-workers,

Please join me in welcoming Magdy El-Sibaie as our new chief safety officer and Robin McDonough as chief, business operations. Both will report directly to me.

As chief safety officer, Mr. El-Sibaie will be responsible for planning, directing and overseeing the safety activities and standards of Amtrak departments to achieve continuous improvements in employee and passenger safety, including the railroad's Safe-2-Safer behavior-based cultural safety program. In addition, he will represent Amtrak during Federal Railroad Administration (FRA) inquiries and investigations, and at the FRA Railroad Safety Advisory Committee and other similar industry venues.

Magdy has over 20 years of experience in railroad transportation engineering and the application of technology to maintain and improve rail safety and operational efficiency. He currently serves as the associate administrator for hazardous materials transportation safety in the U.S. Department of Transportation Pipelines and Hazardous Materials Safety Administration where he manages and directs programs to issue, revise and enforce federal safety regulations for hazardous material transportation by rail and other modes.

His prior work experience includes serving as FRA director, office of research and development, and senior engineer, track and vehicle/track interaction for the Association of American Railroads. He holds a Ph.D. in engineering mechanics and a Masters degree in civil engineering from the University of Delaware. He earned his Bachelor's degree in civil engineering at the University of Kuwait. Mandy will be based in Washington, D.C., effective January 7, 2013.

As chief, business operations, Ms. McDonough is responsible for collecting and analyzing operations performance metrics, ensuring planning, budgeting and administration remain integrated across the new Operations business lines being established under our Strategic Plan and supporting improvements that drive financial and operating performance.

Robin has been with Amtrak since 1981 and has held a variety of senior positions including most recently as chief, business operations and technology. In that position she was responsible for a diverse portfolio including budget management, crew management services, the Amtrak fuel management program and the planning and analysis of on-board service initiatives to increase productivity and improve customer service, among other duties.

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Prior to coming to Amtrak she worked at Consolidated Rail Corporation (Conrail) in a variety of field and office positions including crew dispatcher and yard clerk. She holds both a Bachelor of Science degree in business management and a Masters of Business Administration from the University of Baltimore. Robin is based in Washington, D.C., and started in her new role on December 17, 2012.

January 3, 2013 • Page 1 of 2

Dear Co-workers,

Please join me in welcoming Magdy El-Sibaie as our new chief safety officer and Robin McDonough as chief, business operations. Both will report directly to me.

As chief safety officer, Dr. El-Sibaie will be responsible for planning, directing and overseeing the safety activities and standards of Amtrak departments to achieve continuous improvements in employee and passenger safety, including the railroad's Safe-2-Safer behavior-based cultural safety program. In addition, he will provide oversight of Amtrak's compliance with safety regulations and participation in current and emerging industry safety practices.

Magdy has over 20 years of experience in railroad transportation engineering and the application of technology to maintain and improve rail safety and operational efficiency. He currently serves as the associate administrator for hazardous materials transportation safety in the U.S. Department of Transportation Pipelines and Hazardous Materials Safety Administration where he manages and directs programs to issue, revise and enforce federal safety regulations for hazardous material transportation by rail and other modes.

His prior work experience includes serving as FRA director, office of research and development, and senior engineer, track and vehicle/track interaction for the Association of American Railroads. He holds a Ph.D. in engineering mechanics and a Master's degree in civil engineering from the University of Delaware. He earned his Bachelor's degree in civil engineering at the University of Kuwait. Magdy will be based in Washington, D.C., effective January 7, 2013.

As chief, business operations, Ms. McDonough is responsible for collecting and analyzing operations performance metrics, performance improvement planning, budgeting and administration and operations technology oversight to ensure integration across the new Operations business lines being established under our Strategic Plan to support improvements that drive financial and operating performance.

Robin has been with Amtrak since 1981 and has held a variety of senior positions including most recently as chief, business operations and technology. In that position she was responsible for a diverse portfolio including Transportation technology improvement, crew management services, scheduling, the Amtrak fuel management program and the planning and analysis of on-board service initiatives to increase productivity and improve customer service, among other duties.

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Business Line Communication

January 3, 2013 • Page 2 of 2

Prior to coming to Amtrak she worked at Consolidated Rail Corporation (Conrail) in a variety of field and office positions including crew dispatcher and yard clerk. She holds both a Bachelor of Science degree in business management and a Masters of Business Administration from the University of Baltimore. Robin is based in Washington, D.C., and started in her new role on December 17, 2012.

Sincerely,

DJ Stadler
Vice President of Operations

June 24, 2013 • Page 1 of 1

Dear Co-workers,

Please join me in welcoming Michael Logue as our new chief safety officer reporting directly to me.

As chief safety officer, Mr. Logue will be responsible for planning, directing and overseeing the safety activities and standards of Amtrak departments to achieve continuous improvements in employee and passenger safety, including the railroad's Safe-2-Safer behavior-based cultural safety program. In addition, he will provide oversight of Amtrak's compliance with safety regulations and participation in current and emerging industry safety practices.

Michael has 36 years of experience in the railroad industry with the last 30 years at the Federal Railroad Administration (FRA). He currently serves as the acting associate administrator for railroad safety and chief safety officer at FRA where he is responsible for providing regulatory oversight for rail safety in the United States and overseeing the development and enforcement of safety regulations and programs related to the rail industry. Mr. Logue simultaneously holds the position of associate administrator for administration where he is responsible for human resources, information technology, acquisitions and support services. His many achievements at FRA include being instrumental in cost savings initiatives.

Prior to joining the FRA, Michael worked for Conrail as a yard clerk, yardmaster, fireman, locomotive engineer and trackman. He holds both a Master's degree in general administration and a Bachelor's degree in science from the University of Maryland University College. He has also attended programs at Harvard University and the Federal Executive Institute.

Michael will be based in Washington, D.C., effective July 29, 2013.

Sincerely,

DJ Stadtler
Vice President of Operations

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October 1, 2013 • Page 1 of 1

Dear Co-workers,

Effective today, the State Government Contracts team will officially report into the State-Supported Services business line. Michael Franke, chief, State Government Contracts has been reporting to Joe McHugh, vice president, Government Affairs and Corporate Communications. Mike and his team will now report to Jay Commer, general manager, State-Supported Services. Given the direct tie between contracts and state services, this change of reporting line is an example of moving decision-making and business line accountability closer to our customers and state partners. There is no impact to any employees in this group as a result of this change.

We have been reporting on the progress of agreements with states as a result of the implementation of PRIIA Section 209, which takes effect today. This was a unique year in contract negotiations given the changes with this law. This team has worked diligently on these contracts and we continue to make progress on agreements with the few states remaining.

We thank Mike and his entire team for their hard work in these negotiations.

DJ Stadtler
Vice President of Operations

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October 3, 2013 • Page 1 of 2

Dear Co-workers,

General Manager – Long-Distance Services

Please join me in welcoming Mark Murphy as Amtrak's new long-distance general manager, effective immediately. In this position Mark will be responsible for functions of the Transportation, Mechanical and Engineering departments within this business line. He will have accountability for Amtrak's safety, customer satisfaction, ridership, on-time performance and financial results for all long-distance trains. Reporting directly to me, Mark will be based in Chicago and will be relocating there.

Mark brings decades of Amtrak experience to this position, having joined the company in 1976 and most recently serving as the deputy chief mechanical officer, Terminal Operations, in Wilmington. Mark will leverage his experience and strong business principles to bring operational, financial and operational excellence to our long-distance services.

A number of excellent candidates applied for this critical and challenging position. Mark has the leadership skills, experience and vision for this job.

Mark has held a series of consecutively responsible positions in his 37 years with Amtrak including terminal superintendent, Washington division; assistant vice president, Service Operations; superintendent, Equipment Standards and Compliance and master mechanic, Central division.

He pursued studies in business at Madison College and is a certified safety instructor for our Safe-2-Safer program. He has also completed coursework in electronics.

Route Directors

I am also pleased to announce the selection of our route directors for the long-distance business line. Our new route directors are:

- Jim Brzezinski for the *California Zephyr* and *Empire Builder*, reporting to Deputy General Manager (DGM) Moe Savoy in the Central region.
- Michael Dwyer for the *Coast Starlight* and *Southwest Chief*, reporting to DGM Mike Chandler in the Southwest region.

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- Eric Hosey for the *Texas Eagle* and *Sunset Limited*, reporting to DGM Mike Chandler.
- Anella Popo for the *Crescent* and *City of New Orleans*, reporting to DGM Tom Kirk in the Southeast region.
- Karen Shannon for the *Silver Service*, also reporting to DGM Tom Kirk.
- Cynthia Winslow for the East which includes the *Cardinal*, *Palmetto*, *Lake Shore Limited* and *Capitol Limited*. She will be reporting to DGM Moe Savoy.

The route director position for *Auto Train* will be reposted and I encourage all qualified candidates to apply. All those who have already applied do not need to reapply.

Jim, Mike, Eric, Anella, Karen and Cynthia are directly responsible for one or more long-distance train routes including financial, customer satisfaction, ridership and revenue, safety and overall business line goals. The route directors are fully responsible for profit and loss of their route(s) by directing business planning and decision-making.

We are all responsible for demonstrating Amtrak's values and leadership philosophy while providing customers with excellent service and meeting performance targets that are driven by and aligned with our Strategic Plan goals.

I know that you will support this dynamic team in their new roles. Please help me congratulate them in their new positions.

DJ Stadtler
Vice President of Operations

October 1, 2013 • Page 1 of 1

Dear Co-workers,

Effective today, the State Government Contracts team will officially report into the State-Supported Services business line. Michael Franke, chief, State Government Contracts has been reporting to Joe McHugh, vice president, Government Affairs and Corporate Communications. Mike and his team will now report to Jay Commer, general manager, State-Supported Services. Given the direct tie between contracts and state services, this change of reporting line is an example of moving decision-making and business line accountability closer to our customers and state partners. There is no impact to any employees in this group as a result of this change.

We have been reporting on the progress of agreements with states as a result of the implementation of PRIIA Section 209, which takes effect today. This was a unique year in contract negotiations given the changes with this law. This team has worked diligently on these contracts and we continue to make progress on agreements with the few states remaining.

We thank Mike and his entire team for their hard work in these negotiations.

DJ Stadtler
Vice President of Operations

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October 21 2013 • Page 1 of 1

Dear Co-workers,

The NEC business line structure includes the functions of the Transportation, Mechanical and Engineering departments within a common business line. I am looking forward to building this business line with you.

As some of you may know, I am holding a series of Operations reorganization Town Halls (schedule attached) within the Northeast Corridor (NEC) to discuss the business line and address issues which you may have.

The topics will include safety, how to deliver a higher level of customer service to one another and our passengers, how to contribute to the improvement of our financial accountability, and how to work with one another in a matrix organization. I am also looking for some ideas that can help us improve in these areas.

If you are in the area, you are welcome to attend. Please look for local communications for additional follow-up on these Town Halls.

I look forward to meeting and talking with you.

Michael DeCataldo
General Manager, Northeast Corridor

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August 2, 2013 • Page 1 of 1

Dear Co-workers,

Some of you have inquired about the process for filling the general manager, long-distance business line vacancy. This job will be reposted very soon.

As I alluded to on Monday, Amtrak is in a very tight budget situation and all departments have had to re-evaluate our proposed FY14 budgets and make some difficult decisions in order to close the gap between our corporate goal and what was collectively submitted by the departments. The Operations department recently cut \$150 million in order to achieve the targeted budget number. Carefully controlling budgets is the responsible course as we strive for financial and organizational excellence.

This budget situation results in our decision to make changes to the Operations organization with the majority of these changes in the long-distance business line. There were 88 new positions created at the outset of the reorganization. We are eliminating 18 of these. Six new positions will be consolidated for a total net loss of 24 positions. This was not the intention at the outset, but we have learned a lot during this process and these adjustments make sense.

We are consolidating the six deputy general manager positions into three which will now include the Southeast, Central and Southwest areas of responsibility.

Ten route director positions are now consolidated into seven with the *California Zephyr/Empire Builder* routes being combined under one route director, the *Cardinal/Palmetto/Pennsylvanian/Capitol Limited/Lake Shore Limited* consolidated into the route director, East position and the *Coast Starlight/Southwest Chief* routes also being combined.

Terminal services are also changing. *Auto Train/New Orleans/Hialeah* terminal services will remain under the master mechanic in Sanford reporting to the deputy general manager, Southeast. And Chicago terminal services will now report to the deputy general manager, Central.

Please note that if you have previously applied for one of these positions there is NO need to reapply.

The revised list of available positions and organization charts reflecting these changes will be posted on Monday on the Amtrak Intranet Home page>Employee Information>Operations Reorganization.

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OPERATIONS



Business Line Communication

August 2, 2013 • Page 2 of 2

Change is difficult for all of us, but the end of this reorganization is in sight. I know that I can count on all of you to remain focused on safety, customer service and our bottom line.

Sincerely,

DJ Stadtler
Vice President of Operations



August 2, 2013 • Page 1 of 1

Dear Co-workers,

Some of you have inquired about the process for filling the general manager, long-distance business line vacancy. This job will be reposted very soon.

As I alluded to on Monday, Amtrak now faces a very tight federal funding situation and we have had to re-evaluate our proposed FY14 budgets and make some difficult decisions in order to close the gap between our corporate goal and the departmental budget requests. The Operations department recently cut \$150 million in order to achieve the targeted budget number. In an environment where federal funding is increasingly uncertain, carefully controlling budgets is the responsible course as we strive to realize our goals of financial and organizational excellence in a prudent manner.

The majority of the necessary reductions will come in the long-distance business line. There were 88 new management positions created at the outset of the reorganization. Eighteen of these will be eliminated and six positions will be consolidated making for a total net saving of 24 positions. This was not the intention at the outset, but we have learned a lot during this process and these adjustments make fiscal and operational sense.

The six planned deputy general manager positions will be reduced to three, overseeing the Southeast, Central and Southwest regions.

The ten route director positions will be reduced to seven. The *California Zephyr/Empire Builder* routes will be combined under one route director, the *Cardinal/Palmetto/Pennsylvanian/Capitol Limited/Lake Shore Limited* consolidated under a second, while the *Coast Starlight/Southwest Chief* routes are combined under a third.

Our plans for terminal services will also change. *Auto Train*/New Orleans/Hialeah terminal services will remain under the master mechanic in Sanford who will report to the deputy general manager, Southeast. Chicago terminal services will now report to the deputy general manager, Central.

Please note that if you have previously applied for one of these positions there is NO need to reapply.

The revised list of available positions and organization charts reflecting these changes will be posted on Monday on the Amtrak Intranet Home page>Employee Information>Operations Reorganization.

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I know that periods of change like this one are difficult for everyone, but the end is in sight, and I expect to complete this reorganization in the fall. Once it's done, we will be able to turn our full effort to the task of improving our services and our financial return; in the meantime, I appreciate the way everyone has continued to stay focused on customer service, the bottom line and the most important element of our jobs – safety.

Sincerely,

DJ Stadtler
Vice President of Operations

August 2, 2013 • Page 1 of 1

Dear Co-workers,

Some of you have inquired about the process for filling the general manager, long-distance business line vacancy. This job was posted yesterday.

As I alluded to on Monday, Amtrak now faces a very tight federal funding situation and we have had to re-evaluate our proposed FY14 budgets and make some difficult decisions in order to close the gap between our corporate goal and the departmental budget requests. The Operations department must cut \$65.5 million in order to achieve the targeted budget number. In an environment where federal funding is increasingly uncertain, carefully controlling budgets is the responsible course as we strive to realize our goals of financial and organizational excellence in a prudent manner.

While the necessary reductions are being made across various organizations within Operations, the majority will come in the long-distance business line. This was not the intention at the outset, but we have learned a lot during this process and these adjustments make fiscal and operational sense. In addition, we will continue to review and refine the Operations organization in line with our business objectives.

One of the major changes in the long distance business line is the reduction of the six planned deputy general manager positions to three, overseeing the Southeast, Central and Southwest regions.

The ten route director positions will be reduced to seven. The *California Zephyr/Empire Builder* routes will be combined under one route director, and the *Coast Starlight/Southwest Chief* routes are combined under a second. In addition, the *Cardinal/Palmetto/Pennsylvanian/Capitol Limited/Lake Shore Limited* are consolidated under a route director, East. There will also be a new route director established for *Auto Train* reporting to the deputy general manager, Southeast.

Our plans for terminal services will also change. The mechanical functions in Lorton, Sanford, New Orleans and Hialeah will report through a master mechanic in Sanford to the deputy general manager, Southeast. Chicago terminal services will now report to the deputy general manager, Central.

The deputy general manager, Central and all the route director positions will be reposted by early next week. Please note that if you have previously applied for either one of the deputy general manager

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OPERATIONS



Business Line Communication

August 2, 2013 • Page 2 of 2

positions in Chicago that are now combined or the route director positions there is NO need to reapply. You will automatically be considered an applicant for the realigned positions. However, interested candidates must apply for the route director, *Auto Train*, as this is a new position.

The revised list of available positions and organization charts reflecting these changes will be posted by early next week on the Amtrak Intranet Home page>Employee Information>Operations Reorganization.

I know that periods of change like this one are difficult for everyone, but the end is in sight, and I expect to complete this reorganization in the fall. Once it's done, we will be able to turn our full effort to the task of improving our services and our financial return; in the meantime, I appreciate the way everyone has continued to stay focused on customer service, the bottom line and the most important element of our jobs – safety.

Sincerely,

DJ Stadler
Vice President of Operations



Business Line Communication

August 13, 2013 • Page 1 of 1

Dear Co-workers,

I have been spending some time with my senior leadership team and reviewing the division of responsibilities that were previously announced. It is important that the goals and responsibilities of each organization be properly aligned to provide focus on critical operational activities.

Once again, various Congressional committees are going to be focusing on our long-distance services and our food and beverage costs and delivery systems.

Our Chief of Customer Service Tom Hall is going to need to concentrate even more on these critical issues. The upcoming work in these areas has led me to alter the job description of the chief of customer service position, a position that Tom has held since February. Tom will remain in charge of ensuring that Amtrak provides the quality of service that meets the wants, needs and expectations of our customers. He will continue to oversee food and beverage services and is still responsible for setting and maintaining standards for both station service and on-board service in conjunction with the business line general managers for consistent delivery across the Amtrak system.

I know that you will continue to give Tom and his team your full support in what may be very challenging times.

As a result of this change, the chief of systems operation position has been created and will be posted later this week. This chief, reporting to me, will oversee system operations functions, including the Consolidated National Operations Center (CNOC), crew management services and administration of special trains. The chief will also direct and lead the coordination of activities during major service disruptions and will ensure continuity of service during such instances.

Other duties include the responsibility for the effective utilization of Amtrak's fleet assets, including locomotive and fleet allocation. He/she will also be the focal point to coordinate efforts of the business lines and the Mechanical and Engineering departments to properly balance project resources, resolve issues and enhance productivity.

This senior leadership position is part of the company's ongoing effort to align day-to-day operations with our Strategic Plan. As a result, a clear emphasis will be placed on achieving quantifiable results and ensuing that operations meet the standards and policies set by Amtrak, federal and regulatory authorities.

[This new structure will become effective upon the appointment of the chief of system operations.](#)

Sincerely,

DJ Stadler
Vice President of Operations

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FREQUENTLY ASKED QUESTIONS

- **What is the Operations Department Reorganization?**
A realignment of the management structure to create business line accountability, dissolve departmental silos and improve customer focus. Manager reporting lines and certain management positions will be adjusted into a new structure.
- **How is this change actually happening?**
A transition team of senior managers provided perspective on the best elements of previous Operations organization structures. The vice president of Operations held Town Hall meetings throughout the Amtrak system to explain the goals of the reorganization and listen to employee suggestions. Drawing from this process, a new management organization structure has been developed. As a result of these changes, over 80 positions will be posted throughout the Operations organization in the next three to four weeks. In order to accomplish a more streamlined organization and align positions appropriately, some employees' current positions will be impacted.
- **What does it mean to be impacted?**
When the scope of a position is significantly changed or phased out and superseded by a new position, then the employee is impacted. The employee will meet with someone from his/her leadership team and also a Human Capital representative who will explain the situation. The employee will continue working in his/her current position until the transition to the new organization is close to complete. This process will take several months at a minimum. During this time, the employee is free to apply for any open position within the company for which he/she is qualified. When the reorganization is complete, and the new management structure is in place, then the positions being phased out will be eliminated.
- **What are the best ways for me to benefit from this reorganization?**
The new management structure will help to foster teamwork and customer focus at the facility and route level. New management positions with greater accountability and responsibility are closer to the field and the front line. What this means for each employee is the opportunity to help build a stronger Amtrak through greater collaboration and teamwork. There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization.
- **If someone receives an impact letter, what is the process for finding another suitable position?**
Positions will be posted on the Employee Information Portal (EIP) career and job section throughout the transition, and all employees (regardless if impacted or not) are encouraged to apply for any position for which he/she feels qualified and willing to serve.
- **What is the schedule for the reorganization roll-out?**
Beginning in June, open positions will be posted each week in batches on the EIP career and jobs section (generally on Wednesdays) and will be open for applications for at least seven days. As positions are filled, the organization will be aligned into the new management structure. The timeline for roll out into the new structure will be phased to ensure that safety, security and quality of service will not be affected during the transition.

Operations Department Reorganization

Safety and security are our highest priorities.

We operate as **One Amtrak** to serve our customers.

We are **accountable** for performance.

The new organization is an **opportunity** to improve our performance and for employees to advance professionally.

From the desk of Mr. DJ Stadler

AMTRAK is a registered service mark of the National Railroad Passenger Corporation

- **When will the reorganization be complete?**
The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.

- **If I'm feeling stressed by the changes due to the Operations reorganization; what should I do?**
It is understandable that this change could be stressful. It is strongly encouraged that employees contact the Employee Assistance Program (EAP), a local Human Capital representative, or a supervisor to discuss.

- **If I have additional questions about the changes, to whom should I go?**
The reorganization team is committed to information access for employees. There is a page on the Amtrak Intranet that describes the reorganization in some greater detail. Open lines of communication are encouraged during this change. Supervisors are being equipped with information they need to stay up-to-date and answer your questions. Please talk with your manager about your questions, concerns and comments during this transition. They can then direct any issues to the appropriate channels. In addition, the Human Capital business partners are also a resource for you as they will be working closely with the Operations leadership team throughout this reorganization.

- **What are the ultimate goals of this reorganization?**
 - Safety and security remains our highest priority.
 - One Amtrak.
 - Accountability for performance.
 - Dissolving the silos between operating departments.
 - Greater ability for managers to make decisions with greater autonomy in order to make adjustments faster and better serve our customers.
 - Fewer organizational layers to the front line.

February 8, 2013 • Page 1 of 1

Dear Co-workers,

Dear Co-workers,

Some of you have inquired about the process for filling the general manager, long-distance business line vacancy. This job was posted yesterday.

As I alluded to on Monday, Amtrak now faces a very tight federal funding situation and we have had to re-evaluate our proposed FY14 budgets and make some difficult decisions in order to close the gap between our corporate goal and the departmental budget requests. The Operations department must cut \$65.5 million in order to achieve the targeted budget number. In an environment where federal funding is increasingly uncertain, carefully controlling budgets is the responsible course as we strive to realize our goals of financial and organizational excellence in a prudent manner.

While the necessary reductions are being made across various organizations within Operations, the majority will come in the long-distance business line. This was not the intention at the outset, but we have learned a lot during this process and these adjustments make fiscal and operational sense. In addition, we will continue to review and refine the Operations organization in line with our business objectives.

One of the major changes in the long distance business line is the reduction of the six planned deputy general manager positions to three, overseeing the Southeast, Central and Southwest regions.

The ten route director positions will be reduced to seven. The *California Zephyr/Empire Builder* routes will be combined under one route director, and the *Coast Starlight/Southwest Chief* routes are combined under a second. In addition, the *Cardinal/Palmetto/Pennsylvanian/Capitol Limited/Lake Shore Limited* are consolidated under a route director, East. There will also be a new route director established for *Auto Train* reporting to the deputy general manager, Southeast.

Our plans for terminal services will also change. The mechanical functions in Lorton, Sanford, New Orleans and Hialeah will report through a master mechanic in Sanford to the deputy general manager, Southeast. Chicago terminal services will now report to the deputy general manager, Central.

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The deputy general manager, Central and all the route director positions will be reposted by early next week. Please note that if you have previously applied for either one of the deputy general manager positions in Chicago that are now combined or the route director positions there is NO need to reapply. You will automatically be considered an applicant for the realigned positions. However, interested candidates must apply for the route director, *Auto Train*, as this is a new position.

The revised list of available positions and organization charts reflecting these changes will be posted by early next week on the Amtrak Intranet Home page>Employee Information>Operations Reorganization.

I know that periods of change like this one are difficult for everyone, but the end is in sight, and I expect to complete this reorganization in the fall. Once it's done, we will be able to turn our full effort to the task of improving our services and our financial return; in the meantime, I appreciate the way everyone has continued to stay focused on customer service, the bottom line and the most important element of our jobs – safety.

Sincerely,

DJ Stadtler
Vice President of Operations

~~This week the Chief of Operations Research and Planning position within Operations was posted on Amtrak's career page. This new senior manager function, reporting directly to me, will lead the operations research and planning team in the development of Amtrak's schedules, fleet plans, terminal operating plans and operations processes. This team, in collaboration with Operations managers, will analyze problems, develop and implement solutions, and track performance. Key tasks include creating more efficient operating plans that maximize the productivity of assets and minimize costs as well as streamlining and improving operations at terminals, stations, yards, and facilities. Customer safety and satisfaction are key missions of the organization.~~

~~The ideal candidate for the Chief of Operations Research and Planning is a leader with a professional understanding of operations research who will be a role model for our values of commitment to safety, integrity, desire to~~



~~improve, accountability, respect, humility, entrepreneurial spirit, spirit of service and forgiveness. Technical skills needed to be successful include expertise in statistical analysis, linear and non-linear optimization studies, simulations, modeling, analytical methods and railroad operations planning and research.~~

I welcome all qualified candidates to apply. We will also be looking externally to make sure that we get the best possible leader for this critical position.

More personnel updates should be coming in the next few weeks.

Thank you for your support as we continue moving forward.

DJ Stadtler
Vice President of Operations

July 29, 2013 • Page 1 of 1

Dear Co-workers,

I wanted to let you know that Doug Varn has retired from Amtrak after 34 years of service. The position of general manager, long- distance services, is now vacant and we will begin recruiting for a replacement shortly. No one will act in his place, though Chris Jagodzinski will continue to oversee operations there, as he has been.

Additionally, the tight budget situation and the experience we are gaining as we complete the reorganization leads us to make some changes to the new business line organization charts which include deferring a few positions until FY14 and consolidating a few others. The revised charts will be posted on the Operations Reorganization Intranet site later this week and I will let you know when this posting is completed. These changes **DO NOT** put at risk having the new organization in place by October 1.

Later this week we will begin to announce some of the new deputy general managers within the business lines. The route director interviews are moving forward.

Thanks for your patience and support as we move through this process. The end of the fiscal year will be here soon and I am confident we will all continue to work together to have the new structure in place.

DJ Stadtler
Vice President of Operations

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June 13, 2013 • Page 1 of 1 ROUTE DIRECTOR POSTING

Dear Co-workers,

Do you want to own a train? Are you ready to bet your job on your ability to improve its service level and its finances? If you are, then keep reading. If you're not, the route director position is not for you.

The first thing it is important to understand is that it's really not so much about your personal ability to change things as it is about your willingness to help the other people working on your train change things. You have to be able to recognize good ideas, wherever they come from, champion those good ideas and let someone else take credit for them. You're going to be measured on how the train does, not how many good ideas you take credit for. The only way real improvement is possible is if every single person working on a train owns it too. Your job is about leadership and using all of your energies to help your people be successful. If this is who you are, keep reading. If this is too much for you, then thanks for taking the time to read this far, but this job may not be for you.

If you're still with me, you're part of a small group I'd like to talk to.

We are at a critical point in our history and how we manage the long-distance trains in the next couple of years could well determine their survival. As the country begins to make some very hard decisions about where its tax dollars are spent, there will be painful trade-offs and some very popular programs may lose out. Our long-distance network has to be performing at a level of financial responsibility and offering services that are a relevant segment of the national transportation network in order to earn the country's continuing support. That's the big picture, that's our job.

If you share this vision, if you have the energy and commitment, if you're willing to put it all out there, then I'd like to talk to you. Please apply through the Intranet Employee Information Portal > Career and Jobs and please include a short statement (200 words) telling us why you should be considered. The long-distance business route director position description is available on the Amtrak Intranet > Employee Information > Operations Reorganization > Position Descriptions for June 12 postings.

Sincerely,

Doug Varn
General Manager
Long-Distance Service

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May 28, 2013 • Page 1 of 2

Dear Co-workers,

The comprehensive reorganization of the Operations department has taken longer than expected. As I have said in prior communications, creating a structure that brings front-line, mechanical, engineering and transportation activities in line with our Strategic Plan to run Amtrak like a business, focused on higher levels of customer satisfaction, safety and financial accountability takes time and we wanted to do it thoughtfully and with input from employees across the system. I wanted to get this organization right and I believe that we achieved the goals that we set out to accomplish.

This new organizational structure was developed by senior Operations leadership based on employee comments from the Town Halls, employee comments I received during my travels and the work of the Operations Reorganization Transition Team. We also sought feedback from long-serving employees about what worked in prior reorganizations and what did not work.

At its core, the Operations reorganization is a realignment of the management structure to create business line accountability, dissolve departmental silos and move decision-making and accountability closer to our customers. Manager reporting lines and certain management positions will be adjusted into a new structure.

Over 80 positions will be posted through the Employee Information Portal in the next four to six weeks. Fewer than 60 current positions will be impacted in order to accomplish a more streamlined organization and appropriately align positions across the entire Operations organization. You will receive more information about that in coming days.

The vast majority of the more than 17,000 Operations employees will see no changes in daily tasks and responsibilities. Promotions and movements to positions with new responsibilities will require going through the application process and interviews. That is standard operating procedure throughout the company.

There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization. And while we will be looking both internally and externally for business leaders, I firmly believe that this will help some star employees rise through the ranks.

The Operations department is not broken. We remain a national unified department managed as a coordinated unit, but with greater empowerment and accountability for the performance of the routes. We are transitioning to business lines for the national network of long-distance trains, state-supported trains operated under contract with state business partners and Northeast Corridor (NEC) trains. Business lines do not change the way we operate trains.

General managers are accountable for the performance of the business lines. Each general manager oversees a portion of the oval national route structure, and each general manager has some responsibility to each business line. They will hold their managers and employees accountable for performance. And they will be counting on all of us to do our part.

Engineering, the Consolidated National Operations Center, the Mechanical department, Customer Service Business Operations and Operations Research and Planning are the core Operations support organizations that will work on behalf of

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Business Line Communication

May 28, 2013 • Page 2 of 2

and be accountable to the business lines they serve. The Northeast Corridor Infrastructure and Investment Development business line will work with Engineering and other stakeholders to oversee development and management of Amtrak's NEC infrastructure.

There are changes to terminal operations as well. A terminal is a complex of facilities that originate, terminate and perform major servicing of trains. Within each terminal, many different roles are performed including mechanical servicing and inspection, switching, management of crew bases, commissaries and customer service.

Previously, each terminal organization was managed separately reporting through the Transportation, Mechanical and Engineering departments. Employees stressed the need for all the departments to work together to deliver superior service. This is one of the primary reasons we are placing major terminals under a single manager – to ensure collaboration and accountability. The business lines will hold the terminal manager accountable for performance. And the terminal manager will work to ensure that employees are working as a team to prevent and solve problems, for maximum safety, efficiency, productivity and customer service in the terminal.

Mechanical services for each terminal currently reports through a regional master mechanic. Amtrak is going to transition to a new organization in which mechanical services at each terminal will report into the terminal manager who is accountable for all service components within the terminal.

The terminal manager and the terminal mechanical team are directly accountable to the business lines for mechanical performance and reliability. There will be more collaboration across functions locally within the terminal in order to facilitate teamwork and greater accountability and responsibility closer to the front line and route level. The Mechanical department will still be responsible and accountable for managing the fleet (pending changes in terminal ops key points), defining work standards, processes, initiatives, process improvements, and financial management.

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.

As these changes unfold we will continue to provide you regular updates about this transition as well as how we plan to evolve the way service is delivered to our customers.

Thank you for your support as we progress through this transition.

Sincerely,

DJ Stadler
Vice President of Operations



May 28, 2013 • Page 1 of 2

Dear Co-workers,

The comprehensive reorganization of the Operations department has taken longer than expected. As I have said in prior communications, creating a structure that brings front-line, mechanical, engineering and transportation activities in line with our Strategic Plan to run Amtrak like a business, focused on higher levels of customer satisfaction, safety and financial accountability takes time and we wanted to do it thoughtfully and with input from employees across the system. I wanted to get this organization right and I believe that we achieved the goals that we set out to accomplish.

This new organizational structure was developed by senior Operations leadership based on employee comments from the Town Halls, employee comments I received during my travels and the work of the Operations Reorganization Transition Team. We also sought feedback from long-serving employees about what worked in prior reorganizations and what did not work.

At its core, the Operations reorganization is a realignment of the management structure to create business line accountability, dissolve departmental silos and move decision-making and accountability closer to our customers. Manager reporting lines and certain management positions will be adjusted into a new structure.

Over 80 positions will be posted through the Employee Information Portal in the next three to four weeks. Fewer than 60 current positions will be impacted in order to accomplish a more streamlined organization and appropriately align positions across the entire Operations organization. You will receive more information about that in coming days.

The vast majority of the more than 17,000 Operations employees will see no changes in daily tasks and responsibilities. Promotions and movements to positions with new responsibilities will require going through the application process and interviews. That is standard operating procedure throughout the company.

There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization. And while we will be looking both internally and externally for business leaders, I firmly believe that this will help some high performing employees rise through the ranks.

The Operations department is not broken. We remain a national unified department managed as a coordinated unit, but with greater empowerment and accountability for the performance of the routes. We are transitioning to business lines for the national network of long-distance trains, state-supported trains operated under contract with state business partners and Northeast Corridor (NEC) trains. Business lines do not change the way we operate trains.

General managers are accountable for the performance of the business lines. Each general manager oversees a portion of the overall national route structure, and each general manager has some responsibility to each business line. They will hold their managers and employees accountable for performance and they will be counting on all of us to do our part.

Engineering, the Consolidated National Operations Center, the Mechanical department, Safety, Transportation, Customer Service, Business Operations and Operations Research and Planning are the core Operations support organizations

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Business Line Communication

May 28, 2013 • Page 2 of 2

that will work on behalf of and be accountable to the business lines they serve. The Northeast Corridor Infrastructure and Investment Development business line will work with Engineering and other stakeholders to oversee development and management of Amtrak's NEC infrastructure.

There are changes to terminal operations reporting as well. A terminal is a complex of facilities that originate, terminate and perform major servicing of trains. Within each terminal, many different roles are performed including mechanical servicing and inspection, switching, management of crew bases, commissaries and customer service.

Previously, each terminal organization was managed separately reporting through the Transportation, Mechanical and Engineering departments. Employees stressed the need for all the departments to work together to deliver superior service. This is one of the primary reasons we are placing major terminals under a single manager – to ensure collaboration and accountability. The business lines will hold the terminal manager accountable for performance. And the terminal manager will work to ensure that employees are working as a team to prevent and solve problems, for maximum safety, efficiency, productivity and customer service in the terminal.

The Mechanical department will still be responsible and accountable for managing the fleet, defining work standards, processes, initiatives, process improvements, and fleet acquisition.

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.

As these changes unfold we will continue to provide you regular updates about this transition as well as how we plan to evolve the way service is delivered to our customers.

Thank you for your support as we progress through this transition.

Sincerely,

DJ Stadtler
Vice President of Operations



Business Line Communication

May 29, 2013 • Page 1 of 2

Dear Co-workers,

The comprehensive reorganization of the Operations department has taken longer than expected. As I have said in prior communications, creating a structure that brings front-line, mechanical, engineering and transportation activities in line with our Strategic Plan to run Amtrak like a business, focused on higher levels of customer satisfaction, safety and financial accountability takes time and we wanted to do it thoughtfully and with input from employees across the system. I wanted to get this organization right and I believe that we achieved the goals that we set out to accomplish.

This new organizational structure was developed by senior Operations leadership based on employee comments from the Town Halls, employee comments I received during my travels and the work of the Operations Reorganization Transition Team. We also sought feedback from long-serving employees about what worked in prior reorganizations and what did not work.

At its core, the Operations reorganization is a realignment of the management structure to create business line accountability, dissolve departmental silos and move decision-making and accountability closer to our customers. Manager reporting lines and certain management positions will be adjusted into a new structure.

Over 80 positions will be posted through the Employee Information Portal in the next three to four weeks. Some employees will be impacted in order to accomplish a more streamlined organization and appropriately align positions across the entire Operations organization. You will receive more information about that in coming days.

The vast majority of the more than 17,000 Operations employees will see no changes in daily tasks and responsibilities. Promotions and movements to positions with new responsibilities will require going through the application process and interviews.

There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization. And while we will be looking both internally and externally for business leaders, I firmly believe that this will help some high performing employees rise through the ranks.

As you know, I have traveled around the system participating in 28 Town Hall meetings and have been back to meet with many of you individually. I have tried to convey that the Operations department is not broken. We will remain a national unified department managed as a coordinated unit, but with greater empowerment and accountability for the performance of the routes. We are transitioning to business lines for the national network of long-distance trains, state-supported trains operated under contract with state business partners and Northeast Corridor (NEC) trains.

General managers are accountable for the performance of the business lines. Each general manager oversees a portion of the overall national route structure, yet each general manager has some responsibility for the performance of the other business lines. They will hold their managers and employees accountable for performance deliverables and they will be counting on all of us to do our part.

Engineering, the Consolidated National Operations Center, the Mechanical department, Safety, Operating and Regulatory Compliance, Customer Service,

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Business Line Communication

May 29, 2013 • Page 2 of 2

Business Operations and Operations Research and Planning are the core Operations support organizations that will work on behalf of and be accountable to the business lines they serve. The Northeast Corridor Infrastructure and Investment Development business line will work with Engineering and other stakeholders to oversee development and management of Amtrak's NEC infrastructure.

There are changes to terminal operations reporting as well. A terminal is a complex of facilities that originate, terminate and perform servicing of trains. Within each terminal, many different roles are performed including mechanical servicing and inspection, equipment repair and maintenance, switching, management of crew bases, commissaries and customer service.

Previously, each terminal organization was managed separately reporting through the Transportation and Mechanical departments. Employees stressed the need for all the departments to work more closely together as a team to deliver superior service. This is one of the primary reasons we are placing major terminals under a single manager – to ensure collaboration and accountability for results. The business lines will hold the terminal manager accountable for performance. And the terminal manager will work to ensure that employees are working as a team to prevent and solve problems, for maximum safety, efficiency, productivity and customer service in the terminal.

The Mechanical department will still be responsible and accountable for managing the fleet maintenance, defining and overseeing compliance to work standards, quality systems, work procedures and processes, continuous improvements initiatives, fleet acquisition, equipment engineering, and backshop operations.

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.

I know that the thought of this organizational restructuring could be a distraction and we all need to remain mindful of the safety of our employees and our operations. We will continue to work in a collaborative environment and our Safe-2-Safer goals (observation rate goal of 75 percent by the end of the year) and risk reduction efforts will still be a major focus for us as a corporation.

As these changes unfold we will continue to provide you regular updates about this transition as well as how we plan to evolve the way service is delivered to our customers.

Thank you for your support as we progress through this transition.

Sincerely,

DJ Stadler
Vice President of Operations



Dear Co-workers,

I am pleased to announce the selection of Scot Naparstek to fill the newly-created role of assistant vice president, Operations (AVPO) reporting directly to me. Scot will become a member of the Amtrak Operations leadership team effective December 3.

The AVPO supplements the responsibilities of the Vice President, Operations (VPO) and has complimentary responsibility and authority to ensure that the objectives and goals of the Operations leadership team are met or exceeded. The AVPO also has delegation of authority for the VPO during any absence. Scot will collaborate with business leadership and provide guidance and direction as necessary in creating and executing business and strategic plans focusing on key elements that align with the Amtrak Strategic Plan. Specific areas of focus include increasing revenues, decreasing costs, increasing productivity, managing risk and reducing at risk behaviors

Mr. Naparstek has extensive experience developing strategic goals, building consensus and teamwork and leading execution strategies for desired results. He is a proven business partner, leader, change agent and problem solver with demonstrated ability to set and execute high-level strategic business plans and improvement initiatives.

Scot began his career at Amtrak in 2012 as the director, corporate human capital business partners, employee relations and labor relations. As a member of the Human Capital management team he provided strategic direction and support in leading the transformation of Amtrak to “run like a business” in a “one Amtrak way”. Scot is also a member of the Safe-2-Safer Executive Steering Committee and the headquarters management sponsor for Safe-2-Safer.

From 2006 to 2012, he was human resources director for several business units at Titan America, LLC where he spearheaded programs to drive cultural change initiatives, re-engineered processes and restructured the business units to operate profitably. Key activities included labor and employee relations, staffing, succession planning, employee development, compensation, policy administration, legal compliance and management guidance to other staff leaders. From 2002 to 2005 Scot was plant manager responsible for operations at the \$125 million High-Voltage Dead Tank Circuit Breaker Manufacturing facility with profit and loss responsibility for complimentary service business. He also developed and executed strategic operational direction that provided outstanding operational results for cycle time, quality, profit margins and customer satisfaction. In addition, Mr. Naparstek has held plant manager and human resources director roles at other manufacturing companies.

Scot holds a Master of Business Administration from Saint Bonaventure University and a Bachelor of Science degree in mechanical engineering from Columbia University.

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Business Line Communication

November 20, 2013 • Page 2 of 2

Kathy Brewer will assume the position of *Auto Train* route director effective immediately and will report to Deputy General Manager Tom Kirk in the Southeast region. In her new role, Kathy will be directly responsible for the financial, customer satisfaction, ridership and revenue, safety and overall business line goals for the *Auto Train*. In addition, she will be fully responsible for profit and loss of her route by directing business planning and decision-making.

Please join with me in warmly welcoming Scot and Kathy to these new roles and I know you will continue to give them your full support.

Sincerely,

DJ Stadtler
Vice President of Operations

October 1, 2013 • Page 1 of 2

Dear Co-workers,

As we begin fiscal year 2014, the new Operations organizational structure has been officially instituted. There has been a great deal of work to get us to this point. Moving forward, it will take the effort of all of us to bring this new organizational structure to life. Moving into the future, the driving factors of the Operations reorganization need to be kept in mind. They are:

- To create business line accountability.
- To dissolve departmental silos.
- To move decision-making and accountability closer to our customers.

We all need to adjust how we think about and manage the business at every level. There are three fundamental business principles driving this change.

A MATRIX ORGANIZATION

What is a matrix organization, and how will it work in the new Amtrak structure?

Previously, Amtrak has been structured in siloed business groups organized by function, geography and tasks. In contrast, our vision is to manage our business using cross-functional teams.

We are 'One Amtrak.' All the specialized areas in Operations work together as one team to deliver Amtrak's Strategic Plan, committed to Safety and Security, Customer Focus and Financial Excellence.

What are the advantages of a matrix organization?

- Organizational silos are dissolved to increase cooperation, and improve information flow.
- By sharing talent and expertise, communication across all organizations is improved, and decisions can be made by employees closer to the situation.
- Changes in markets and priorities are responded to more flexibly and quickly.
- Employees are exposed to new career opportunities because they have more interaction with various parts of the business.

The intent is to drive stronger communication, collaboration and a unified purpose across business disciplines to positively impact our customers' satisfaction and loyalty to Amtrak.

PROFIT & LOSS (P&L)

What does it mean to manage to Profit and Loss?

In the past, when it came to financial management, Operations tended to focus mostly on expenses. As a result of the reorganization, our focus has expanded to include revenue in order to create a full P&L outlook. This means we need to start thinking differently about how we manage our business by ensuring that we make the best use of scarce resources to improve the bottom line while exceeding our customers' expectations.

Managing under a full P&L is new to many here at Amtrak. We are committed to educating leaders and employees in FY14. Job aids will be created that describe available business reports. Training is available to learn how to use the Amtrak Performance Tracking (APT) system so that the business lines can understand the allocation of costs and revenues.

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ACCOUNTABILITY:

Why is there such a re-emphasis on accountability?

The over-arching success of Amtrak will be driven by accountability of individuals and teams. Teams are most successful when each individual is accountable for his or her actions and contribution to the progress of the team.

Beginning in FY14, non-agreement employees will have incentive targets based on their individual goals. Managers and individual team members should be having performance conversations about their individual goals and how they fit into the overall Amtrak strategy.

A key part of team accountability is to understand how the team contributes to meeting the company-wide goals. Each business line will use the appropriate metrics for its services. If each business line's goals are set and measured correctly, then by achieving them Amtrak will achieve its overall company-wide goals.

Going forward, each business line will create a plan with clear objectives, responsibilities and performance metrics. We will keep each other informed on a regular basis about our progress and work together to overcome any obstacles to success.

I encourage you to think about your *individual* role in the success of our new matrix organization, and how *you* can help your team, business line, and our company to achieve our goals.

As we begin working within the new Operations structure, everyone needs to continue to focus on their responsibilities as we transition. Here are two things I'm asking of you as we move forward:

1. Nobody said change/transition was easy. Please do your best to have a positive attitude, and bring it to your work and your team. Make collaboration a normal part of your daily routine.
2. Managers, talk to your employees. Employees, talk to your managers. Get clear on your individual goals, team goals and Amtrak strategy and determine how to measure success.

Business line kick-off meetings will be held later this month; a schedule of which will be released shortly.

Thank you for your support, patience and encouragement. I look forward to our collective success as we move into a new Amtrak chapter.

DJ Stadtler
Vice President of Operations

September 20, 2013 • Page 1 of 2

Dear Co-workers,

I am pleased to announce the selection of our chief of systems operations and the deputy general manager (DGM) for the Central region in the long- distance business line.

Chief of Systems Operations Tom Connolly, reporting to me, has the responsibility and oversight for directing the Consolidated National Operations Center (CNOC) and crew management services in the coordination, support and communication of nationwide passenger, commuter rail and freight railroad operations. The chief leads the coordination of activities during major service disruptions and ensures continuity of service during such instances.

This position is also responsible for effectively managing the day-to-day utilization of Amtrak's fleet assets, including locomotive and fleet allocation. The chief of system operations will also be the focal point to coordinate efforts of the business lines and the Mechanical and Engineering departments to properly balance project resources, resolve issues and enhance productivity.

Tom will also oversee the system-wide operation of all charters, private car and special moves (special trains) including development of policies and procedures, coordination with field operations and host railroads and accurate costing. A clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and polices set by Amtrak, federal and regulatory agencies.

Mr. Connolly has 37 years of railroad experience and his recent Amtrak positions include superintendent of the Empire District, superintendent of PCS in San Jose and General Superintendent of the Central division. He completed the Cabrini College course for organizational management.

The deputy chief of systems operation position will be reposted next week and I encourage all qualified candidates to apply.

Morrell (Moe) Savoy will be assuming the duties of the DGM for the Central region, reporting to the general manager long- distance. Similar to the other DGMs already in place, Moe will be directly responsible for the financial, operational, customer satisfaction, ridership and revenue, safety and overall business goals in his area of responsibility. This includes accountability for profit and loss of the *California Zephyr*, *Empire Builder* and several eastern routes by overseeing all field operations and directing business planning and decision-making.

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All DGMs are responsible for demonstrating Amtrak's values and leadership philosophy while providing customers with excellent service and meeting performance targets that are driven by and aligned with the goals of the Strategic Plan.

Moe brings 20 years of Amtrak experience to this position. Most recently he was the superintendent, road operations for the Central division and the acting deputy master mechanic for the Central division. He holds a Bachelor's of science degree in economics from West Point.

I know that you will support Tom and Moe in their new positions.

DJ Stadtler
Vice President of Operations

Business Line Communication

September 20, 2013 • Page 1 of 1

Dear Co-workers,

I am pleased to announce the selection of our chief of systems operations and the deputy general manager (DGM) for the Central region.

Chief of Systems Operations Tom Connolly, reporting to me, has the responsibility and oversight for directing the Consolidated National Operations Center (CNOC) and crew management services in the coordination, support and communication of nationwide passenger, commuter rail and freight railroad operations. The chief leads the coordination of activities during major service disruptions and ensures continuity of service during such instances.

This position is also responsible for developing a strategic program that will effectively utilize Amtrak's fleet assets, including locomotive and fleet allocation. The chief of system operations will also be the focal point to coordinate efforts of the business lines and the Mechanical and Engineering departments to properly balance project resources, resolve issues and enhance productivity.

Tom will also oversee the system-wide operation of all charters, private car and special moves (special trains) including development of policies and procedures, coordination with field operations and host railroads and accurate costing. A clear emphasis will be placed on achieving quantifiable results and ensuring that operations meet the standards and policies set by Amtrak, federal and regulatory agencies.

Mr. Connolly has 37 years of railroad experience and his recent Amtrak positions include superintendent of the Empire District, superintendent of PCS in San Jose and General Superintendent of the Central division. He holds a degree in organizational management from Cabrini College.

The deputy chief of systems operation position will be reposted next week and I encourage all qualified candidates to apply.

Morrell (Moe) Savoy will be assuming the duties of the DGM for the Central region, reporting to the general manager for that region. Similar to the other DGMs already in place, Moe will be responsible for overall safety excellence, contract adherence and oversight of business line goal management of state-supported and commuter services and will be accountable for profit and loss of the states-supported and contracted commuter routes by overseeing all field operations, working with state and local agencies to optimize performance and making sound business decisions.

All DGMs are responsible for demonstrating Amtrak's values and leadership philosophy while providing customers with excellent service and meeting performance targets that are driven by and aligned with the goals of the Strategic Plan.

Moe brings 20 years of Amtrak experience to this position. Most recently he was the superintendent, road operations for the Central division and the acting deputy master mechanic for the Central division. He holds a Bachelor's of science degree in economics from West Point.

I know that you will support these Tom and Moe in their new positions.

DJ Stadtler
Vice President of Operations

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FREQUENTLY ASKED QUESTIONS

- **What is the Operations Department Reorganization?**
A realignment of the management structure to create business line accountability, dissolve departmental silos and improve customer focus. Manager reporting lines and certain management positions will be adjusted into a new structure.
- **How is this change actually happening?**
A transition team of senior managers provided perspective on the best elements of previous Operations organization structures. The vice president of Operations held Town Hall meetings throughout the Amtrak system to explain the goals of the reorganization and listen to employee suggestions. Drawing from this process, a new management organization structure has been developed. As a result of these changes, over 80 positions will be posted throughout the Operations organization in the next three to four weeks. In order to accomplish a more streamlined organization and align positions appropriately, some employees' current positions will be impacted.
- **What does it mean to be impacted?**
When the scope of a position is significantly changed or phased out and superseded by a new position, then the employee is impacted. The employee will meet with someone from his/her leadership team and also a Human Capital representative who will explain the situation. The employee will continue working in his/her current position until the transition to the new organization is close to complete. This process will take several months at a minimum. During this time, the employee is free to apply for any open position within the company for which he/she is qualified. When the reorganization is complete, and the new management structure is in place, then the positions being phased out will be eliminated.
- **What are the best ways for me to benefit from this reorganization?**
The new management structure will help to foster teamwork and customer focus at the facility and route level. New management positions with greater accountability and responsibility are closer to the field and the front line. What this means for each employee is the opportunity to help build a stronger Amtrak through greater collaboration and teamwork. There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization.
- **If someone receives an impact letter, what is the process for finding another suitable position?**
Positions will be posted on the Employee Information Portal (EIP) career and job section throughout the transition, and all employees (regardless if impacted or not) are encouraged to apply for any position for which he/she feels qualified and willing to serve.
- **What is the schedule for the reorganization roll-out?**
Beginning in June, open positions will be posted each week in batches on the EIP career and jobs section (generally on Wednesdays) and will be open for applications for at least seven days. As positions are filled, the organization will be aligned into the new management structure. The timeline for roll out into the new structure will be phased to ensure that safety, security and quality of service will not be affected during the transition.

Operations Department Reorganization

Safety and security are our highest priorities.

We operate as **One Amtrak** to serve our customers.

We are **accountable** for performance.

The new organization is an **opportunity** to improve our performance and for employees to advance professionally.

From the desk of Mr. DJ Stadler

AMTRAK is a registered service mark of the National Railroad Passenger Corporation.

- **When will the reorganization be complete?**

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.
- **If I'm feeling stressed by the changes due to the Operations reorganization; what should I do?**

It is understandable that this change could be stressful. It is strongly encouraged that employees contact the Employee Assistance Program (EAP), a local Human Capital representative, or a supervisor to discuss.
- **If I have additional questions about the changes, to whom should I go?**

The reorganization team is committed to information access for employees. There is a page on the Amtrak Intranet that describes the reorganization in some greater detail. Open lines of communication are encouraged during this change. Supervisors are being equipped with information they need to stay up-to-date and answer your questions. Please talk with your manager about your questions, concerns and comments during this transition. They can then direct any issues to the appropriate channels. In addition, the Human Capital business partners are also a resource for you as they will be working closely with the Operations leadership team throughout this reorganization.
- **What are the ultimate goals of this reorganization?**
 - Safety and security remains our highest priority.
 - One Amtrak.
 - Accountability for performance.
 - Dissolving the silos between operating departments.
 - Greater ability for managers to make decisions with greater autonomy in order to make adjustments faster and better serve our customers.
 - Fewer organizational layers to the front line.

Dear Co-workers,

Thanks to the input of more than 100 front-line employees and managers, we are moving forward with a comprehensive reorganization that I believe will make the company more financially competitive and operationally efficient. You asked many important questions throughout my travels. I'd like to address two of those directly here. First, of the more than 17,000 Operations employees, the vast majority of you will see no changes to your daily tasks and responsibilities. Also, no one will have to reapply for their current positions. Promotions and movements to positions with new responsibilities will require new interviews, and that is standard operating procedure throughout the company.

of a transition toward a new, more accountable Amtrak focused on its business lines. The general managers will be working with the Transportation, Mechanical, and Engineering forces to improve operations and hold managers and employees accountable for performance. The general managers are business executive roles who will be accountable for achieving improved results. They will be counting on all of us to do our part.

We're now four months into the company-wide reorganization that brings front-line, mechanical, engineering and transportation activities in line with our Strategic Plan to run Amtrak like a business, focused on higher levels of customer satisfaction, safety and financial accountability.

It is important to remember that this reorganization does not mean employees must reapply for their current positions.

Instead we are creating positions within senior management that will be fully responsible for delivering a safe, on-time, enjoyable experience to our customers. In my search for the right individuals for these roles, I'm taking my time with the goal of getting this reorganization right.

This reorganization seems to be taking a while." That is because at the heart of this reorganization is the idea that the resulting improvements and management structure will transcend not just me but all of Amtrak's management and the nation's political changes as well. We're creating a structure that focuses us on our bottom line and providing great customer service. Doing that correctly takes time, and I want to get it right.

That's why we'll be looking both inside and outside the company for business leaders. This is the first of many changes that this reorganization will bring to Amtrak. While change can be daunting, I'm confident these changes are achievable and will be effective because of the input we have received from employees like you. I believe these improvements will help star employees rise through the ranks and allow our customers to enjoy America's Railroad even more than they do today.

As these changes unfold we will continue to provide you regular updates about this transition as well as how we plan to evolve the way service is delivered to our customers. Thank you for your support as we progress through this transition.

- **What is the Operations Reorganization?**

A realignment of the management structure to create business line accountability, dissolve departmental silos, and move decision making and accountability closer to the customer. Manager reporting lines and certain management positions will be adjusted into a new structure.

A transition team of senior managers provided perspective on the best elements of previous Operations organization structures. The Vice President of Operations held town hall meetings throughout the Amtrak system to explain the goals of the reorganization and listen to employee suggestions. Drawing from this process, a new management organization structure has been developed. As a result of these changes, over 80 positions will be posted throughout the Operations organization in the next 4-6 weeks. In order to accomplish a more streamlined organization and align positions appropriately, some employees' current positions will be impacted.

- What is the business case for the reorg
- Question states, "why should employees want to participate" but in this case there is no choice
- What is the impact on the Ops employees?
- How will this change actually happen?
- What are the details?

When the scope of a position is significantly changed or phased out and superseded by a new position, then the employee is impacted. The employee will meet with someone from their leadership team and also a human capital representative who will explain the situation. The employee will continue working in his/her current position until the transition to the new organization is close to complete. This process will take several months at a minimum. During this time, the employee is free to apply for any open position within the company for which he or she is qualified. When the reorganization is complete, and the new management structure is in place, then the positions being phased out will be eliminated.

▪ **What are the best ways for me to benefit from this reorganization?**

The new management structure will help to foster teamwork and customer focus at the facility and route level. New management positions with greater accountability and responsibility are closer to the field and the front line. What this means for each employee is the opportunity to help build a stronger Amtrak through greater collaboration and teamwork. There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization.

▪ **If someone receives an impact letter, what is the process for finding another suitable position?**

Positions will be posted on the Amtrak career website throughout the transition, and all employees (regardless if impacted or not) are encouraged to apply for any position for which he or she feels qualified and willing to serve.

▪ **How many people are being impacted?**

It is expected that fewer than 60 current employees across the entire Operations organization have positions that will be directly impacted in this reorganization.

▪ **What is the schedule for the reorganization roll-out?**

Beginning in June, open positions will be posted each week in batches on the career portal (generally on Wednesdays) and will be open for applications for at least seven days. As positions are filled, the organization will be aligned into the new management structure. The timeline for roll out into the new structure will be phased to ensure that Operation safety, security, and quality will not be affected during the transition.

▪ **When will the reorganization be complete?**

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.

- Each train is part of a business line for performance reporting. The business lines are accountable for overall results.
- This reorganization is NOT a reestablishment of strategic business units.

Comment [01]: See if this makes sense/is correct

- Operations remains a national, unified department with greater integration of management within facilities.
- Business lines do not change the way we operate train service.
- We are accountable for the performance of each train we operate.
- Over 80 positions will be available for interested applicants.
- All employees have the opportunity to apply for any position(s) for which they feel they are qualified.

Operations is not broken.

Explaining the Reorganization

June 11, 2012 • Page 4 of 1

- We are not reinventing the wheel. We are transitioning to business lines in order to “Operate like a business,” to better serve our customers and increase our overall performance.
- This is an opportunity to become a stronger business – reducing cost, improving safety, and structuring the organization to provide improved service to customers.
- The goal is to establish business lines by the end of the fiscal year. DJ Stadler has traveled the country to meet with local Amtrak employees to gain their perspectives.
- The opinions, feedback, and suggestions from employees have been taken into consideration when designing the reorganization. This process has not been taken lightly.
- The reorganization asked long-serving employees to share their knowledge; what worked in the past, and what did not work.
- Employees shared the best and worst parts of previous Amtrak organizations and reorganizations, in order to generate this new structure.
- The reorganization is not driven to reduce headcount. The goal is to improve performance, including financial performance. Most management positions are not changing, and employees do not need to reapply for a job that is not changing.
- Even though we report our results by business line, previously there was no management structure within Amtrak that was directly related to business line performance — there was no accountability within the company for each business line.
- Therefore, the new structure is focused on creating management positions with greater accountability for the business line performance. General managers are accountable for business line performance. There will be a route director for each long- distance train accountable for the individual performance of his or her rout The business lines also hold each other accountable for performance, and they hold the supporting components of Operations and Amtrak, such as terminals, backshops, and other support services accountable for the roles they perform on behalf of the business.

Significant time and resources are being dedicated to this reorganization in order to get it right.

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special employee advisory

April 26, 2012 • Page 5 of 7

- This is very different from the old Strategic Business Units (SBUs). The SBUs were mini-companies that operated trains within a particular region of the country. The theory was that this would produce better accountability, customer focus, and management decisions, but in practice it resulted in rising costs, internal competition for resources, and fragmentation of the company. We are not going to split up Amtrak again. Operations will still be managed as a coordinated unit, but there will be greater empowerment and accountability for the performance of the routes.
- A terminal is a complex of facilities that originate, terminate, and perform major servicing of trains. Examples include Boston, New York, Albany, Philadelphia, Washington, Miami, New Orleans, Chicago, Los Angeles, Oakland, and Seattle.
- Within each terminal, many different roles are performed including mechanical servicing and inspection, switching, crew bases, commissaries, and customer service, among others.
- Previously, each terminal organization was managed separately, reporting through the Transportation, Mechanical, and Engineering departments.
- New management positions are being created to lead operations within each terminal. These positions are fully accountable for all the service components within the terminal. The business lines will hold the terminal manager accountable for performance. The terminal manager will work to ensure that employees are working as a team to prevent and solve problems, for maximum safety, efficiency, productivity, and customer service in the terminal.
- Previously, mechanical services for each terminal reported to the Mechanical department through a regional master mechanic. Amtrak is going to transition to a new organization in which mechanical services at each terminal will report into the terminal manager.
- The Mechanical department will still be responsible and accountable for managing the fleet, defining work standards, processes, initiatives, programs, process improvement, financial management, and **accountabilities**.

How will terminal organizations with integrated be managed?

Comment [A2]: Accountable for accountabiities?



special employee advisory

April 26, 2012 • Page 6 of 7

- The terminal manager and the terminal mechanical team are directly accountable to the Mechanical department for the work to be performed, that the engineering processes and specifications are adhered to, and to meet Amtrak's standards. The terminal team is also accountable to the business lines for mechanical performance and reliability. Delays, breakdowns, and other operating statistics are tracked for accountability.

The reason that the terminal workforce will report to the terminal manager instead of a master mechanic is to have more collaboration across functions locally within the terminal, in order to facilitate teamwork and better

FREQUENTLY ASKED QUESTIONS

- **What is the Operations Reorganization?**
A realignment of the management structure to create business line accountability, dissolve departmental silos, and improve customer focus. Manager reporting lines and certain management positions will be adjusted into a new structure.
- **How were the changes developed?**
A transition team of senior managers provided perspective on the best elements of previous Operations organization structures. The Vice President of Operations held town hall meetings throughout the Amtrak system to explain the goals of the reorganization and listen to employee suggestions. One of the key themes from Amtrak employees across the country was "One Amtrak." Everyone needs to be working for the same goal — to please every customer — not working just on behalf of their own terminal or their own train. Employees stressed the need for all the departments to work together to deliver superior service. This is one of the primary reasons we are placing major terminals under a single manager – to ensure collaboration and accountability.
- **How is this change actually happening?**
A new organization structure was developed by senior Operations leadership based on employee comments and the work of the Transition Team. Over 80 positions will be posted throughout the Operations organization in the coming weeks. In order to accomplish a more streamlined organization and align positions appropriately, some employees' current positions will be impacted.
- **What does it mean to be impacted?**
When the scope of a position is significantly changed or phased out, then the employee is impacted. The employee will meet with someone from their leadership team and also a human capital representative who will explain the situation. The employee will continue working in his/her current position until the transition to the new organization is close to complete. This process will take several months at a minimum. During this time, the employee is free to apply for any open position within the company for which he or she is qualified. When the reorganization is complete, and the new management structure is in place, then the positions being phased out will be eliminated.
- **What are the best ways for me to benefit from this reorganization?**
The new management structure will help to foster teamwork and customer focus at the facility and route level. New management positions with greater accountability and responsibility are closer to the field and the front line. What this means for each employee is the opportunity to help build a stronger Amtrak through greater



special employee advisory

April 26, 2012 • Page 7 of 7

collaboration and teamwork. There are opportunities for employees to evaluate their career paths and apply for new positions as a result of this reorganization.

- **If someone receives an impact letter, what is the process for finding another suitable position?**

Positions will be posted on the Amtrak career website throughout the transition, and all employees (regardless if impacted or not) are encouraged to apply for any position for which he or she feels qualified and willing to serve.

- **What is the schedule for the reorganization roll-out?**

Beginning in June, the initial group of open positions will be posted each week in batches on the career portal (generally on Wednesdays) and will be open for applications for at least seven days. As positions are filled, the organization will be aligned into the new management structure. The timeline for roll out into the new structure will be phased in, with a focus on safety and superior service in daily operations.

- **When will the reorganization be complete?**

The goal is to have the business line structure in place by the end of this fiscal year, September 30, 2013. The complexity of this transition requires adequate time to complete the process.

- **If I'm feeling stressed by the changes due to the operations reorganization, what should I do?**

It is understandable that this change could be stressful. It is strongly encouraged that employees contact the Employee Assistance Program (EAP), a local Human Capital representative, or a supervisor to discuss.

- **If I have additional questions about the changes, to whom should I go?**

The reorganization team is committed to information access for employees. We are working on a dedicated will hold information, messages, FAQs, and links related to this reorganization. More information will be forthcoming when the site is opened in the next few weeks.

Open lines of communication are encouraged during this change. Please talk with your manager about your questions, concerns, and comments during this transition. They can then direct any issues to the appropriate channels. In addition, the Human Capital Business Partners are also a resource for you as they will be working closely with the Operations leadership team throughout the reorganization.

- **What are the ultimate goals of this reorganization?**

- Safety and Security is our highest priority.
- One Amtrak.
- Accountability for performance.
- Customer focus.
- Dissolving the "silos" between operating departments.
- Fewer organizational layers to the front line.



OPERATIONS



Business Line Communication

XXXXXXXX XX, 2012 • Page 1 of 2

Dear Co-workers,

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OPERATIONS



Business Line Communication

XXXXXX XX, 2012 • Page 2 of 2



special employee advisory

December 11, 2012 • Page 1 of 1

Employee Appreciation

We received this heartwarming email last week and we were asked to share it with you.

*"Unless you have experienced it, and I know many of you did when Katrina hit New Orleans, you cannot fathom the devastation and utter hopelessness you feel seeing your house and your belongings washed away. For many days after Hurricane Sandy hit the New York/New Jersey area, most of us walked around in a daze, trying to understand the loss and not knowing what to do. The support and donations given by our fellow Amtrak employees was amazing, words cannot express the gratitude and appreciation that was felt by those hit hard by the hurricane. We know we speak for everyone when we say **thank you from the bottom of our hearts!** You helped make a traumatic situation that much better with your love and support. **THANK YOU!!!**"*

Amtrak employees, Penn Station NY - Debbi Hoeler, Felix Martinez, Ellen Rizzo, Tom McClinchy, Dan Borisuck, Jessica Guastella, Naomi Miller and the many others who fell victim to Sandy's rage.

We would like to continue easing the pain that this hurricane produced.

Amtrak Employee's Relief Fund

A month ago our company established the Amtrak Employee's Relief Fund, a peer-to-peer fund, allowing you to make donations via payroll deductions to help our colleagues impacted by Hurricane Sandy. We have collected close to \$11,000 to date in payroll pledges. Donations may be made by completing *NRPC 3238 Amtrak Relief Fund Payroll Deduction* (attached) or sending a check to our lockbox.

Relief Fund Application

The Amtrak Employees' Relief Fund application form (*NRPC 3382 A*) for those employees affected by Hurricane Sandy, is now available on the Intranet and is attached. Please note that applications are due by January 18.

We know that you have numerous questions regarding how the funds will be disbursed, how this fund is administered and deadline and contact information. Explanations are attached in the FAQ document.

Thanks for all of your generosity and concern.



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special employee advisory

February 24, 2012 • Page 2 of 2



2014

special employee advisory

March 28, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

We are a “can do” company. So many of you work so hard to deliver great customer service and world class safety. Your work is helping to increase ridership and improve our financial position.

We are a private company that receives payments from, and has important relationships with, nearly 50 sovereign governments. The largest is the United States government, but we also receive very large payments from California, Illinois, Michigan, New York, Virginia, North Carolina, Washington, Oregon and 38 other states for which we provide some level of service.

Our bosses – our customers, the states who hire us to provide service, the Congress, the administration, our board of directors and ultimately the taxpayers - expect us to run the corporation as much like a business as we can. We’ve made progress in that direction, but more needs to be done.

Here’s the problem. Our expenses are too high and our revenue is too low. We have great opportunities to become better as a place to work, better in the service we deliver and better in our control of our own future. However, we continue to struggle with overhead costs, overtime costs and lack of efficiencies.

Our average hourly wage for agreement employees is \$28.86. That’s a just wage, a living wage, and whenever possible, an annual wage. I’m proud that we are able to offer wages that attract well qualified employees, often multiple generations from the same family looking for a career with our company.

Last year we paid agreement employees and non-agreement employees \$1.3 billion in straight time pay and salary. Eligible employees earned another \$184 million in overtime. This does not include health insurance, payroll taxes or retirement. Through February of FY14, Amtrak’s total payroll (including all benefits and taxes) is 93.6 percent of Amtrak’s ticket revenue. The company cannot sustain this level of payroll or overtime going forward

Corporate overhead costs of \$508 million are high as well and we need to find a way to slow the pace of spending. Corporate overhead includes departments such as Marketing, Information Technology, Procurement, Real Estate, Finance and even my department, Office of the President and CEO.

We will lose our position as the preferred provider of rail passenger service in this nation if we do not find better solutions to reduce our costs and increase our revenues.

Everyone is accountable, agreement and non-agreement. You and me.

It was not so long ago that Amtrak had nearly a dozen contracts to operate or maintain equipment to support service for commuter rail agencies, including



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special employee advisory

March 28, 2014 • Page 2 of 2

large ones like MBTA in Boston. Today we have five. In 2009, we lost VRE in Virginia. Was that a wake-up call? It was for me and I was only here a short time at that point. Then in we lost Caltrain in California.

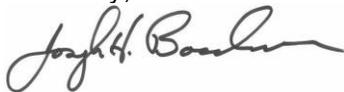
We have a full round of 19 state supported service contracts coming up soon. I'm not sure right this minute how we will do on those. Recently the state of Connecticut was questioning if it would be Amtrak or Metro-North Railroad that would operate the Springfield Line when their new service begins in 2015-- and we own the track.

We need to examine and look at everything. We need to ensure that we are doing the right things at the right times. We need to be lean and compete because I hate to lose. I like to win, and I know you do too. I believe we owe it to our future to win. We can continue to upgrade our equipment and our facilities and add good jobs, but in order to do that we need to look at every cost and look for every opportunity to increase revenue. We need to follow our Strategic Plan.

It is time for all of us to wake up and understand that we are in a very competitive environment. We will not only survive, but we will clearly win with the strategy we have and by embracing and living our values to each other and to all of our customers.

Thank you for all you do to help this railroad serve our customers. Please take part in ensuring that we pay our debt to the future by engaging in the vision and the hard work it will take to stay in front of the growing list of competitors who would like to take away our business and jobs.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

April 3, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Amtrak will once again celebrate Why Trains Matter with events across the country at our seventh annual National Train Day on May 10, 2014. This event continues to reinforce the value of train travel in bringing people and communities together and remind the public that trains play a vital part in the economy and infrastructure of our nation. Passenger and freight service continues to be on the rise and this is our annual event where we pay tribute to the railroad industry and passenger rail service in the U.S.

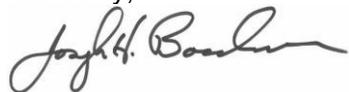
Marking 145 years of connecting travelers coast-to-coast, National Train Day commemorates the day the first transcontinental railroad was created and looks toward the future of rail travel with events nationally.

Your involvement and enthusiasm is what drives the success of these events. Last year we had over 79,000 visitors to 259 events in all 50 states, and 514 Amtrak employee volunteers. You are vital to the success of National Train Day. Our goal for National Train Day 2014 is to have over 530 employee volunteers across the nation. Depending upon the location, you can volunteer to give equipment tours, run the merchandise stores and information booths, staff the Chuggington Kids' Area and answer questions. Employee volunteers help keep everything on track while sharing their love of trains and our rich history with their communities.

I ask you to visit our employee-only site, www.TrainDay411.com, today to register to volunteer at an event near you. This site has all the information regarding what is in store for the 2014 celebrations. You can also participate in the Trivia Challenge for your chance to win Amtrak-branded prizes, tell us why you believe Trains Matter, visit the gallery of Amtrak employees' favorite photos of their stations from all across the country and check out which of your fellow employees was awarded the Employee Spotlight of the week.

I am confident that with your assistance, we can make this the best National Train Day ever.

Sincerely,



Joe Boardman
President and CEO

National Train Day activities will be held on May 3 in Los Angeles, Huntington, W.Va., and Toledo, Ohio.



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April 29, 2014 • Page 1 of 1

A Message from Jerry Sokol

Dear Co-workers,

This week there has been a series of top level changes in the Finance department leadership.

Yesterday Dale Stein, corporate treasurer, retired from Amtrak. Dale was with Amtrak for 13 years and led the effort to reduce Amtrak's debt, restore Amtrak's management pension plan to full funding and put an award-winning banking system into place. Scott Veldman, currently our assistant treasurer, has been named acting treasurer.

Bernard 'Bud' Reynolds (deputy logistics officer) will assume the role of chief logistics officer in our Procurement department on May 1. Paul Vilter has done a great job acting in this role for the past few months and we appreciate his efforts as the interim head of Procurement.

Carol Hanna will begin as the Amtrak controller on May 6. Carol joins us with 29 years of experience in the finance sector most recently as the senior vice president and controller with CACI International Inc. There Carol upgraded the team, created and improved processes and brought the controllers' organization forward to better serve the business. Prior to joining CACI, she was the senior director of finance and accounting for Hughes Network Systems, senior vice president and chief financial officer at Capital Technology Information Services, and began her career as a tax manager with Arthur Andersen & Co.

Carol holds a Bachelor's degree in accounting from the George Washington University.

I know that you will welcome Scott, Bud and Carol warmly as they assume their new roles at Amtrak.

Sincerely,

Jerry Sokol
Chief Financial Officer



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special employee advisory

April 26, 2012 • Page 2 of 2



special employee advisory

August 13, 2014 • Page 1 of 1

Drug and Alcohol Policy Expansion

On April 15 Chief Human Capital Officer Barry Melnkovic sent a letter to all non-agreement employees regarding the expansion of random drug testing to non-agreement employees in “safety sensitive” positions. Amtrak is committed to providing a safe work environment, fostering the well-being of our employees and our customers. A component of this commitment is Amtrak’s policy which requires all employees remain alcohol and drug-free while on duty.

Illegal drug use jeopardizes our commitment to safety. Drug abuse not only affects individual users and their families, but also presents dangers for the workplace. The expansion of random drug testing ensures a safe work environment for all.

Please see the attached documents which include the April 15 notification, the Over-the-Counter drug policy, the Oral-Eze collection system, the Authorization to Work with Medication(s) form (NRPC 3133) and information about the Employee Assistance Program. It is the responsibility of the employee to submit NRPC 3133 for review and concurrence prior to working with medications that may interfere with safe job performance.

We would also like to remind you that you should not take medications that are not specifically prescribed to you or take medications in excess of the prescribed dosage.

We run a safe railroad today and want to continue to make Amtrak the safest railroad it can be.



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August 26, 2014 • Page 1 of 2

A Message from Barry Melnkovic and Jerry Sokol

Dear Colleagues,

To acquire employee talent that supports the needs of our organizational structure and establishes hiring accountability to secure the long-term viability of Amtrak, we are establishing a new Headcount Approval Committee (HAC).

The HAC will oversee a standardized process for reviewing and approving all Amtrak headcount requests, with the exception of safety critical roles, as defined and approved by the Vice President, Operations (VPO). On Board Services, Train & Engine, and Mechanical new hire training classes are also exempt from the HAC process. This means interviews and offers and hiring into these roles will continue without first receiving HAC approval; however, the HAC will monitor hiring into these roles. The VPO will report and justify any of these "exempt" hires to the HAC, even if it is after the fact. Agreement positions that are filled internally through the Bulletin & Assignment (bid/bump) process are also exempt from the HAC.

The HAC consists of all CEO direct reports who are members of the Company Operating Team (COT), as well as the Human Capital Vice President of Organizational Effectiveness/Leadership Development. They will meet on a bi-weekly basis beginning September 9, 2014.

Starting August 25, all existing open and budgeted headcount (FY 14 and FY 15) requisitions must flow through the HAC before an offer can be extended. The attached Headcount Request form will be implemented as a standard protocol for submitting headcount requests for review by the HAC. The form was designed to drive strategic consideration of headcount by requiring documented business justification that takes into account the return on investment for every position.

The process for gaining HAC approval is as follows:

HAC Process:

1. Hiring manager completes Headcount Request Form and sends completed Headcount Request Form to HAC mailbox: headcountapprovalcommittee@amtrak.com (see attached examples of completed Headcount Request Forms)
 - a. For requisitions that cover multiple positions, the hiring manager must justify the need for the proposed number of positions on a single Headcount Request Form
2. HAC reviews requests according to bi-weekly schedule and approves/rejects based on documented business justification
3. HAC informs hiring manager of decision via email
4. If Headcount Request Form is
 - a. Approved: Proceed to Employee Information Portal (EIP) to begin requisition process, and attach approved Headcount Request Form to the EIP Create/Post Requisition Request eForm



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special employee advisory

August 26, 2014 • Page 2 of 2

- b. Rejected: Do not proceed to create/post requisition

Note: COT members may provide additional guidance to their department managers for a coordinated review and submittal process.

For requisitions approved/posted before August 25, 2014:

1. Continue to source/interview for these positions, including interviews to fill pre-planned training class schedules; however, the number of approved attendees for these classes may change as a result of the HAC review process
2. **Before extending an offer of employment** hiring managers must obtain HAC approval using the attached form and prescribed HAC approval process

For all new requisition requests created on/after August 25, 2014:

1. **Before creating new requisitions**, hiring managers must obtain HAC approval using the attached form and prescribed HAC approval process

If you have questions or need additional information:

1. Consult with your COT HAC representative or department head
2. Contact your designated Human Capital Business Partner

The HAC will provide a fair process supportive of our Financial Excellence goal. We appreciate your prompt attention to familiarizing yourself with the new HAC process and Headcount Request Form. As always, we thank you for your support and continued collaboration.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer (CHCO)

Jerry Sokol
Chief Financial Officer (CFO)



special employee advisory

December 6, 2014 • Page 1 of 1

Incident on Train 364 at Niles, Mich.

We are saddened that three passengers and an Amtrak employee, were injured in a stabbing incident Friday night on Train 364 at Niles, Mich. The four individuals aboard the Blue Water train were taken to local hospitals for treatment, with one of the passengers released from the hospital on Saturday morning. Those still hospitalized are in stable condition.

The suspect, who was also a passenger on the train, was taken into custody by the Niles Police Department. The incident is under investigation and we are cooperating fully with local law enforcement personnel.

Members of our Amtrak team immediately went to the scene and the local hospitals to visit those who were injured. We continue to ensure we are doing everything we can to assist those affected.

The SMART-Transportation Division, the union representing the injured Amtrak employee, issued a statement Saturday calling this "a senseless and random act of violence involving an Amtrak family member who was faithfully performing his duties." Their full statement is attached.

The safety and security of our passengers and Amtrak employees remains our highest priority. We will fully review this incident and take every step to learn from it and improve our processes where appropriate. Let's continue to encourage passengers and each other to be aware of our surroundings and notify the Amtrak Police by calling 911, 800-331-0008 or texting to APD11 (27311) if something seems suspicious.

Our Employee Assistance Program counselors are available to speak with you should the need arise. Assistance is always available by going to <http://wiki.intranet.nrpc/display/EAP/Home> and finding a counselor located near you. You can also call 844-Amtrak1 (1-844-268-7251) or go to www.achievesolutions.net/AmtrakEAP.

Please continue to be vigilant and keep those who were injured in your thoughts and prayers as they receive treatment for their injuries.



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**Bob Guy-State Director, SMART-Transportation Division
Statement regarding member assault on Amtrak Train 364 on 12/5/14**

The SMART-Transportation Division (formerly UTU) is deeply saddened this evening after receiving the disturbing news that one of our members, while faithfully performing his duties aboard AMTRAK Train #364, was seriously injured in a seemingly senseless and random act of violence.

Our thoughts and prayers go out to our fellow member and the other passengers that were injured during this inconceivable attack. I would like to express my personal appreciation to our other crew members, passengers aboard Train #364, and local law enforcement for any assistance that led to the apprehension of the subject.

SMART-Transportation Division will stand ready to assist AMTRAK and local law enforcement as the investigation into this rare act of violence moves forward, and we will do everything in our power to ensure that the person responsible for these acts is prosecuted to the full extent of the law.

**Bob Guy
State Director
Illinois Legislative Board
SMART-Transportation Division
8 S. Michigan Ave. Suite 2006
Chicago, IL. 60603
312-236-5353 (O)
217-638-0321 (C)**

special employee advisory

December 10, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am delighted to announce the results of Amtrak's Short-Term Incentive Plan (STI) for all eligible non-agreement employees. For the second straight year, Amtrak has achieved its financial target, which for Fiscal Year 2014 was to reduce Amtrak's net operating loss to \$305 million. As the result of strong revenue growth and fiscal discipline across all of Amtrak's operating departments, Amtrak has achieved an unaudited net operating loss of \$214 million. This represents a \$91 million achievement over Amtrak's target loss of \$305 million and as a result, Amtrak will be paying an STI award to all eligible non-agreement employees who have met their personal commitments to the organization in FY14.

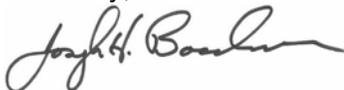
Unfortunately, with all the challenges we have faced with off-corridor delays and inclement weather, we did not achieve our customer service index (CSI) STI target of 84.25 percent; the actual achieved was 81 percent. Therefore, the payout for FY 14 will be 50 percent of your individual STI targets. Even though we did not achieve this goal, we must continue to focus on meeting or exceeding the needs of each and every one of our customers.

We operate in a very competitive environment with other travel options available to many of our customers. They will simply choose other means of travel unless we continue to make a concerted effort to focus on the customer experience. I know many of you feel that CSI is heavily influenced by forces beyond our control particularly when passengers are traveling on track we don't own, but we still need to strive to make that travel as enjoyable as possible for our customers by providing them with timely information and excellent customer service. We are doing everything we can to resolve the unacceptable delays that have been plaguing our network this past year.

Overall, I'm pleased with our performance for 2014 and am encouraged that we will be paying a STI award for the second straight year to all eligible non-agreement employees who have met their commitments through the fiscal year ending September 30, 2014. We've come far in the last year towards achieving our vision of moving America where it wants to go and I know that we can be even more successful in FY15. All of us want to achieve 100 percent of our STI targets next year.

Thank you for all that you do and please stay safe this holiday season.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

December 6, 2014 • Page 1 of 1

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The suspect, who was also a passenger on the train, was taken into custody by the Niles Police Department. The incident is under investigation and we are cooperating fully with local law enforcement personnel.

Members of our Amtrak team immediately went to the scene and the local hospitals to visit those who were injured. We continue to ensure we are doing everything we can to assist those affected.

The SMART-Transportation Division, the union representing the injured Amtrak employee, issued a statement Saturday calling this "a senseless and random act of violence involving an Amtrak family member who was faithfully performing his duties." Their full statement is attached.

The safety and security of our passengers and Amtrak employees remains our highest priority. We will fully review this incident and take every step to learn from it and improve our processes where appropriate. Let's continue to encourage passengers and each other to be aware of our surroundings and notify the Amtrak Police by calling 911, 800-331-0008 or texting to APD11 (27311) if something seems suspicious.

Our Employee Assistance Program counselors are available to speak with you should the need arise. Assistance is always available by going to <http://wiki.intranet.nrpc/display/EAP/Home> and finding a counselor located near you. You can also call 844-Amtrak1 (1-844-268-7251) or go to www.achievesolutions.net/AmtrakEAP.

Please continue to be vigilant and keep those who were injured in your thoughts and prayers as they receive treatment for their injuries.



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special employee advisory

October 17, 2014 • Page 1 of 1

DRAFT Ebola Virus Update

Our Medical, Public Health and Emergency Management teams continue to closely monitor recent developments regarding the Ebola virus outbreak in West Africa and the small number of cases identified in the United States. As news about Ebola spreads via the news media and social media, it is important that all Amtrak employees be aware of facts about the virus.

Managers and supervisors are strongly encouraged to regularly share the information below at crew briefings, roll calls and team meetings since not all employees have access to company email or the Amtrak Intranet while on the job. Amtrak will provide future updates to employees as needed. Amtrak operations at this time are not affected.

The risk of contracting Ebola is low unless you come into direct contact with blood or body fluids of an infected person. Ebola is not spread through the air; however, it can be potentially droplet borne and transmitted if an infected symptomatic individual coughs or sneezes and saliva or mucus comes in contact with another individual's eyes, nose, mouth or scratched skin. Symptoms of Ebola include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding.

As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin. Make sure to wet your hands and then lather all parts—including the backs, between fingers and under nails. Once you've worked up a good lather, scrub your hands for at least 20 seconds (Tip: Sing "Happy Birthday" to yourself twice), rinse and dry.

Hands should be cleaned before preparing food, eating or touching one's face and after handling soiled material (e.g. used tissues, lavatory surfaces), coughing or sneezing and using the toilet. Hand sanitizers may be used in addition or when soap and water are not available and hands are not visibly soiled.

If an Amtrak passenger or employee develops the symptoms described above, and has a history of travelling to West Africa or has had contact with an individual infected with Ebola within the past three weeks then:

- Keep the ill individual separated from the other passengers as much as possible (at least three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with an ill individual or luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and hands should



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special employee advisory

October XX, 2014 • Page 2 of 2

be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.

- Contact CNOG (1-800-424-0217) so arrangements can be made to have the ill passenger detained and met by local Emergency Medical Personnel.

Protocols and Resources. Amtrak has plans and strategies in place for addressing contagious disease outbreaks. They provide detailed instructions on how employees should interact with sick passengers and outline the steps for notifying appropriate parties within Amtrak. These documents, along with other information, are available on a new Ebola Update webpage located on the homepage of the Amtrak Intranet. This site will be updated regularly with current information and answers to common questions.

- [Serious Communicable Disease Protocol](#)
- [Bloodborne Pathogens Exposure Control Plan](#)
- [Pandemic Flu Plan](#)

Amtrak Public Health Staff members are also available should you have an urgent question regarding the management of an ill passenger or coworker:

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(Washington, DC) O: 202-906-3943; Cell: 703-856-9002
- **John Parke**, Director, Public Health Procedures and Assurance
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- **Mark Petrillo**, Regional Public Health Manager, Northeast Region
(New York) O: 212-630-6265; Cell: 917-692-7496



special employee advisory

October 17, 2014 • Page 1 of 1

DRAFT Ebola Virus Update

Our Medical, Public Health and Emergency Management teams continue to closely monitor recent developments regarding the Ebola virus outbreak in West Africa and the small number of cases identified in the United States. As news about Ebola spreads via the news media and social media, it is important that all Amtrak employees be aware of facts about the virus.

Managers and supervisors are strongly encouraged to regularly share the information below at crew briefings, roll calls and team meetings since not all employees have access to company email or the Amtrak Intranet while on the job. Amtrak will provide future updates to employees as needed. Amtrak operations at this time are not affected.

The risk of contracting Ebola is low unless you come into direct contact with blood or body fluids of an infected person. Ebola is not spread through the air; ~~however, it can be potentially droplet borne and transmitted if an infected symptomatic individual coughs or sneezes and saliva or mucus comes in contact with another individual's eyes, nose, mouth or scratched skin.~~ Symptoms of Ebola include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding. Coughing and sneezing are not characteristic symptoms of Ebola.

As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin. Make sure to wet your hands and then lather all parts—including the backs, between fingers and under nails. Once you've worked up a good lather, scrub your hands for at least 20 seconds), rinse and dry.

Hands should be cleaned before preparing food, eating or touching one's face and after handling soiled material (e.g. used tissues, lavatory surfaces), coughing or sneezing and using the toilet. Hand sanitizers may be used in addition or when soap and water are not available and hands are not visibly soiled.

If an Amtrak passenger or employee develops the symptoms described above, and has a history of travelling to West Africa or has had contact with an individual infected with Ebola within the past three weeks then:

- Keep the ill individual separated from the other passengers as much as possible (at least three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with an ill individual or luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and hands should



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October 17, 2014 • Page 2 of 2

be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.

- Contact CNOG (1-800-424-0217) so arrangements can be made to have the ill passenger detained and met by local Emergency Medical Personnel.

Protocols and Resources. Amtrak has plans and strategies in place for addressing contagious disease outbreaks. They provide detailed instructions on how employees should interact with sick passengers and outline the steps for notifying appropriate parties within Amtrak. These documents, along with other information, are available on a new Ebola Update webpage located on the homepage of the Amtrak Intranet (or go directly to <http://wiki.corp.nrpc/display/ebola/Home>). This site will be updated regularly with current information and answers to common questions.

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- [Bloodborne Pathogens Exposure Control Plan](#)
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October 17, 2014 • Page 1 of 1

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October 17, 2014 • Page 2 of 2

- Contact CNOC (1-800-424-0217) so arrangements can be made to have the ill passenger detained and met by local Emergency Medical Personnel.

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special employee advisory

February 4, 2014 • Page 1 of 1

A Message from Joe Boardman, Anthony Coscia and Jeffrey Moreland

Dear Co-workers,

Amtrak Inspector General Ted Alves advised the Board of Directors and President and CEO Joe Boardman that he intended to resign from Amtrak early in 2014 to pursue other professional opportunities. Mr. Alves told the board and Joe Boardman that he believed he had accomplished the goals he set out to achieve when he came to Amtrak in 2009 which included professionalizing the Office of Inspector General's (OIG) execution of its statutory duties to promote economy, efficiency and effectiveness in Amtrak's programs and operations through audits and investigations, restoring the OIG's relationship with the company and helping the company achieve the goals of our Strategic Plan. We agree completely with Ted Alves' assessment of what has been accomplished under and through his leadership; we thank him for his extraordinary and valuable contributions to the OIG, the company and the working relationships between the two and we wish him the very best in his future endeavors. Ted Alves' resignation was effective with the close of business on February 3, 2014.

The Board of Directors has appointed Deputy Inspector Tom Howard as Inspector General, effective today. Based on Tom's more than 36 years in responsible and ever senior positions with the Government Accountability Office, the U.S. Department of Transportation Inspector General and the NASA Inspector General and his 3 ½ years as Amtrak's Deputy Inspector General and partnership with Ted in the accomplishments noted above, we have every confidence that Tom will lead the Office of Inspector General to the standards he and Ted have set and continue its effective relationship with the company.

Please welcome Tom Howard to his new position and continue to respond to and work with the Inspector General's Office in accordance with the Amtrak Office of Inspector General policy approved November 1, 2011.

Thank you.

Joe Boardman
President and CEO

Anthony Coscia
Chairman
Board of Directors

Jeffrey Moreland
Vice President
Board of Directors



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February 5, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I want to take the occasion of the appointment of Amtrak's new Inspector General Tom Howard to remind all of us about the federal statutory mission of the Office of Inspector General (OIG) and our obligation fully to cooperate with the OIG in any audit, evaluation or investigation the OIG may conduct.

The OIG serves as an independent and objective unit within Amtrak, playing an important role in preventing and rooting out fraud, waste, mismanagement and abuse in Amtrak programs and operations. The OIG also works to improve the efficiency of our programs and operations through the performance of audits, evaluations and inspections. To carry out its statutorily required function, the OIG necessarily requires, on a regular basis, information and assistance from Amtrak managers and staff. It is essential that we not only fully cooperate with the OIG when asked, but also, bring any matter that we believe may constitute, waste, fraud and/or abuse to the OIG.

Specifically, I want to emphasize the responsibility of those who work for or with Amtrak and who observe or become aware of crime, fraudulent acts, gross waste of funds, abuse of authority, violations of rules or regulations or significant mismanagement by an Amtrak employee, contractor, or vendor or receive an allegation concerning such conduct. It is necessary that any Amtrak employee, contractor or vendor who observes such conduct or receives an allegation make a report personally by:

- contacting any OIG employee;
- calling the OIG Hotline at (800) 468-5469, which has been established specifically for receiving confidential reports;
- mailing information to the Amtrak Inspector General, P.O. Box 76654, Washington, D.C. 20013; or
- sending a message to the Amtrak OIG through its website: www.amtrakoig.gov.¹

In order to ensure free and open access to the OIG, an employee, contractor or vendor may ask for confidentiality, which will be provided under the terms of the Inspector General Act. Amtrak employees are not required to report their contacts with the OIG to their supervisors.

I ask each department, function and business line to make sure that each and every manager and supervisor within your organization reviews this

¹ If you have questions on ethical or safety related matters, or believe that you are a victim of discrimination or harassment, please in such cases follow the company's process of reporting to your supervisor, Human Capital, the EEO Compliance Unit in the Law department or the Amtrak Help-Line at (866) 908-7231, or www.reportlineweb.com/Amtrak.



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February 5, 2014 • Page 2 of 2

memorandum with his or her staff, including noting the Amtrak - OIG relationship policy link, which is on our Intranet under "OIG", and that a copy of this memorandum be posted on all Amtrak information bulletin boards in our facilities.

http://www.amtrakoig.gov/sites/default/files/reports/ig-amtrak_relac_policy_01-2012.pdf

If you have any questions about this guidance, please contact Amtrak's General Counsel, Eleanor D. Acheson, at ATS 777-2198, or the OIG General Counsel, Colin Carriere, at ATS 777-4355.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February 19, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Last fall, we all had the opportunity to complete the Organization Culture Diagnostic Instrument (OCDI), a survey used to assist us in evaluating our organizational culture and safety climate. The OCDI results are in and I wanted to take this opportunity to share with you a brief summary of what it revealed about our successes and our challenges. As in the past, the formal OCDI report will soon be posted on the company Intranet so all employees can read it and I will let you know when that happens. Here are some of the successes:

- A record-breaking 58 percent of the organization responded to the survey and offered their input about the current state of Amtrak's culture and safety climate.
- As an organization, Amtrak's culture and safety climate is stronger in 2013 than it was in 2011.
- Agreement employees' perceptions of the organization have improved considerably since 2011.
- All groups within the Operations department made improvements on each of the employee-to-supervisor scales.
- Survey results suggest employees in the Operations department are more likely to report injuries and incidents than in 2011.
- The Transportation department made significant improvements in all aspects of its culture and safety climate.

Here are some of the challenges:

- We need to ensure that every department and every location has effective leadership support for Safe-2-Safer.
- We need to provide effective support throughout our workforce so that all employees know that their co-workers, supervisors and managers "have their back." Supervisors and foremen continue to have poor perceptions of their leaders' credibility and support for the workforce.
- More work needs to be done in specific departments at specific locations to improve our organizational culture and safety climate.

Here are some of the steps we plan to take to improve our overall organizational culture and safety climate:

- We will continue to clearly communicate that Safe-2-Safer is here to stay.



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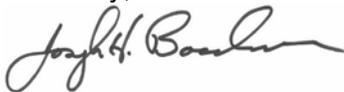
February 19, 2014 • Page 2 of 2

- We will increase and improve safety-related communication from senior leaders.
- We will find ways to address the underlying causes in areas with lower OCDI scores
- We will continue to develop supervisors' and managers' capabilities in safety leadership best practices.
- We will define each level of the organization's role in safety, and drive accountability for specific safety-supporting activities.
- We will continue to expand participation in and the effectiveness of the behavior-based safety processes.
- We will allow zero-tolerance for manipulating numbers related to safety programs.
- We will improve safety recognition systems.

Like you, I don't particularly enjoy hearing about things we could be doing better, but I know that our company, our customers and our fellow employees will be safer and more secure if we face our challenges head on instead of sweeping them under a rug. Improving safety and security on the railroad is our duty, and everyone is expected to participate. I've asked Chief Safety Officer Michael Logue to work with our senior leadership team to take advantage of what we learned from the OCDI.

I want to thank those of you who understand the importance of taking the time to complete the survey. We value your feedback. I appreciate all you do every day to make America's Railroad the safest and best it can be.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February 20, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to let you know that in addition to his responsibilities as chief financial officer, I have appointed Jerry Sokol as the new corporate ethics officer, a position formerly held by DJ Stadtler.

As stated in the Ethical Conduct and Conflict of Interest Policy (P/I Number 1.3.6), Jerry will have the ultimate responsibility for the consistent administration and interpretation of our policy and approval of any exceptions from it.

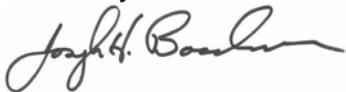
Amtrak requires all employees to observe the highest standards of business ethics. We must not only conduct the business and operation of Amtrak in a manner that complies with applicable law and high moral and ethical standards, we must also avoid any prohibited conflict of interest or appearance of a conflict of interest. We consider any violation of the policy to be a very serious infraction that may result in disciplinary action, up to and including immediate termination of employment. The corporate ethics officer is available to answer any questions so that there is no confusion over what is the appropriate course to follow.

I would recommend that all employees become familiar with this policy which can be found on the company Intranet >Library>Policies>Amtrak Policy and Instruction Manual or click on this link.

<http://wiki.corp.nrpc/download/attachments/3590/1.3.6+Ethical+Conduct+and+Conflict+of+Interest.pdf?version=2>

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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January 9, 2014 • Page 1 of 1

Drug and Alcohol Policy

As you may recall, this past November, Washington and Colorado voters legalized the recreational use of marijuana, making them the first U.S. states to decriminalize the practice. Last week, certain jurisdictions in Colorado began selling the drug for recreational use.

It is important to re-emphasize that these state initiatives will have no bearing on Amtrak's drug testing program. Amtrak's policy and the Department of Transportation's Drug and Alcohol Testing Regulation (49 CFR Part 40) with which we comply does not authorize the use of Schedule I drugs, including marijuana, for any reason.

The drug and alcohol testing examiners will **not** verify a drug test as negative based upon learning that our employee used "recreational marijuana" when states have passed "recreational marijuana" initiatives.

We also need to reiterate that drug and alcohol testing examiners will **not** verify a drug test as negative based upon information that a physician recommended that the employee use "medical marijuana" when states have passed "medical marijuana" initiatives.

Marijuana remains a drug listed in Schedule I of the Controlled Substances Act. It is still a controlled substance barred from Amtrak property by company policy and it remains unacceptable for use by any employee subject to drug testing under Amtrak's or the Department of Transportation's drug testing regulations.

Any employees who test positive for marijuana will be dealt with in accordance with Amtrak's drug testing policy and federal law.

We run a safe railroad today and want to continue to make Amtrak the safest railroad it can be.



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January 24, 2014 • Page 1 of 1

FY14 Appropriations

Last week President Obama signed the omnibus appropriations package that will fund the government, including Amtrak's federal appropriation through Sept. 30, 2014.

The total amount for Amtrak's operating, capital and debt service grants is \$1.39 billion.

The chart below outlines the designated amounts included in the package for Amtrak. The legislation also repeals the restrictive language from the Hurricane Sandy supplemental bill that will now allow us to access the approximately \$80 million in capital appropriated during FY13.

The legislation also includes \$10 million in Department of Homeland Security Funds for us and \$23.5 million for our Inspector General.

Amtrak Funding Categories (\$ millions)	FY13 Final	FY14 Final (b)	Difference between FY13 Final and FY14 Final
Operating	442	340	-102
General Capital (a)	566	781	215
Debt Service	271	199	-72
ADA	50	50	0
NEC Programs (c)	15	20	5
Capital subtotal	902	1,050	148
Grand Total	1,344	1,390	46

- (a) Includes capital to be retained by Federal Railroad Administration.
- (b) Of capital, \$40 million may be used for operating, if needed.
- (c) Northeast Corridor (NEC) funds for use by DOT to implement Section 212 and Gateway. Section 212 of PRIIA calls for commuter railroads on the NEC to develop a uniform cost-sharing methodology for use of the NEC.



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January 9, 2014 • Page 1 of 1

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Dear Co-workers,

This week, the disability community around the country celebrates the 24-year anniversary of the signing into law of the Americans with Disabilities Act (ADA). The law was passed in 1990 to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” Amtrak serves as an important mode of travel for people with disabilities, and we continue to improve our services, facilities and program to ensure accessibility for all.

Accessibility for passengers with disabilities has historically placed Amtrak at a competitive advantage over other travel modes. With input from national disability advocacy groups and a robust program supported by collaborative teams throughout the company, we have taken significant steps to improve the travel experience for passengers with disabilities from trip planning, to purchasing tickets, to stations, to equipment and on-board services.

Over the past five years, Amtrak has:

- Held disability customer service training for front line employees.
- Advanced design and development efforts for setback boarding platforms that utilize a gap mitigation device and put forth efforts to improve the existing Amtrak stock of bridgeplates (used at level boarding platforms) and the ramp used on board the Superliner cars.
- Installed wheelchair lifts or replaced aging and obsolete lifts where needed; approximately 350 stations now have a mobile station
- Made accessibility improvements at more than 200 stations including repairs and upgrades to platforms, ramps and sidewalks and renovated entrance ways and restrooms.
- Developed new standards for Passenger Information Display Systems (PIDS) in stations to include both audio and visual communication.
- Either replaced or installed accessible Quik-Trak ticket kiosks in stations.
- Made improvements to Amtrak.com to allow passengers with disabilities to book online; further updates will take effect in the fall.

All Amtrak trains have accessible seating and restrooms, all long-distance trains have accessible bedrooms and Amtrak is the only mode of intercity transportation that provides a discount to passengers with disabilities and their companions.

Our advancements are reflected in part by the ridership growth of passengers with disabilities. Through June 2014, this segment has grown by 2.8 percent over the same period last year.

Since 2006, through our Great American Stations Project, Amtrak has been working to educate communities on the benefits of redeveloping train stations and making improvements to ensure stations are accessible for all. We have sponsored 10 Civic Conversations around the system touching over 200 Amtrak-served communities across the country. The purpose of these meetings is to bring together city officials, civic leaders and state officials to discuss station redevelopment, accessibility requirements and how Amtrak can serve as a partner in the process.

However, despite the progress we have made, there is still work that needs to be done. Upgrading stations and making them accessible is a challenge that requires significant, dedicated funding and, in many cases, complex access and other agreements.

We own only a small percentage of the nearly 500 stations that are required to become ADA-compliant. We need to find a way to overcome the length of time it takes to work through the complexity of station ownership issues, and we remain committed to working with all of the owners of the stations, platforms and parking facilities to create a nationwide rail system that is accessible to each and every customer and employee.

We are confident that we can build on the progress made to date, and we plan to advance a robust program of station accessibility improvements in Fiscal Year 2015. Making Amtrak service accessible to all individuals aligns with our Strategic Plan, specifically the goals of customer focus, safety and security and mobility and connectivity.

Providing greater accessibility to our trains and Thruway buses, in facilities and stations and on Amtrak.com is the right thing to do as a company because all of our customers must be treated equally and without differentiation, even our customers who happen to have a disability.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO

Comment [A1]: David suggests we rephrase as "equally, regardless of whether they have a disability or not."

special employee advisory

July 25, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

This week marks the 24th anniversary of the signing into law of the Americans with Disabilities Act (ADA). The law was passed in 1990 to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” Amtrak serves as an important mode of travel for people with disabilities, and we are committed to improving our services, facilities and program to ensure accessibility for all.

The passage of the ADA was preceded by many years of advocacy before Congress, state governments and many municipal governments by members of the disability community. Its passage was a triumph of their hard work and dedication, but it was also recognition by society that all of us have the right to accessibility. When President Bush signed this measure into law, he said “The Americans with Disabilities Act presents us all with a historic opportunity. It signals the end to unjustified segregation and exclusion of persons with disabilities from the mainstream of American life.”

While Amtrak has made progress in bringing its equipment and facilities into a higher level of accessibility, we still have much work to do. It is my view that creating greater levels of accessibility and accommodation is something that never really ends. The work we do to advance the spirit and intent of the ADA is more than improving stations and building better vehicles, it is also how we treat each other and the level of service we bring to all of our passengers but especially those who have special needs.

Earlier this year I met with representatives of the disability community and heard from them some of the frustrations they have with Amtrak. They understand that the challenges we face are both difficult and complex but they expect us to advance accessibility and accommodations throughout our system. I told them that we would work very hard to address these issues whether they are in our stations, on our equipment or in the ways we communicate with our passengers. I pledged to them that they would see tangible progress in meeting these needs.

We operate a vast national system of service, touch many different communities and serve a broad share of the American public. As such we all have a role to play in advancing ADA. Some of you will do so by making our vehicles and facilities more open and accessible; some of you will help by advancing technology to make accessibility to our reservation and communications systems easier. However, every one of us can advance the spirit of this landmark law by treating each other with kindness and decency and I would ask you to reflect on that as we recognize the anniversary of this important law.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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August 25, 2014 • Page 1 of 1

A Message from Barry Melnkovic and Jerry Sokol

Dear Colleagues,

In response to Mr. Boardman's call to action regarding the immediate need for managing headcount at Amtrak, we carefully weighed feedback from the Executive Leadership Team (ELT) and Company Operating Team (COT) to address this pressing matter. Beginning on September 9, 2014, a newly established Headcount Approval Committee (HAC) will govern a standardized process for reviewing and approving all Amtrak headcount requests that are related to non-strategic initiatives (i.e., approved company-wide strategic initiatives are exempt). The HAC will ~~occur-meet~~ on a bi-weekly schedule and consist of all CEO direct reports ~~that who~~ are members of the COT, as well as the Human Capital Vice President of Organizational Effectiveness/Leadership Development, ELD in Human Capital. ~~Effective Monday August 25th 2014~~ today, all existing open and budgeted headcount (FY14 and FY15) requisitions must flow through the HAC before an offer can be extended.

Beginning ~~Monday August 25th 2014~~ today, the attached Headcount Request Form will be implemented as a standard protocol for submitting headcount requests for review by the HAC (see the attachments for an overview of the Headcount Approval Process and examples of completed Headcount Request Forms). The form was designed to drive strategic consideration of headcount by requiring documented business justification that takes into account the return on investment for every position.

The process for gaining HAC approval is as follows:

HAC approval flow:

1. Hiring ~~Manager-manager~~ completes Headcount Request Form and sends completed Headcount Request Form to HAC mailbox (headcountapprovalcommittee@amtrak.com)
 - a. For requisitions that cover multiple positions, the ~~Hiring-hiring Manager-manager~~ must justify the need for the proposed number of positions on a single Headcount Request Form
2. HAC reviews requests according to bi-weekly schedule and approves/rejects based on documented business justification
 - a. The HAC begins meeting on September 9th 2014, which means ~~Hiring-hiring Managers-managers~~ may have to wait up to two ~~(2)~~ weeks to receive approval/rejection
3. HAC informs ~~Hiring-hiring Manager-manager~~ of decision via email
4. If Headcount Request Form is
 - a. Approved: ~~Proceed-proceed~~ to Employee Information Portal (EIP) to begin requisition process, and attach approved Headcount Request Form to the EIP Create/Post Requisition Request eForm
 - b. Rejected: Do not proceed to create/post requisition



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August 25, 2014 • Page 2 of 2

For requisitions approved/posted before August 25th 2014:

1. Continue to source/interview for these positions
2. **Before extending an offer of employment ~~Hiring-hiring Managers managers~~** must obtain HAC approval using the prescribed HAC approval process
3. Use the attached Headcount Request Form to complete this process

For all new requisition requests created on/after August 25th-25th 2014:

1. **Before creating new requisitions ~~Hiring-hiring Managers-managers~~** must obtain HAC approval using the prescribed HAC approval process
2. Use the attached Headcount Request Form to complete this process

~~In summary, we~~ We believe establishment of the HAC will provide a fair process supportive of our Financial Excellence goal. Given Mr. Boardman's directive to swiftly address headcount and related expenditures, please give immediate attention to familiarizing yourself with the new HAC process and Headcount Request Form. As always, we thank you for your support and continued collaboration.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer (CHCO)

Jerry Sokol
Chief Financial Officer (CFO)



special employee advisory

June 10, 2014 • Page 1 of 1

A Message from Joe Boardman and Barry Melnkovic

Dear Co-workers,

At Amtrak, succession planning is critical for securing our legacy as America's Railroad. It enables us to identify and grow future leaders who will drive our company to achieve its strategic objectives of safety and security, customer focus and financial excellence. All three provide the foundation to sustain Amtrak in the future; our talent is at the core of achieving these goals.

You are receiving this message because you play a vital part in the succession planning process. Whether you will be hosting a talent review session or you will be the focus of future leadership planning efforts, your role is important in developing great leadership talent at Amtrak.

In the coming weeks, you will receive additional information from your department leadership related to our succession planning process. I, along with Barry Melnkovic, our Chief Human Capital Officer, want to thank you for your continued efforts in investing in our greatest resource—our people. I look forward to embarking on this journey with you as we create a workforce of the future and continue to transform our organization.

Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



Barry Melnkovic
Chief Human Capital Officer



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June 17, 2014 • Page 1 of 1

A Message from Susan Reinertson

Dear Co-workers,

Current Amtrak identification badges will begin expiring in January 2015. I wanted to let all Amtrak employees and contractors know that we will be updating **all** identification badges for both security purposes and increased efficiency onboard our trains. The new updated design will have a bar code on the front which will simplify the onboard scanning procedure. The badges will be produced in house and allow us an opportunity to update employee photographs.

All employees are required to submit an updated photo in order to receive the new ID badge. Please note that most smart phones can take acceptable passport quality photos.

The photo requirements are simple:

- All photos must be passport quality.
- All photos must have a white background and display a clear shot of the employee's/contractor's face (please no hats, sunglasses, etc.).
- Photos should include the full face view with a neutral facial expression and both eyes should be open.
- If you regularly wear glasses, please wear them in your photo.

All photos should be emailed or texted to the Smart ID team at IDrefresh@amtrak.com. All emails should include SAP number and full name in the subject line. Please submit photos by July 15, 2014.

Please watch for continued email communications, posters, an article in *Ink* and reminders in *Amtrak This Week* regarding the Smart ID rollout and distribution of the new badges.

Thank you for your support.

Susan Reinertson
Chief, Emergency Management & Corporate Security



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June 26, 2014 • Page 1 of 1

Change in Crew Lodging Contract

Amtrak is pleased to introduce a new partnership with **Travelliance**, a full-service accommodations and transportation administration company with over 35 years of experience specializing in crew and employee travel. Travelliance will be replacing Corporate Lodging (CLC), our current vendor, starting October 1, 2014. CLC has been a good partner for many years and Amtrak is appreciative of that relationship.

Travelliance has been selected by Amtrak to provide lodging and transportation services for Train and Engine and Onboard Services crews and other employees. This will mean some changes that will simplify the hotel booking and check-in processes. Initially we will not change any hotels and the vendor change should be nearly seamless to the vast majority of our employees who currently use CLC.

As the October 1, 2014, start date for Travelliance gets closer, additional information will be provided regarding booking hotels and checking into rooms.

In the meantime, please continue to utilize CLC.

Amtrak welcomes Travelliance aboard.



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March 7, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Since implementing our 2011 Strategic Plan our accomplishments have been significant. We set the groundwork necessary to build a stronger Amtrak. We must continue to make bold changes to help secure our future and improve intercity passenger rail's value as a national asset. To do so, we have refreshed our Strategic Plan for the next four years. I would like you to use this plan as our guide to future success – a tool for pointing us along our journey.

If you have not already seen it, I would like to introduce you to the highlights of the refreshed Strategic Plan.

- We have an **updated vision** that directs what we want to do: *“Moving America where it wants to go.”* Our **updated mission** tells us how we will achieve this: *“Deliver intercity transportation with superior safety, customer service and financial excellence.”*
- We have narrowed our **corporate themes and refined the strategic goals**. We have sharpened our focus to three themes and aligned goals that will make the greatest difference for Amtrak: *Safety and Security, Customer Focus and Financial Excellence*. These goals are highly integrated -- the success in all of them is crucial to sustaining Amtrak's future. Two previous goals, Mobility and Connectivity and Environment and Energy, have now become ways in which we can achieve our goals, rather than be goals in-and-of themselves.
- In my next communication, I will explain how our business line strategies will result in better results for our customers.
- Although there have been changes in our strategy our **values** and **leadership philosophy** have not changed.

The refreshed Strategic Plan will ensure a successful Amtrak tomorrow. We are all aware that it will take time for the plan to show the results that we aim to obtain. However, I am confident that if we are united, with shared focus and aligned action, we will continue to transform Amtrak into a world-class passenger transportation company.

For the FY14-FY18 plan to work successfully, I need each of you to learn and help others learn our new strategy. To support you in that



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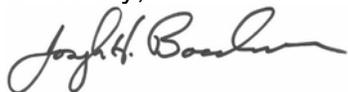
March 7, 2014 • Page 2 of 2

effort, I am committed to providing resources to help you understand how our strategy affects you, your team and your business line/department and how you can contribute towards the achievement of our business goals. I encourage you to review the [Reference Summary](#), the Strategy Refresh [Frequently Asked Questions \(FAQs\)](#) and a full copy of the [Strategic Plan](#) all of which can be found on our company [Intranet home page](#). If you have any questions regarding the strategic plan, please contact Amtrak.Strategic.Plan@amtrak.com.

While you are reviewing the Strategic Plan please remember that we are developing new initiatives that will help each business line meet our strategic goals. More information will come to you soon. In the meantime, thank you for your support and for your hard work.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

March 28, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

We are a “can do” company. So many of you work so hard to deliver great customer service and world class safety. Your work is helping to increase ridership and improve our financial position.

We are a private company that receives payments from, and has important relationships with, nearly 50 sovereign governments. The largest is the United States government, but we also receive very large payments from California, Illinois, Michigan, New York, Virginia, North Carolina, Washington, Oregon and 38 other states for which we provide some level of service.

Our bosses – our customers, the states who hire us to provide service, the Congress, the administration, our board of directors and ultimately the taxpayers - expect us to run the corporation as much like a business as we can. We’ve made progress in that direction, but more needs to be done.

Here’s the problem. Our expenses are too high and our revenue is too low. We have great opportunities to become better as a place to work, better in the service we deliver and better in our control of our own future. However, we continue to struggle with overhead costs, overtime costs and lack of efficiencies.

Our average hourly wage for agreement employees is \$28.86. That’s a just wage, a living wage, and whenever possible, an annual wage. I’m proud that we are able to offer wages that attract well qualified employees, often multiple generations from the same family looking for a career with our company.

Last year we paid agreement employees and non-agreement employees \$1.3 billion in straight time pay and salary. Eligible employees earned another \$184 million in overtime. This does not include health insurance, payroll taxes or retirement. Through February of FY14, Amtrak’s total payroll (including all benefits and taxes) is 93.6 percent of Amtrak’s ticket revenue. The company cannot sustain this level of payroll or overtime going forward

Corporate overhead costs of \$508 million are high as well and we need to find a way to slow the pace of spending. Corporate overhead includes departments such as Marketing, Information Technology, Procurement, Real Estate, Finance and even my department, Office of the President and CEO.

We will lose our position as the preferred provider of rail passenger service in this nation if we do not find better solutions to reduce our costs and increase our revenues.

Everyone is accountable, agreement and non-agreement. You and me.

It was not so long ago that Amtrak had nearly a dozen contracts to operate or maintain equipment to support service for commuter rail agencies, including



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March 28, 2014 • Page 2 of 2

large ones like MBTA in Boston. Today we have five. In 2009, we lost VRE in Virginia. Was that a wake-up call? It was for me and I was only here a short time at that point. Then in we lost Caltrain in California.

We have a full round of 19 state supported service contracts coming up soon. I'm not sure right this minute how we will do on those. Recently the state of Connecticut was questioning if it would be Amtrak or Metro-North Railroad that would operate the Springfield Line when their new service begins in 2015-- and we own the track.

We need to examine and look at everything. We need to ensure that we are doing the right things at the right times. We need to be lean and compete because I hate to lose. I like to win, and I know you do too. I believe we owe it to our future to win. We can continue to upgrade our equipment and our facilities and add good jobs, but in order to do that we need to look at every cost and look for every opportunity to increase revenue. We need to follow our Strategic Plan.

It is time for all of us to wake up and understand that we are in a very competitive environment. We will not only survive, but we will clearly win with the strategy we have and by embracing and living our values to each other and to all of our customers.

Thank you for all you do to help this railroad serve our customers. Please take part in ensuring that we pay our debt to the future by engaging in the vision and the hard work it will take to stay in front of the growing list of competitors who would like to take away our business and jobs.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

March xx, 2014 • Page 1 of 1

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Last year we paid agreement employees \$999 million in straight time pay and another \$184 million in overtime pay which equates to roughly 18.4 percent of this annual total. We paid non-agreement employees \$285 million in salaries. This does not include health insurance, payroll taxes or retirement. Through February of FY14, Amtrak’s total payroll (including all benefits and taxes) is 93.6 percent of Amtrak’s ticket revenue. The company cannot sustain this level of payroll or overtime going forward

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March xx, 2014 • Page 2 of 2

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Sincerely,

Joe Boardman
President and CEO

Comment [SA1]: I can only verify 8 through the years going back to the late 90s..

Comment [SA2]: I would recommend saying nearly ten.

Comment [A3]: Need to confirm numbers and dates.

Comment [SA4]: Dates are verified.



special employee advisory

May 1, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

This week there have been a series of top level changes in the organization.

On Monday, Dale Stein, corporate treasurer, retired from Amtrak. Dale was with Amtrak for 13 years and led the effort to reduce Amtrak's debt, restore Amtrak's management pension plan to full funding and put an award-winning banking system into place. Scott Veldman, currently our assistant treasurer, has been named interim treasurer. A search to fill the position of corporate treasurer, an officer of the corporation, is in progress.

The treasurer is responsible for managing the company's cash flow in the most efficient and profitable fashion possible. The position also involves forecasting future needs for funding and seeking the best alternatives for obtaining it.

Scott has been serving as our assistant treasurer since joining Amtrak in 2011. Prior to coming to Amtrak, he was the vice president and treasurer of Mohawk Industries, Inc., the largest floor covering manufacturer, distributor and marketer in the United States. He has a Master of Business Administration from the University of Chicago and a Bachelor of Science in finance from the University of Illinois.

Carol Hanna will begin as the Amtrak controller on May 6. This position, also an officer of the corporation, is the top accounting officer of the organization and is responsible for instituting and overseeing all of the accounting policies and procedures and related financial controls of the organization. The controller is the senior leader responsible for supervising external audits conducted by various entities which include state governments, banking institutions, federal regulators, our state partners and the external auditor hired by Amtrak to review our financial statements.

Carol joins us with 29 years of experience in the finance sector most recently as the senior vice president and controller with CACI International Inc. There Carol created and improved processes and brought the controllers' organization forward to better serve the business. Prior to joining CACI, she was the senior director of finance and accounting for Hughes Network Systems, senior vice president and chief financial officer at Capital Technology Information Services, and began her career as a tax manager with Arthur Andersen & Co.

Carol holds a bachelor's degree in accounting from the George Washington University.

Bernard 'Bud' Reynolds will assume the role of chief logistics officer in our Procurement department on May 1 and he will be directly responsible for managing the logistics function for Amtrak. Bud began his career at Amtrak in



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May 1, 2014 • Page 2 of 2

2000 as a senior contract manager in Procurement and moved into a series of more responsible positions, most recently as our deputy chief logistics officer. He is admired for his outstanding institutional knowledge of Amtrak and the industry, as well as his deep knowledge of the procurement process, agreement contracts and the talent within the Logistics team.

Bud has a master's degree in organization leadership from Immaculata University and a bachelor's degree from St. Joseph's University, both in Pennsylvania.

Paul Vilter has done great job acting in this role for the past few months and we appreciate his efforts as the interim head of Procurement

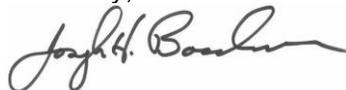
Scott and Carol will be located in Washington, D.C. and Bud will remain in Philadelphia. All three will report directly to Chief Financial Officer Jerry Sokol.

Mark Yachmetz, currently chief, corporate research and strategy, is immediately moving into the newly created position of chief, strategic fleet rail initiatives. Mark will continue to play an integral leadership role within the Office of the President and CEO and will be directly involved and responsible for the alignment of Amtrak's rail fleet initiatives with the overall corporate strategic goals and objectives. This role includes coordinating the development of business cases to support corporate decisions on the acquisition and deployment of the rail fleet, developing financing strategies and sponsoring research for the improvement of our existing rail fleet assets. Mark will be a member of the Company Operating Team (COT) and continue reporting directly to me. A search is in progress to fill the opening created by Mark assuming this new role.

In his most recent position, Mark led the development and roll out of the Amtrak Strategic Plan and previously was the associate administrator for railroad policy and development at the Federal Railroad Administration.

I know that you will warmly welcome Scott, Bud, Carol and Mark to their new roles at Amtrak.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

May 1, 2014 • Page 1 of 1

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May 1, 2014 • Page 2 of 2

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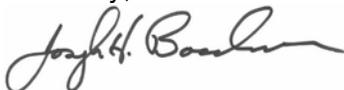
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Sincerely,



Joe Boardman
President and CEO



special employee advisory

May 12, 2014 • Page 1 of 2

A Message from Joe Boardman and Barry Melnkovic

Dear Co-workers,

As you know, our Strategic Plan has been updated for FY14-FY18. Our plan is designed to make progress towards our strategic goals, which focus on three business themes: Safety and Security, Customer Focus and Financial Excellence. It is a good, solid plan, but like any plan it is meaningless without people willing and able to take the necessary steps to act on it. In short, we power our success.

Whether you work directly or indirectly with the customers we serve, as Amtrak employees we are responsible for our collective success. Knowing this, we needed to ask an important question regarding what actions employees must take to ensure we are successful. To address this question, in FY13 Human Capital partnered across the business lines and departments to identify a collection of knowledge, skills and abilities required to drive both individual and organizational success. That effort resulted in the development of our eight Amtrak Core Competencies. These competencies are considered “core” because they represent the essential behaviors that all non-agreement employees at Amtrak must competently demonstrate to be successful in their role and in turn, drive the success of Amtrak.

The Amtrak Core Competencies spotlight the importance of “how” we do business. This is important because how we do business affects our ability to provide competitive advantage to our customers and our employees. How we work also affects our ability to attract, develop, engage and retain best fit talent. While many of you already demonstrated the Core Competencies before they were recognized as such, these key talent requirements needed to be more clearly defined and demonstrated with greater consistency across the organization. They are the very core of the work that we do on a daily basis and form the very foundation of our talent strategy. So to address the need for greater clarity and consistency in defining how to be successful in one’s role, the Amtrak Core Competencies will gradually be factored into how people are recruited, selected, developed, evaluated and rewarded.

The Amtrak Core Competencies are the golden thread tying together all Human Capital practices. They provide a clear and consistent framework for employees to successfully manage their careers and collectively power the success of Amtrak. Implementation of the Core Competencies began in early FY14 as part of the Performance Conversations process. They have since been included in the new recruitment management tool launched in early April.

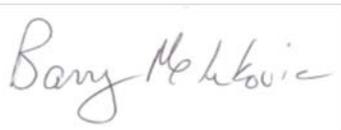
You are asked to learn the Amtrak Core Competencies and begin to demonstrate them as you accomplish your daily responsibilities – our success depends on it. We whole heartedly believe that wide-spread adoption and demonstration of the Amtrak Core Competencies will help us achieve our strategic goals. They will help us be successful in our roles, which will satisfy our customers and help Amtrak to succeed. Information about the Amtrak Core Competencies can be found on the Human Capital page of the company [Intranet](#). If you have any questions about our Core Competencies, please contact HumanCapital@amtrak.com.

Thank you for your support.

Sincerely



Joe Boardman
President and CEO



Barry Melnkovic
Chief Human Capital Officer



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May 12, 2014 • Page 2 of 2

Amtrak Core Competencies: 3 Key Components

Each of our Amtrak Core Competencies consists of three components:

1. **Title** – The name of each Core Competency (e.g., Drive Safety and Security).
2. **Definition** – Description of each associated title (e.g., Controls exposures for self and others).
3. **Key Themes** – Examples of what each Core Competency looks like in action (see *Amtrak Core Competencies table below*). It is important to note that there are many other ways that each Core Competency could be demonstrated, but these are the behavioral examples that were agreed upon by Amtrak leaders and other employees from across the organization as behaviors that all non-agreement employees should consistently demonstrate to be successful within their roles and to propel the success of Amtrak.

AMTRAK® CORE COMPETENCIES								
Core Competency	Drive Safety and Security	Put Customers First	Maximize Business Results	Deliver with Accountability	Collaborate for Results	Lead and Develop People	Lead and Manage Change	Embrace Diversity
Competency Definition	<i>Controls exposures for self and others</i>	<i>Builds loyalty through positive relationships within and outside the company</i>	<i>Uses knowledge of the company, industry, market, and government stakeholders to increase Amtrak profitability</i>	<i>Accomplishes tasks with excellence and holds self and others accountable for delivering high-quality results</i>	<i>Partners with others to reach shared goals</i>	<i>Supports the Amtrak mission by positively influencing others to grow</i>	<i>Grows and adapts through continuous improvement and change</i>	<i>Demonstrates respect for and inclusion of others within and outside the company</i>
Key Themes	<ul style="list-style-type: none"> • Considers the safety and security impact of decisions • Observes and reports things and people that seem out of place • Identifies and removes safety and security barriers • Applies safety and security metrics • Promotes safety education 	<ul style="list-style-type: none"> • Creates positive customer experiences • Anticipates and exceeds customer needs • Demonstrates and reinforces altruism • Owns customer service concerns • Builds customer and partner loyalty 	<ul style="list-style-type: none"> • Reinforces business acumen • Knows the competition • Develops and applies business knowledge • Manages company resources • Evaluates risk and makes sound decisions • Develops and executes strategy 	<ul style="list-style-type: none"> • Produces quality results • Adheres to high standards and correct processes • Uses a data-driven approach to solve problems • Manages project and program resources • Develops strengths and manages opportunities 	<ul style="list-style-type: none"> • Promotes teamwork and builds trust and positive relationships • Facilitates two-way communication • Shares resources • Resolves conflict • Recognizes and celebrates individual and team successes 	<ul style="list-style-type: none"> • Clarifies expectations, roles, and responsibilities • Enables others to be successful • Builds and demonstrates organizational capability • Coaches and mentors others • Models professional excellence 	<ul style="list-style-type: none"> • Recognizes why change is necessary • Identifies and considers innovative alternatives • Motivates others to change • Seeks personal growth to support organizational change • Holds self and others responsible 	<ul style="list-style-type: none"> • Creates a positive, respectful environment • Seeks and welcomes different views • Educates and includes others • Operates with self- and social-awareness • Recognizes, accepts, and appreciates differences



special employee advisory

May 12, 2014 • Page 1 of 2

A Message from Joe Boardman and Barry Melnkovic

Dear Co-workers,

As you know, our Strategic Plan has been updated for FY14-FY18. Our plan is designed to make progress towards our strategic goals, which focus on three business themes: Safety and Security, Customer Focus and Financial Excellence. It is a good, solid plan, but like any plan it is meaningless without people willing and able to take the necessary steps to act on it. In short, we power our success.

Whether you work directly or indirectly with the customers we serve, as Amtrak employees we are responsible for our collective success. Knowing this, we needed to ask an important question regarding what actions employees must take to ensure we are successful. To address this question, in FY13 Human Capital partnered across the business lines and departments to identify a collection of knowledge, skills and abilities required to drive both individual and organizational success. That effort resulted in the development of our eight Amtrak Core Competencies. These competencies are considered “core” because they represent the essential behaviors that all non-agreement employees at Amtrak must competently demonstrate to be successful in their role and in turn, drive the success of Amtrak.

The Amtrak Core Competencies spotlight the importance of “how” we do business. This is important because how we do business affects our ability to provide competitive advantage to our customers and our employees. How we work also affects our ability to attract, develop, engage and retain best fit talent. While many of you already demonstrated the Core Competencies before they were recognized as such, these key talent requirements needed to be more clearly defined and demonstrated with greater consistency across the organization. They are the very core of the work that we do on a daily basis and form the very foundation of our talent strategy. So to address the need for greater clarity and consistency in defining how to be successful in one’s role, the Amtrak Core Competencies will gradually be factored into how people are recruited, selected, developed, evaluated and rewarded.

The Amtrak Core Competencies are the golden thread tying together all Human Capital practices. They provide a clear and consistent framework for employees to successfully manage their careers and collectively power the success of Amtrak. Implementation of the Core Competencies began in early FY14 as part of the Performance Conversations process. They have since been included in the new recruitment management tool launched in early April.

You are asked to learn the Amtrak Core Competencies and begin to demonstrate them as you accomplish your daily responsibilities – our success depends on it. We whole heartedly believe that wide-spread adoption and demonstration of the Amtrak Core Competencies will help us achieve our strategic goals. They will help us be successful in our roles, which will satisfy our customers and help Amtrak to succeed. Information about the Amtrak Core Competencies can be found on the Human Capital page of the company [Intranet](#). If you have any questions about our Core Competencies, please contact HumanCapital@amtrak.com.

Thank you for your support.

Sincerely,



Joe Boardman
President and CEO



Barry Melnkovic
Chief Human Capital Officer



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May 12, 2014 • Page 2 of 2

Amtrak Core Competencies: 3 Key Components

Each of our Amtrak Core Competencies consists of three components:

1. **Title** – The name of each Core Competency (e.g., Drive Safety and Security).
2. **Definition** – Description of each associated title (e.g., Controls exposures for self and others).
3. **Key Themes** – Examples of what each Core Competency looks like in action (see *Amtrak Core Competencies table below*). It is important to note that there are many other ways that each Core Competency could be demonstrated, but these are the behavioral examples that were agreed upon by Amtrak leaders and other employees from across the organization as behaviors that all non-agreement employees should consistently demonstrate to be successful within their roles and to propel the success of Amtrak.

AMTRAK® CORE COMPETENCIES								
Core Competency	Drive Safety and Security	Put Customers First	Maximize Business Results	Deliver with Accountability	Collaborate for Results	Lead and Develop People	Lead and Manage Change	Embrace Diversity
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May 12, 2014 • Page 1 of 2

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Thank you for your support.

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Joe Boardman
President and CEO



Barry Melnkovic
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May 12, 2014 • Page 2 of 2

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special employee advisory

May 22, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Recently I announced that Mark Yachmetz moved from his position as chief, corporate research and strategy into the new role of chief, strategic fleet rail initiatives and that we were in the process of filling the opening created by this move. I am pleased to let you know that Jeffrey K. Clements has accepted the position of chief, corporate research and strategy effective on May 27.

Mr. Clements will play an integral leadership role within the Office of the President and CEO and will lead the development of our corporate strategy and the corporate goals that support it. Jeff will work with Amtrak's operations and business support functions to ensure their alignment with our corporate strategy and that the appropriate goals and measures are in place to measure success and to ensure effective strategy execution.

Jeff is a seasoned business executive with extensive leadership experience in a number of business areas including operations, finance, marketing, business development and management consulting. He most recently served as a managing director at the Palladium Group, a leading business strategy consulting firm that advocates the balanced scorecard approach to business execution. Amtrak was one of his clients. Prior to joining Palladium, Jeff was an executive vice president of business development at Alexander Proudfoot, a business consulting firm focused on operational efficiency. He has also held leadership positions at a number of for-profit companies and a non-profit.

He holds a Master of Business Administration with distinction from the Keller Graduate School of Management, a master's degree in teaching from National Louis University and a bachelor's degree in marketing from Northwestern University.

Please join me in welcoming Jeff to this very important position at America's Railroad.

Sincerely,



Joe Boardman
President and CEO



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May 22, 2014 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

It's always great when spring comes, but somehow, it seems even more welcome than usual this year. We've come through a long, hard winter, and now that we've seen what I imagine is the last snowfall of the season, we can be happy that Memorial Day is here, and summer will soon be upon us.

Because we work for the railroad, of course, summer can be just as challenging sometimes as winter: instead of frozen switches, the tracks get sun-kinks, and locomotives don't like excessive heat any more than they like excessive cold. Over the past couple of years, we've made plenty of improvements to deal with both heat and cold, and they help us get through summer and winter – things like new switch heaters, new electric locomotives, and new facilities. Every little bit helps us to handle a challenging business like this ours.

Our business is all-consuming and when we are dealing with great challenges sometimes it is easy to forget not only how much we depend on the people around us, but what a great job they do when we are dealing with these challenges. Someone on our staff at headquarters recently told a story that I think fits how any one of us could and should feel about the people around us. While searching for a lost friend on the Internet, this guy – who is a veteran – found a group picture of some other fellows from his old unit. And he was shocked by what he found – because while he knew a couple of the men in the picture by sight, they weren't the story: the story was one guy, a sergeant who stood off to the side of the picture, who only looked "vaguely familiar." That vaguely familiar man turned out to be a posthumous recipient of the Medal of Honor, awarded for service in Afghanistan in 2009.

In telling the story, our fellow said that he looked at the extensive online memorial, and was shocked to discover not only that they had worked together, but that many people he had known had left written testimonials on the memorial website. He said that the evidence showed that he worked with this man for two years, almost two decades ago, but he simply could not recall anything distinguishing out of all the many memories of his time in the service. He came to realize, though, that in a sense, it didn't matter: this man could have been any one of so many of the men he knew, because the qualities this particular man had displayed were present and living in so many of the others that it would be hard to pick one man out on the basis of them. He then repeated something someone else had once told him about another man who had earned the Medal of Honor: "Where do we find these guys? The answer is, 'you can find them on every street in America.'"

I think that's quite a statement. This Memorial Day, it's also something to think about. We've worked hard to create a system here at Amtrak that involves each of us in the lives of the people around us in Safe-2-Safer. I hope this weekend, in the midst of the celebrations and the happiness of the beginning of summer, you will take some time to think about the people



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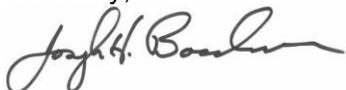
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special employee advisory

May 22, 2014 • Page 2 of 2

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Sincerely,



Joe Boardman
President and CEO

Amtrak supports the National Moment of Remembrance. On Memorial Day all trains will sound one long whistle, where safe operation permits, at 3:00 p.m. local time.



special employee advisory

May 22, 2014 • Page 1 of 2

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special employee advisory

May 3, 2013 • Page 1 of 1

A Message from Joe Boardman

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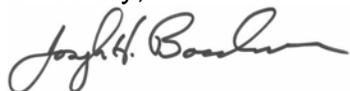
I am happy to announce that Dan Black, currently the assistant vice president of financial analysis, has agreed to temporarily become the acting chief financial officer. Dan has been with Amtrak since 2001 and has an extensive Finance and Transportation background.

This appointment was approved this week by our board of directors and becomes effective immediately.

We continue to actively seek and interview candidates to fill the chief financial officer position.

I know that you will join me in supporting Dan as we move forward.

Sincerely,



Joe Boardman
President and CEO



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January 10, 2014 • Page 1 of 1

Mr. Boardman's Speech at the National Press Club

Mr. Boardman gave a speech today at the National Press Club in Washington, D.C. The key issues he addressed included that the guiding principle of a new federal surface transportation investment program must focus on national priorities, connectivity and economic growth

"The Highway Trust Fund is dead. We need to be thinking about how to replace it with a surface transportation program for the 21st Century," he stated.

The current authorization for surface transportation programs – a two-year stopgap law known as MAP-21-- expires this year, providing an opportunity to create a new framework for federal transportation investment.

Mr. Boardman said the notion of a highway program must be replaced with a new, balanced Transportation Trust Fund for projects that are truly national in scope and responsibility, and generate policy outcomes the nation needs.

He explained that a balanced program can provide investment in any surface mode-- including highway, transit and rail (both passenger and freight)--and would unshackle transportation planners, system users and other decisions makers from simply chasing mode-restricted dollars and instead ask them to produce results that matter to the nation.

"A world-leading economy today requires a world-leading transportation system that strengthens the whole network and recognizes and supports the unique roles each mode plays in supporting interstate commerce," he said.

He stressed that every program, every investment must provide for national connectivity and the overarching objective of transportation policies and infrastructure investments must be America's economic future. He noted America is not making the investments needed for growth and improvement, and is just barely keeping the existing system going.

"If we treat the issue as 'what do we do within the existing structure,' we will all lose – nothing worthwhile will change. The questions we as Americans must answer are 'How do we redefine the approach to federal transportation investment to ensure it is focused on truly national needs? How do we recapture the national vision and purpose of the Interstate era?'" he asked.

"We are facing a real challenge and the bankruptcy of the Highway Trust Fund is just the tip of the iceberg. It won't be easy, but if we strive in good faith, we can find a way through to a solution that will give America what it needs," he said.

A copy of his full remarks is attached. Mr. Boardman's address will be aired by C-SPAN at 6:45 p.m. (ET) tonight. <http://www.c-span.org/>



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November 18, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

We are continuing to proactively address and mitigate the ongoing issue of on-time performance (OTP) on Amtrak's long-distance routes. Yesterday Amtrak filed a complaint asking the Surface Transportation Board (STB) to investigate Norfolk Southern Railway (NS) and CSX Transportation (CSXT) for causing unacceptable delays for passengers traveling between Chicago and Washington, D.C., on the *Capitol Limited* service.

We are taking this action under Section 213 of the Passenger Rail Investment and Improvement Act which mandates that the STB initiate an investigation upon the filing of a complaint by Amtrak if the on-time performance of an intercity passenger train falls below 80 percent for two consecutive quarters. In addition, under federal law, Amtrak has a statutory right to preference in the dispatching of intercity passenger trains before freight trains.

Due to persistent excessive delays caused by NS and CSXT freight train interference, the OTP of the *Capitol Limited* at its endpoint terminals was 2.7 percent for the quarter ending September 30, down from an already substandard 33.6 percent the previous quarter. The delays are continuing as Amtrak had to provide bus transportation between Toledo and Chicago for six days in October to better accommodate passengers when *Capitol Limited* trains had often been eight to ten hours late.

Poor on-time performance creates a major disruption for Amtrak customers due to delayed trains and missed connections. It also negatively impacts Amtrak and state-supported services through decreased ridership, lost revenues and higher operating costs. We cannot deliver on our mission of providing intercity transportation with superior safety, customer service and financial excellence.

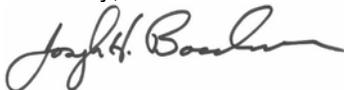
Amtrak has taken additional actions to help improve OTP of passenger trains. On August 29, Amtrak filed an amended complaint with the Surface Transportation Board (STB) seeking an investigation of Canadian National Railway for causing unacceptable train delays on the *Illini/Saluki* service that uses the Canadian National Railway line between Chicago and Carbondale, Illinois.

Late last month we announced that Amtrak established a Blue Ribbon Panel of rail and transportation leaders to identify infrastructure and operational improvements to address the rail traffic gridlock in Chicago. The first meeting of the panel was held yesterday.

I will keep you updated on our progress on these issues.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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November xx, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Since my arrival at Amtrak, the board of directors and I have placed renewed emphasis and commitment to running Amtrak like a business. Our pursuit for financial excellence includes budget transparency, reducing debt, growing revenues, cutting costs across the company and providing a great product to our customers.

I am pleased to share the results of our financial **commitment** for Fiscal Year 2014.

- Amtrak is reporting an unaudited revenue totaling \$3.17 billion for ~~the~~ Fiscal Year 2014. This is the fifth consecutive year of revenue growth and the eighth out of the past nine years.
- Amtrak covered 93 percent of operating costs with ticket sales and other revenues in FY14, up from 89 percent in our prior fiscal year.
- Amtrak is projecting an operating loss of \$227 million for Fiscal Year 2014. The unaudited operating loss is at its lowest level since 1973, and represents a 37 percent decrease from last year and a decrease of more than 52 percent since 2007.
- Moody's Investors Service has confirmed our debt rating as A1/Stable. The rating is a result of the our company's strong operating performance, long term debt reduction to \$1.3 billion – that is 61 percent over the past seven years, and other contributing factors.

This is good news for our company, and we should celebrate our collective success in these important business areas. It takes a team effort – management, employees, partners and customers working together to provide better value for the services that we offer. Our efforts to deliver a better and more financially sound railroad for our customers and the American taxpayer are achieving positive results.

Our improved financial performance also reminds us that we still have room for improvement meeting future passenger demands and industry trends. We still require dedicated federal funding to build, renew and expand our infrastructure and acquire new equipment.

Our financial excellence goal, outlined in our strategic plan, is to be profitable on an operating basis, and be good stewards of capital in order to secure our long-term viability as a company. To do this, we must continue to grow revenue, while focusing on efficiencies and better managing our operating costs. Thank you for your results in our progress towards achieving this goal.

Sincerely,

Joe Boardman
President and CEO



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Comment [SA1]: Curious if Steve provided this word or perhaps should it be financial results?

special employee advisory

November xx, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Since my arrival at Amtrak, the board of directors and I have placed renewed emphasis and commitment to running Amtrak like a business. Our pursuit for financial excellence includes budget transparency, reducing debt, growing revenues, cutting costs across the company and providing a great product to our customers.

I am pleased to share some of the financial results for Fiscal Year 2014.

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Joe Boardman
President and CEO



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November xx, 2014 • Page 1 of 1

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This is good news for our company, and we should celebrate our collective success in these important business areas. Our efforts to deliver a better and more financially sound railroad for our customers and the American taxpayer are achieving positive results.

We have achieved a corporate restructuring that has resulted in a strong emphasis on increased financial transparency, a de-leveraged balance sheet, and providing an improved product to its existing customer base while attracting new passengers.

Amtrak also is building the equipment, infrastructure and organization needed to ensure its strong growth continues. Over the past few years, we have seen an expansion of state-supported services, introduced Wi-Fi and eTicketing technologies, acquired new equipment for the Northeast Corridor and long-distance services, made progress on a major planning effort for the development of next-generation high-speed rail, and installed positive train control safety technology to more sections of track maintained by Amtrak - among other critical capital projects.

Our improved financial performance also reminds us that we still have room for improvement meeting future passenger demands and industry trends. We still require dedicated federal funding to build, renew and expand our infrastructure and acquire the planned new equipment.



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February 19, 2014 • Page 2 of 2

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Sincerely,

Joe Boardman
President and CEO



special employee advisory

November 3, 2014 • Page 1 of 1

A Message from Barry Melnkovic

Dear Colleagues,

In support of our “One Amtrak Way” strategy, Amtrak is developing a company-wide strategy for Training and Employee Development (T&ED) covering all agreement and non-agreement employees across all departments. The single, shared approach to Amtrak T&ED that will be created over the next six months is a critical element in continuing our pursuit of Safety and Security, Customer Focus and Financial Excellence, our corporate goals.

Over the next few months, departments will be asked to provide T&ED related data that will be incorporated into the creation of this strategy. You may even be asked to provide some data or input. For us to succeed in the creation of this strategy, we need everyone to stay informed and be ready to respond if asked to contribute. Your attention and efforts are appreciated, as we work to provide best-in-class T&ED to our best-in-class people.

Thank you.

Sincerely,



Barry Melnkovic
Chief Human Capital Officer (CHCO)



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November 10, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

One century ago, Europe descended into World War I, a conflict that would eventually draw in the United States and claim the lives of more than 116,000 American service members.

In November 1919, a year after the fighting had stopped and peace was declared, Americans observed the first Veterans Day (then called Armistice Day). President Woodrow Wilson noted, "The reflections of Armistice Day will be filled with solemn pride in the heroism of those who died in the country's service... [and in] the opportunity [victory] has given America to show her sympathy with peace and justice..."

Americans, then as now, were encouraged to honor war veterans with parades and community gatherings. President Eisenhower would later broaden the holiday to honor all veterans of American wars.

The Vietnam War was a defining event of my generation, and I am proud to have served in that conflict as a member of the U.S. Air Force. Military life taught me how to work as part of a united force, take accountability for the safety of others and strive for integrity in all my actions.

As we celebrate Veterans Day tomorrow, please join me in offering thanks to the men and women of Amtrak who have served our nation in our times of need. They accepted their mission with a true desire to defend and uphold the nation's founding principles.

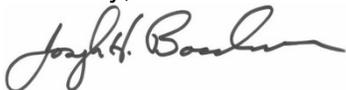
You may recall that last year, Amtrak established a goal of recruiting qualified veterans as 25 percent of all new hires by 2015. To date, we've partnered with numerous companies to hold veterans' hiring fairs across the country. As a result, nearly 500 veterans have begun careers with America's Railroad.

Approximately 20 percent of the Amtrak workforce has self-identified as veterans of the Army, Navy, Marine Corps, Air Force or Coast Guard.

Skills learned in the armed forces, including experience with logistics, heavy machinery and electronic systems, often transition well to a career on the railroad. Veterans also demonstrate a strong dedication to excellence, leadership and safety that benefits the entire company.

I wish you a happy, peaceful Veterans Day.

Sincerely,



Joe Boardman
President and CEO



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November 12, 2014 • Page 1 of 1

A Message from Barry Melnkovic

Dear Colleagues,

I am pleased to announce two top level changes to the Human Capital team.

Roger Casalengo will be joining Amtrak on November 17 as a Senior Vice President, Human Capital Business Partners, Labor and Employee Relations and will be located in Washington, D.C., reporting directly to me.

Roger had been with Morgan Hotel Group and prior to that, Financial Industry Regulatory Authority (FINRA) as Senior Director, HR Services. At FINRA Roger was credited with having built from the ground up the infrastructure of the HR Services model

Roger possesses a Master of Arts with a concentration in human resources from Marymount University of Virginia and a Bachelor of Science in hotel, restaurant and tourism from Western Kentucky University.

Charlie Woodcock will be assuming the new position of Vice President, Labor Relations reporting directly to Roger. Both Roger and Charlie will be responsible for demonstrating Amtrak's values and leadership philosophy while providing customers with excellent service and meeting performance targets that are driven by and aligned with the goals of the Strategic Plan. Charlie will be directly responsible for leading the Labor Relations function for Amtrak.

Mr. Woodcock is a respected leader by his peers, employees, business and union partners. He has developed strong cross-functional business knowledge through collaboration across Amtrak. Charlie began his career with Amtrak in Labor Relations in 1975. He has honed his knowledge during his many years with the company, holding roles that included Personnel Administrator, Labor Relations Officer, District Manager Labor Relations, Assistant Director Labor Relations, Director Labor Relations and his current Senior Director Labor Relations role. In his present position he has been instrumental in negotiating Amtrak's local and national contracts and collaborating with the unions to ensure we position the company properly in past and upcoming labor negotiations.

Mr. Woodcock has earned both a Bachelor of Science in industrial relations and a Bachelor of Arts in psychology from the University of North Carolina.

Please join me in congratulating Charlie on his new position and welcoming Roger to the Amtrak team. I hope to arrange an opportunity for Roger to meet with many of you in the next few weeks to start building his foundation and understanding of the "One Amtrak Way".

Thank you for your continued support.

Sincerely,



Barry Melnkovic
Chief Human Capital Officer (CHCO)



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November 18, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I have let you know that we are continuing to work on addressing the ongoing issue of on-time performance (OTP) throughout the national network. Yesterday we took action to improve the OTP of our trains that operate over tracks controlled by host railroads.

Amtrak filed a complaint asking the Surface Transportation Board (STB) to investigate Norfolk Southern Railway (NS) and CSX Transportation (CSXT) for causing unacceptable delays for passengers traveling between Chicago and Washington, D.C., on the *Capitol Limited* service.

We are taking this action under Section 213 of the Passenger Rail Investment and Improvement Act which mandates that the STB initiate an investigation upon the filing of a complaint by Amtrak if the on-time performance of an intercity passenger train falls below 80 percent for two consecutive quarters. In addition, under federal law, Amtrak has a statutory right to preference in the dispatching of intercity passenger trains before freight trains.

Due to persistent excessive delays caused by NS and CSXT freight train interference, the OTP of the *Capitol Limited* at its endpoint terminals was 2.7 percent for the quarter ending September 30, down from an already substandard 33.6 percent the previous quarter. The delays are continuing as Amtrak had to provide bus transportation between Toledo and Chicago for six days in October to better accommodate passengers when *Capitol Limited* trains had often been eight to ten hours late.

Poor on-time performance creates a major disruption for Amtrak customers due to delayed trains and missed connections. It also negatively impacts Amtrak and state-supported services through decreased ridership, lost revenues and higher operating costs. We cannot deliver on our mission of providing intercity transportation with superior safety, customer service and financial excellence.

Amtrak has taken additional actions to help improve OTP of passenger trains. On August 29, Amtrak filed an amended complaint with the Surface Transportation Board (STB) seeking an investigation of Canadian National Railway for causing unacceptable train delays on the *Illini/Saluki* service that uses the Canadian National Railway line between Chicago and Carbondale, Illinois.

Late last month we announced that Amtrak established a Blue Ribbon Panel of rail and transportation leaders to identify infrastructure and operational improvements to address the rail traffic gridlock in Chicago.

I will keep you updated on our progress on these issues.

I appreciate all you do every day to make America's railroad the safest and best it can be.

Sincerely,

Joe Boardman
President and CEO



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November 12, 2014 • Page 1 of 1

Drug and Alcohol Policy

Last week, Oregon, Alaska and Washington, D.C., joined with Washington state and Colorado in legalizing the recreational use of marijuana; however, Congress has the authority to overrule this new D.C. law. Last January, certain jurisdictions in Colorado began selling the drug for recreational use.

It is important to re-emphasize that these initiatives will have no bearing on Amtrak's drug testing program. Amtrak's policy and the Department of Transportation's Drug and Alcohol Testing Regulation (49 CFR Part 40) with which we comply does not authorize the use of Schedule I drugs, including marijuana, for any reason.

The drug and alcohol testing examiners will **not** verify a drug test as negative based upon learning that our employee used "recreational marijuana" when states have passed "recreational marijuana" initiatives.

We also need to reiterate that drug and alcohol testing examiners will **not** verify a drug test as negative based upon information that a physician recommended that the employee use "medical marijuana" when states have passed "medical marijuana" initiatives.

Marijuana remains a drug listed in Schedule I of the Controlled Substances Act. It is still a controlled substance barred from Amtrak property by company policy and it remains unacceptable for use by any employee subject to drug testing under Amtrak's or the Department of Transportation's drug testing regulations. Possession of a controlled substance will result in discharge from Amtrak.

Any employees who test positive for marijuana will be dealt with in accordance with Amtrak's drug testing policy and federal law.

We run a safe railroad today and want to continue to make Amtrak the safest railroad it can be.



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October 2, 2014 • Page 1 of 2

A Message from Barry Melnkovic and Jerry Sokol

Dear Colleagues,

As leaders and managers, we have the accountability to continually monitor and manage our labor costs so that we help Amtrak achieve our financial excellence goals. This includes efficient oversight and approval for hiring decisions affecting our workforce, especially those that result in raising headcount (and cost) beyond what has already been approved in our operating budget. We also want to streamline decision-making and avoid creating burdensome administrative requirements that are not value-added to our mission.

With this in mind, we wanted to clarify recent guidance on approvals for new hires and the role of the Headcount Approval Committee (HAC) in the approval process. This advisory supersedes, as outlined below, the August 27, 2014, guidance on this topic.

- The authority for approving hiring decisions within a department's approved fiscal year headcount is delegated to the Company Operating Team (COT) Executive (or the delegated representative) for that particular department. Hiring actions approved at the department level cannot result in exceeding their approved fiscal year headcount.
- The HAC will only meet to decide on hiring decisions that will result in exceeding the approved fiscal year headcount. Forms provided in the above-referenced August 27 memo remain in effect and are attached.

For example: The approved fiscal year head count for Department "X" is 100 non-agreement employees. One of the department managers wishes to hire five additional non-agreement employees, which will raise the department's overall headcount to 105. In this case, the authority to proceed with the hiring of the five positions would be made by the HAC, with the concurrence of the department's COT Executive. The attached forms would need to be completed and appropriately submitted.

In the same example, if the additional five hires are instead filling existing vacancies that won't result in exceeding the department's overall approved headcount, then the approval authority for the hire is the department's COT Executive, or their delegated representative to the department. In that case, no HAC approval is required and no forms are required.

The HAC consists of all CEO direct reports who are members of the COT, as well as the Human Capital Vice President of Organizational Effectiveness/Leadership Development. The HAC's role is to oversee a standardized process for reviewing and approving Amtrak headcount requests.



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October 2, 2014 • Page 2 of 2

We trust this clarification will help streamline the decision-making process, while still providing effective oversight and accountability for managing our labor costs within fiscal constraints. Please contact your Human Capital Business Partner if you need additional information or clarification.

As always, we thank you for your support and continued collaboration.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer (CHCO)

Jerry Sokol
Chief Financial Officer (CFO)



special employee advisory

October 2, 2014 • Page 1 of 2

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Similarly, repurposing positions into different positions will not need HAC approval, as long as the department does not exceed their overall approved headcount. As an example, if Department "X" has a budget of 100 non-agreement employees and there is a business need to repurpose some of their openings into different positions, the approval authority for these decisions will reside with the department's COT Executive and no forms are required.

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October 2, 2014 • Page 2 of 2

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Chief Human Capital Officer (CHCO)

Jerry Sokol
Chief Financial Officer (CFO)



special employee advisory

October 17, 2014 • Page 1 of 1

Ebola Virus Update

Our Medical, Public Health and Emergency Management teams continue to closely monitor recent developments regarding the Ebola virus outbreak in West Africa and the small number of cases identified in the United States. As news about Ebola spreads via the news media and social media, it is important that all Amtrak employees be aware of facts about the virus.

Managers and supervisors are strongly encouraged to regularly share the information below at crew briefings, roll calls and team meetings since not all employees have access to company email or the Amtrak Intranet while on the job. Amtrak will provide future updates to employees as needed. Amtrak operations at this time are not affected.

The risk of contracting Ebola is low unless you come into direct contact with blood or body fluids of an infected person. Ebola is not spread through the air. Symptoms of Ebola include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding.

As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin. Make sure to wet your hands and then lather all parts—including the backs, between fingers and under nails. Once you've worked up a good lather, scrub your hands for at least 20 seconds, rinse and dry.

Hands should be cleaned before preparing food, eating or touching one's face and after handling soiled material (e.g. used tissues, lavatory surfaces), coughing or sneezing and using the toilet. Hand sanitizers may be used in addition or when soap and water are not available and hands are not visibly soiled.

If an Amtrak passenger or employee develops the symptoms described above, and has a history of travelling to West Africa or has had contact with an individual infected with Ebola within the past three weeks then:

- Keep the ill individual separated from the other passengers as much as possible (at least three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with an ill individual or luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and hands should be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.



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special employee advisory

October 17, 2014 • Page 2 of 2

- Contact CNOC (1-800-424-0217) so arrangements can be made to have the ill passenger detained and met by local Emergency Medical Personnel.

Protocols and Resources. Amtrak has plans and strategies in place for addressing contagious disease outbreaks. They provide detailed instructions on how employees should interact with sick passengers and outline the steps for notifying appropriate parties within Amtrak. These documents, along with other information, are available on a new Ebola Update webpage located on the homepage of the Amtrak Intranet (or go directly to <http://wiki.corp.nrpc/display/ebola/Home>). This site will be updated regularly with current information and answers to common questions.

- [Serious Communicable Disease Protocol](#)
- [Bloodborne Pathogens Exposure Control Plan](#)
- [Pandemic Flu Plan](#)

Amtrak Public Health Staff members are also available should you have an urgent question regarding the management of an ill passenger or coworker:

- **Victor Zare**, Amtrak Public Health Superintendent
(Washington, DC) O: 202-906-3943; Cell: 703-856-9002
- **John Parke**, Director, Public Health Procedures and Assurance
(New York) O: 212-630-7295; Cell: 732-740-2618
- **Al Cooper**, Regional Public Health Manager, Southeast Region
(Washington, DC) O: 202-906-2602; Cell: 202-437-9038
- **Russell Graham**, Regional Public Health Manager, Western Region
(Los Angeles) O: 213-683-6936; Cell: 213-500-9022
- **Clayton Pape**, Regional Public Health Manager, Central Region
(Chicago) O: 312-880-5595; Cell: 312-802-0590
- **Mark Petrillo**, Regional Public Health Manager, Northeast Region
(New York) O: 212-630-6265; Cell: 917-692-7496



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October 17, 2014 • Page 1 of 1

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October 17, 2014 • Page 2 of 2

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- **Mark Petrillo**, Regional Public Health Manager, Northeast Region
(New York) O: 212-630-6265; Cell: 917-692-7496



special employee advisory

October 29, 2014 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

The rail congestion in Chicago is causing unacceptable delays for Amtrak passengers while reducing revenues and driving up our operating costs. There is an expectation that we will arrive at our destinations safely and in a timely manner. Poor on-time performance is a major disruptive force for our passengers as their arrival time is compromised and connections are missed.

Yesterday we announced that Amtrak is establishing a blue ribbon panel of rail and transportation leaders to identify infrastructure and operational improvements to address the rail traffic gridlock in Chicago. The unprecedented level of rail congestion is causing major delays for Amtrak passengers and freight shipments which are damaging to the U.S. economy.

Panel members on the Chicago Gateway Initiative include Jack Quinn, former U.S. Congressman and past chairman of the U.S. House Railroads Subcommittee, Linda Morgan, former chair of the Surface Transportation Board and Tom Carper, Amtrak board member and past chairman. The freight railroads which operate in Chicago and other stakeholders will be invited to participate in panel activities and are key to implementing recommended solutions.

Because Chicago is the hub of the U.S. rail network, and the key gateway between East and West rail traffic, gridlock in the Chicago area is causing major delays throughout the United States. The congestion problem is caused by a combination of rising demand on the East Coast for more intermodal freight and crude oil shipments which originate west of Chicago, underinvestment in critical rail infrastructure that produces public benefits and short term capital projects that create additional temporary bottlenecks.

The panel is charged with identifying and evaluating infrastructure investments and operational actions that will optimize Amtrak on-time performance and improve freight rail service. Its objectives are to minimize disruptions and delays, and accelerate the construction of infrastructure projects. A final report on recommendations is expected by the end of May 2015.

Chicago is Amtrak's most important hub and many of our trains that operate to and from the city are suffering from poor on-time performance, dispatching issues and high levels of freight train interference. For example, delays of four hours or more for Amtrak trains operating between Chicago and Cleveland have become a near daily occurrence. These and other major delays have ripple effects across the Amtrak national system. If Amtrak trains, which have statutory dispatching priority over freight trains, cannot be moved efficiently through the nation's principal rail hub, then freight shipments will continue to be slowed by gridlock as well.



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October 29, 2014 • Page 2 of 2

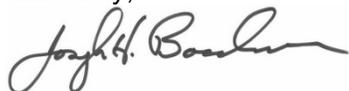
The CREATE program has been a concerted effort by freight railroads, Amtrak and other stakeholders to address rail congestion issues in Chicago and it has achieved several successes. The Chicago Gateway Initiative will build on the CREATE program by re-energizing the conversation, stimulating new discussion about next steps for securing funding to implement CREATE projects, and seeking to improve cooperative efforts among the railroads.

Alleviating Chicago rail congestion will be of great benefit to Amtrak passengers and the fluidity of the national freight transportation network. We need solutions and predictable dedicated funding to make the needed infrastructure investments.

This announcement is one of a three-prong approach I have initiated to overcome these congestion challenges. Amtrak leadership is fully engaged on this issue and we are committed to understanding and addressing this considerable challenge at the highest levels of the company. The final prong involved the changes and improvements we are making to our Chicago operating plans in order to continually improve the on-time performance of Amtrak trains arriving and departing Chicago Union Station. A number of you are involved in this complicated effort and your contributions are valued.

I appreciate all you do every day to make America's Railroad the safest and best it can be.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

October 29, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

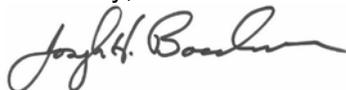
I am deeply saddened to report that earlier today an incident claimed the life of one of our Engineering department employees. Words cannot express how tragic it is to lose a member of the Amtrak family in this manner. I know that you join with me in feeling similar emotions.

The employee's family is in the process of being notified. Until that critical process is complete, we are not releasing any information on the employee. I ask that you respect this important process and refrain from sharing any information you may have until the next-of-kin notification process is completed.

The incident occurred shortly before 11 a.m. today near Germantown, New York. None of the 182 passengers and five crew members aboard the train was injured. The National Transportation Safety Board is investigating the incident.

I am currently on my way to the accident scene and will provide you with updates as they become available.

Sincerely,



Joe Boardman
President and CEO



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October 29, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very saddened to report that earlier today an accident claimed the life of one of our Maintenance of Way employees. It is particularly tragic to lose a member of the Amtrak family in this manner.

At approximately 11:15 a.m. today, our employee was reported to have been struck by eastbound *Empire Service* Train 280 at milepost 101.0 near Malden, New York as track work was being performed. This resulted in a fatal injury.

There were xxx passengers and xxx employees on board Train 280 at the time of the incident.

Emergency responders are at the scene. No train movement is possible through the area at this time.

I am currently on my way to the accident scene and will provide you with updates as they become available.

Sincerely,

Joe Boardman
President and CEO



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October 30, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

It is with great sadness that I share with you the name of the teammate we lost in yesterday's incident. Minwella Kline was working on the Hudson Line signal wire relocation project near Germantown, New York, when she was fatally struck by an Amtrak train yesterday. Minwella joined Amtrak in 2013 and worked as a C & S Signal Helper based out of Hudson Engineering. Her family has been notified.

The National Transportation Safety Board is leading the investigation. We are cooperating fully so that we learn from what happened and can take the necessary actions to prevent another such incident.

It is hard to cope with a tragedy like this and I want to remind you that our Employee Assistance Program (EAP) counselors are available to speak with you should the need arise. Assistance is always available by going to <http://wiki.intranet.nrpc/display/EAP/Home> and finding a counselor located near you. After November 1, you may call 1 (844)-Amtrak1 (1-844-268-7251) or go to www.achievesolutions.net/AmtrakEAP.

This is a difficult time for the Amtrak family as we mourn the loss of one of our own. Please redouble our focus on safety so that we can prevent future tragedies.

Sincerely,

Joe Boardman
President and CEO



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October 30, 2014 • Page 1 of 1

A Message from Joe Boardman

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This is a difficult time for the Amtrak family as we mourn the loss of one of our own. Our prayers and thoughts are with Minwella's family, friends and co-workers. As we reflect today, please remember to keep safety at the forefront of your thoughts.

Sincerely,

Joe Boardman
President and CEO



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October 30, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I wanted to provide you with an update to the incident that occurred yesterday morning on the *Empire Service* line.

Signal maintainer xxxxxxxxxxxxxxxxxxxx was working along with a contractor on the Hudson Line signal wire relocation project near Germantown, New York, when she was fatally struck by Train 280. Her family was notified last evening.

The National Transportation Safety Board remains at the site and is leading the investigation.

Our hearts go out to her young daughters and husband. And our prayers and thoughts are with her family, friends, co-workers and the Train & Engine crew.

It is hard to recover from something like this and I want to remind you that our Employee Assistance Program (EAP) counselors are available to speak with you should the need arise. It is totally appropriate to feel sad at times like this and talking with someone is often very beneficial. Assistance is always available by calling 1 (844)-Amtrak1 (1-844-268-7251) or go to www.achievesolutions.net/AmtrakEAP.

As we reflect today, please remember to keep safety at the forefront of your thoughts.

Sincerely,

Joe Boardman
President and CEO



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October 31, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

It is with great sadness that I share with you the name of the teammate we lost in Wednesday's incident. Minwella Kline was working on the Hudson Line signal wire relocation project near Germantown, New York, when she was fatally struck by an Amtrak train. Minwella joined Amtrak in 2013 and worked as a C & S Signal Helper based out of Hudson Engineering.

The National Transportation Safety Board is leading the investigation. We are cooperating fully so that we learn from what happened and can take the necessary actions to prevent another such incident.

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Sincerely,

Joe Boardman
President and CEO



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October 31, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

This is a difficult time for the Amtrak family when we mourn the loss of one of our own who was involved in the fatal incident on Wednesday. Our prayers and thoughts are with our colleague's family, friends, and co-workers.

The National Transportation Safety Board (NTSB) is leading the investigation and at their direction we are unable to reveal the name at this time. We are cooperating fully so that we learn from what happened and can take the necessary actions to prevent another such incident.

It is hard to cope with a tragedy like this and I want to remind you that our Employee Assistance Program (EAP) counselors are available to speak with you should the need arise. Assistance is always available by going to <http://wiki.intranet.nrpc/display/EAP/Home> and finding a counselor located near you. After November 1, you may call 1 (844)-Amtrak1 (1-844-268-7251) or go to www.achievesolutions.net/AmtrakEAP.

As we continue to reflect, please remember to keep safety at the forefront of your thoughts.

Sincerely,

Joe Boardman
President and CEO



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October 31, 2014 • Page 1 of 1

A Message from Joe Boardman

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As we continue to reflect, please remember to keep safety at the forefront of your thoughts.

Sincerely,

Joe Boardman
President and CEO



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October 31, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

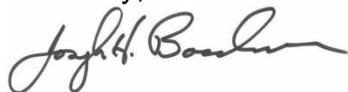
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Sincerely,



Joe Boardman
President and CEO



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October 2, 2014 • Page 1 of 1

New Engineering Report on New York Tunnels

We all recall the devastation that Hurricane Sandy wrought in the Northeast and how badly both tubes of the Hudson River tunnel and two of the four tubes of the East River tunnel were affected. We again salute the hard work of many of you during that critical time.

Today Amtrak released a new engineering report that details the work needed to fix and enhance these tunnels, recommends closures to perform the necessary work and promotes the need to move forward on the Gateway Program.

The report recommends a phased approach to take individual tubes out of service for extended periods to perform this work. In order to alleviate potential service disruptions which would result from tunnel closures, the report emphasizes the urgency to advance the Gateway Program, a series of infrastructure projects that will double train capacity between Newark, New Jersey, and New York Penn Station. This program includes building two new tunnels under the Hudson River that can increase capacity and help alleviate service impacts to the area as the necessary work is underway.

The tunnels leading into Penn Station remain safe for passenger train operations. We have a very active tunnel inspection program and we conduct regular maintenance work and perform interim work when needed. A permanent fix is soon required so that the tunnels remain available for use by the traveling public.

The goal is to ensure the safety of all our passengers while balancing the efforts to minimize service disruptions and ensure the long-term reliability of the tunnels and service to New York Penn Station.

We will update you on any progress as it may develop.



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October 2, 2014 • Page 1 of 1

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Yesterday Amtrak made public a new engineering report that details the work needed with respect to these tunnels and recommends closures to perform the necessary work. The findings underscore the need to move forward on the Gateway Program. We are developing plans to address the recommendations and findings contained in this report.

There is an urgency to advance the Gateway Program, a series of infrastructure projects that will double train capacity between Newark, New Jersey, and New York Penn Station. This program includes building a new two-track tunnel under the Hudson River that can increase capacity and help alleviate service impacts to the area as the necessary work is underway.

A media briefing on this was held yesterday (<http://www.amtrak.com/ccurl/110/167/Amtrak-NY-Tunnels-Report-ATK-14-089.pdf>) and elected officials have been informed about the criticality of replacing damaged components of the tunnels and advancing the Gateway Program.

We will update you on progress as it develops.



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October 3., 2014 • Page 1 of 1

Ebola Virus Update

Recent news reports that the Ebola virus outbreak continues in Western Africa and that the first confirmed case of an individual infected with Ebola was reported in the United States.

Infection with Ebola virus requires direct contact with blood or body fluids of an infected person. Ebola is not spread through the air. Symptoms include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding.

As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin. Hands should be cleaned before preparing food, eating or touching one's face and after handling soiled material (e.g. used tissues, lavatory surfaces), coughing or sneezing and using the toilet. Hand sanitizers may be used in addition or when soap and water are not available and hands are not visibly soiled.

If an Amtrak passenger develops the symptoms described above, and has a history of travelling to Africa or has had contact with an individual infected with Ebola within the past three weeks then:

- Keep the ill passenger separated from the other passengers as much as possible (three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with ill passenger or luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and hands should be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.
- Contact CNOC so arrangements can be made to have the ill passenger detained and met by local Emergency Medical Personnel.

Amtrak's procedure for employees who have contact with blood or body fluids can be found [here](#) on the company Intranet.



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October 3, 2014 • Page 1 of 1

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We will update you on progress as it develops.



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October 29, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am very saddened to report that earlier today an accident claimed the life of one of our Engineering department employees. It is particularly tragic to lose a member of the Amtrak family in this manner and I know that you join with me in feeling similar emotions.

At approximately 10:56 a.m. today, eastbound *Empire Service* Train 280 fatally struck our employee at milepost 101.0 near Malden, New York.

There were 182 passengers and four crew members on board Train 280 at the time of the incident. There were no injuries reported to any passengers or crew.

Emergency responders are at the scene. Train 280 is being held in its location for an investigation by the Amtrak Police Department and other local and federal agencies. No train movement is possible through the area at this time and train service is suspended between Albany and New York.

I am currently on my way to the accident scene and will provide you with updates as they become available.

Sincerely,

Joe Boardman
President and CEO



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October 2, 2014 • Page 1 of 2

A Message from Barry Melnkovic and Jerry Sokol

Dear Colleagues,

As leaders and managers, we have the accountability to continually monitor and manage our labor costs so that we help Amtrak achieve our financial excellence goals. This includes efficient oversight and approval for hiring decisions affecting our workforce, especially those that result in raising headcount (and cost) beyond what has already been authorized in our operating budget. We also want to streamline decision-making and avoid creating burdensome administrative requirements that are not value-added to our mission.

With this in mind, we wanted to clarify recent guidance on approvals for new hires and the role of the Headcount Approval Committee (HAC) in the approval process. Guidance on this topic was previously provided on August 27, 2014, and remains in effect, subject to the amendments outlined below.

- The authority for approving hiring decisions within a department's authorized fiscal year headcount is delegated to the Company Operating Team (COT) Executive (or their delegated representative) for that particular department. Hiring actions approved at the department level cannot result in exceeding their authorized fiscal year headcount.
- The HAC will only meet to decide on hiring decisions that will result in exceeding the authorized fiscal year headcount. Procedures and forms provided in the above-referenced August 27 memo remain in effect.

For example: The authorized fiscal year head count for Department "X" is 100 non-agreement employees. One of the department managers wishes to hire five additional non-agreement employees, which will raise the department's overall headcount to 105. In this case, the authority to proceed with the hiring of the five positions would be made by the HAC, with the concurrence of the department's COT Executive.

In the same example, if the additional five hires are instead filling existing vacancies that won't result in exceeding the department's overall authorized headcount, then the approval authority for the hire is the department's COT Executive, or their delegated representative to the department. In that case, no HAC approval is required.

The HAC consists of all CEO direct reports who are members of the Company Operating Team, as well as the Human Capital Vice President of Organizational Effectiveness/Leadership Development. The HAC's role is to oversee a standardized process for reviewing and approving Amtrak headcount requests.



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special employee advisory

October 2, 2014 • Page 2 of 2

We trust this clarification will help streamline the decision-making process, while still providing effective oversight and accountability for managing our labor costs within fiscal constraints. Copies of the relevant HAC forms are attached. Please contact your Human Capital Business Partner if you need additional information or clarification.

As always, we thank you for your support and continued collaboration.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer (CHCO)

Jerry Sokol
Chief Financial Officer (CFO)



special employee advisory

October 2, 2014 • Page 1 of 2

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With this in mind, we wanted to clarify recent guidance on approvals for new hires and the role of the Headcount Approval Committee (HAC) in the approval process. This advisory supersedes, as outlined below, the August 27, 2014, guidance on this topic.

- The authority for approving hiring decisions within a department's approved fiscal year headcount is delegated to the Company Operating Team (COT) Executive (or the delegated representative) for that particular department. Hiring actions approved at the department level cannot result in exceeding their approved fiscal year headcount.
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For example: The approved fiscal year head count for Department "X" is 100 non-agreement employees. One of the department managers wishes to hire five additional non-agreement employees, which will raise the department's overall headcount to 105. In this case, the authority to proceed with the hiring of the five positions would be made by the HAC, with the concurrence of the department's COT Executive. The attached forms would need to be completed and appropriately submitted.

In the same example, if the additional five hires are instead filling existing vacancies that won't result in exceeding the department's overall approved headcount, then the approval authority for the hire is the department's COT Executive, or their delegated representative to the department. In that case, no HAC approval is required and no forms are required.

The HAC consists of all CEO direct reports who are members of the Company Operating Team, as well as the Human Capital Vice President of Organizational Effectiveness/Leadership Development. The HAC's role is to oversee a standardized process for reviewing and approving Amtrak headcount requests.



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October 2, 2014 • Page 2 of 2

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As always, we thank you for your support and continued collaboration.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer (CHCO)

Jerry Sokol
Chief Financial Officer (CFO)



special employee advisory

September 8, 2014 • Page 1 of 1

A Message from Chief of Police Polly Hanson

Dear Colleagues,

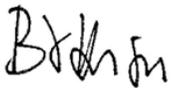
The Islamic State, formerly the Islamic State of Iraq and the Levant (ISIL) or the Islamic State of Iraq and Syria (ISIS), is a Sunni jihadist group in the Middle East. ISIS or ISIL has been designated as a foreign terrorist organization by the United States, the United Kingdom, Australia, Canada, Indonesia and Saudi Arabia, and has been described by the United Nations and Western and Middle Eastern media as a terrorist group. The United Nations has accused the Islamic State of committing "mass atrocities" and war crimes.

ISIS has thousands of fighters in its ranks who, in addition to attacks on government and military targets, have claimed responsibility for attacks that have killed thousands of civilians including American journalists.

While the American government strategizes on how to respond to this ever growing threat, intelligence analysts continue to deliberate about the threat ISIS poses to American interests both here and abroad. As we approach the anniversary of the September 11 attacks, the Amtrak Police Department (APD) want to remind you to report suspicious activity or behavior you see to the APD by text APD11 (27311), by telephone 1-800-331-0008 or in person. We encourage you to remain ever vigilant as you carry out your duties every day.

Thank you for your efforts to make Amtrak safe and secure. Please email me at AmtrakChief@Amtrak.com with any suggestions you may have on how to improve security.

Sincerely,



Chief Polly Hanson
Amtrak Police Department



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September 8, 2014 • Page 1 of 1

A Message from Chief of Police Polly Hanson

Dear Colleagues,

The Islamic State, formerly the Islamic State of Iraq and the Levant (ISIL) or the Islamic State of Iraq and Syria (ISIS), is a Sunni jihadist group in the Middle East. It claims religious authority over all Muslims across the world and aspires to bring much of the Muslim-inhabited regions of the world under its political control, beginning with Iraq, Syria and other territory that includes Jordan, Israel, Palestine, Lebanon, Cyprus and part of southern Turkey. ISIS or ISIL has been designated as a foreign terrorist organization by the United States, the United Kingdom, Australia, Canada, Indonesia and Saudi Arabia, and has been described by the United Nations and Western and Middle Eastern media as a terrorist group. The United Nations has accused the Islamic State of committing "mass atrocities" and war crimes.

ISIS is the successor to Al-Qaeda in Iraq, which took part in the Iraqi insurgency against American-led forces and their Iraqi allies following the 2003 invasion of Iraq. ISIS had close links to Al-Qaeda until February 2014, when Al-Qaeda cut all ties with the group, reportedly for its brutality and "notorious intractability".

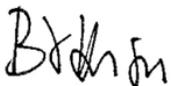
ISIS has grown significantly, gaining support in Iraq due to alleged economic and political discrimination against Arab Iraqi Sunnis, and establishing a large presence in the Syrian governorates.

In June 2014, ISIS had at least 4,000 fighters in its ranks in Iraq who, in addition to attacks on government and military targets, have claimed responsibility for attacks that have killed thousands of civilians including American journalists.

While the American government strategizes on how to respond to this ever growing threat, intelligence analysts continue to deliberate about the threat ISIS poses to American interests both here and abroad. As we approach the anniversary of the September 11 attacks, the Amtrak Police Department (APD) want to remind you to report suspicious activity or behavior you see to the APD by text, telephone or in person and encourages you to remain ever vigilant as you carry out your duties every day.

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Sincerely,



Chief Polly Hanson
Amtrak Police Department



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September 10, 2014 • Page 1 of 1

A Message from DJ Stadtler

Dear Co-workers,

Effective today, Bruce Pohlot, Chief Engineer, is leaving Amtrak to pursue other opportunities. We thank Bruce for his service to Amtrak and wish him well in his future endeavors.

We are moving forward to announce and fill this key leadership position as quickly as possible. In the interim, Scot Naparstek, currently our Assistant Vice President of Operations, has been named acting head of the Engineering department. Please extend your support to Scot and the Engineering leadership team during this transition.

Sincerely,

DJ Stadtler
Vice President of Operations



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September 10, 2014 • Page 1 of 1

A Message from DJ Stadtler

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Effective today, Bruce Pohlot, Chief Engineer, is leaving Amtrak to pursue other opportunities. We thank Bruce for his service to Amtrak and wish him well in his future endeavors.

We are moving forward to announce and fill this key leadership position as quickly as possible. In the interim, Scot Naparstek, currently our Assistant Vice President of Operations, has been named acting head of the Engineering department. Please extend your support to Scot and the Engineering leadership team during this transition.

Sincerely,

DJ Stadtler
Vice President of Operations



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September 11, 2014 • Page 1 of 1

A Message from Barry Melnkovic

Dear Co-workers,

I wanted to inform you that Bob Lynch, Vice President for Total Rewards and Wellness, is leaving Amtrak for an opportunity at another organization. Bob's last day will be September 26.

During his time at Amtrak, Bob was responsible for the rollout of Amtrak's Total Rewards which includes the Short Term Incentive Program and wellness incentives. We appreciate Bob's many contributions to Amtrak in his seven years of service to the company. We wish him well in his new endeavors.

I am pleased to announce that Dave Roberts, Director, Employee Benefits, will be promoted to serve as the Vice President for Total Rewards and Wellness. In this role, Dave will report to me and be responsible for Amtrak's compensation and benefits programs including health and medical services. Dave's promotion reinforces our succession planning philosophy which aims to promote individuals who have demonstrated exceptional performance, and the potential for greater contributions to our mission, customers and people.

Dave joined Amtrak in 2013. Prior to Amtrak, Dave worked in positions of increased responsibility at Towers Perrin, Ryder System, National City Bank, and CSL Behring. Dave earned his Master's in business administration from Case Western Reserve University, and his Bachelors in psychology and business management from Eckerd College.

Please join me in congratulating both Bob and Dave, and extend your support to Dave in his new role.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer



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September 15, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

As we celebrate Employee Appreciation across Amtrak, I want to thank you for the work you do every day to achieve our strategic goals. Passenger railroading is fundamentally about people, and thanks to each of you, we continue to nurture an Amtrak culture of excellence. We keep looking for ways to become the safest, most financially sound and customer focused mode of transportation in our country.

I am confident that Amtrak will strengthen its position as the top choice for intercity travel. Ridership and revenue growth over the last decade demonstrate that we provide a transportation choice Americans desire. Continued success means that we must always put our customers first and communicate with them regarding operating challenges such as harsh weather and rail system congestion. By listening to our passengers and observing the transportation marketplace, we are better equipped to meet changing market demands. We continue to place safety as our priority and to foster a safety culture across departments in the corporation.

Let's take time to thank our colleagues and to appreciate what each of us does every day to keep Amtrak running. A nationwide business such as Amtrak only operates smoothly and efficiently when we work together to achieve our company goals. We must be open to new ideas and the possibilities of learning from one another.

Our past successes and those we hope to achieve are no small feats, as they involve close coordination across departments. They are the result of the passion that every one of us has for our jobs. If you work on-board the trains, in a station, at a maintenance facility or in one of our offices, never forget that we all are part of Amtrak.

Collaboration is vital to supporting a national passenger rail system that meets our goals and serves the nation. When we look back at our history, our greatest achievements have been the result of collaborative efforts, whether it was designing new equipment, working with state partners to expand services or instituting technological advancements such as eTicketing. We should all be proud of our history and look forward to putting our mark on the future of Amtrak. Together, I believe we can advance our strategic vision and grow the demand for our skills and services.

Congratulations on celebrating what it means to be an Amtrak employee.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

September 23, 2014 • Page 1 of 1

Employee/Contractor Property Inspections

On August 12, 2014, Amtrak instituted the Employee Property Inspections policy (P/I number 9.11.0) which governs all employees, Amtrak contractors and independent contractors. This policy stipulates that the company reserves the right to:

- Conduct inspections of company supplied or approved equipment including desks, lockers, filing cabinets and other types of storage units.
- Conduct random inspections of employee belongings and containers (i.e. backpacks, baggage, lunch bags) in order to address identifiable concerns including theft, drug/alcohol misuse, unauthorized weapons and equipment.
- Conduct inspections of company supplied or approved equipment and/or employee belongings and containers as part of a company investigation based upon reasonable suspicion of a violation of corporate/department policy, procedure or a violation of law, statute or regulation.

The full policy can be found on the company Intranet>Library>Policies>Amtrak Policy and Instruction Manual.

This communication is merely an advisory. The inspections described above are governed by the formal policy.

Amtrak is equally committed to providing a safe work environment for our employees and managing our resources in the appropriate manner in order to continually drive our goal of financial excellence.



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September 15, 2014 • Page 1 of 1

A Message from Joe Boardman

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Congratulations on celebrating what it means to be an Amtrak employee.

Sincerely,



Joe Boardman
President and CEO



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December 12, 2014 • Page 1 of 2

A Message from Matt Hardison

Dear Co-workers,

Amtrak's 2014 National Train Day was widely regarded as a wonderful success, thanks of course to the hard work of our employees and volunteers across the nation. Over 313 communities held events across all 50 states including 153 events held at Amtrak stations. These local celebrations engaged more than 500 Amtrak employee volunteers and welcomed local community leaders and dignitaries across the nation as key speakers and participants. Trains, train travel, communities and Amtrak were all celebrated.

The growing success of National Train Day has made it clear that a one-day event does not do justice to the communities we support and the resources that an event like this demands. In 2015, we are therefore set to evolve the program from being a single-day celebration to become a traveling, multi-market experience taking place one market at a time over the spring and summer months under the new name **Amtrak Train Days**.

Amtrak Train Days (ATD) will focus on the Amtrak brand, integrate our Exhibit Train at many events and encourage target audiences to engage with, learn about and try out Amtrak's great services. By spreading the program out over the summer, we will be able to support each event more effectively and efficiently.

From spring until fall, ATD will demonstrate why "Trains Matter" by sharing with the local communities we serve the 'reasons to ride' the train. Amtrak Train Days will be a combination of parts - a dedicated tour of the Exhibit Train in select markets, an Amtrak experiential footprint at sponsored events, and an ATD Kit-in-a-Box toolkit to support local community celebrations.

Amtrak Train Days will officially kick off on May 9, 2015, in Chicago Union Station. This event will mark the first stop of the Exhibit Train tour and be the day when local stations, partners and communities from across the nation will be invited to join in the national celebration of trains and train travel by hosting their own events. Importantly, all events **are not** expected to take place on the same day as has been done in the past, but can be timed to coincide with other train festivals and community events. Amtrak will continue to offer event toolkits (ATD Kit-in-a-Box) to those who are interested and by request.

To promote your station and the route(s) that serve your community, the Amtrak Train Days team will once again work with you to coordinate a 2015 event to be held in your community. Whether on May 9 as part of the kick-off or on another chosen date, support will include how to:

- Partner with local businesses and universities who directly benefit from our stations and services to spread the "Trains Matter" message and encourage attendance to the local event.



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December 12, 2014 • Page 2 of 2

- Customize events to each region by incorporating route-specific elements that celebrate the specific train(s) serving each community.
- Capitalize on the ATD Kit-in-a-Box toolkits that will include Amtrak branded printed materials, posters, and giveaways. These resources will make it easier to promote your local event without you having to incur additional publication or production expenses.

If you or someone in your community wants to hold an event, let us know. Amtrak's Train Days event team and agency, LeadDog Marketing Group, will reach out to you to share further Amtrak Train Days 2015 details to help you begin the planning and coordination for your events.

We remain committed to driving train service awareness and ridership, reach new audiences in smaller communities nationwide and reinforce the importance, benefits and value of rail. This exciting next step will allow us to broaden our reach, deepen our conversation with existing and potential customers, and expand our presence in market.

We appreciate your ongoing participation and support in this important endeavor. If you have questions, please contact the ATD Program Manager, Jerome Trahan, by e-mail at TrahanJ@amtrak.com or by telephone at 202.906.4622.

Sincerely,

Matt Hardison
Executive Vice President and
Chief Marketing and Sales Officer



special employee advisory

February 5, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Tomorrow we begin a new era in offering more modern, reliable and energy efficient service to our Northeast Corridor (NEC) customers.

Along with Vice President Joe Biden, U.S. Secretary of Transportation Anthony Foxx and other dignitaries at Philadelphia's 30th Street Station, we will inaugurate Amtrak's new Cities Sprinter electric locomotive (ACS-64) that will help power the economic future of the Northeast region.

The Cities Sprinter locomotives are the new workhorses of the Amtrak fleet in the Northeast. These next-generation, high performance, energy and maintenance efficient locomotives will enable us to deliver improved performance and reliability for regional and intercity routes along the heavily traveled NEC. More than just mobility, however, these advanced locomotives also will help support the rebirth of rail manufacturing right here at home in America.

The locomotives are being built at Siemens solar-powered manufacturing facility on the West Coast. Nearly 70 other suppliers representing more than 60 cities and 23 states are supporting the effort. This is truly a great success story where American workers coast-to-coast are literally helping build and deliver the future of America's Railroad.

A world class economy requires a world-leading transportation system. These new locomotives are part of Amtrak's comprehensive Fleet Strategy Plan to modernize and expand our equipment. These vastly upgraded locomotives will replace older locomotives that had been in service for the past 25-35 years, with an average of 3.5 million miles traveled. Amtrak expects to have several more new locomotives enter revenue service in the coming weeks, followed by monthly delivery of the remaining units through 2015.

The new locomotives will operate on *Northeast Regional* trains at speeds up to 125 mph on the Northeast Corridor between Washington, D.C., New York and Boston. They also will power all long-distance trains operating on the NEC.

Following tomorrow's announcement, Locomotive Engineers Rick Stolnis and Pat Darcy will travel from Philadelphia to Boston for this locomotive's (#600) inaugural run. Boston-based employees will have a chance to see the locomotive on Friday from 6:00 a.m. to 8:15 a.m. (Track 8) when Train 171, the first revenue run, departs.

Engineers Arthur Fontes and Jack Cawley will take the locomotive from Boston to Washington, D.C., where Washington-based employees will be able to welcome the arrival of Train 171 or see a parked ACS-64 from 3:00 p.m. to 4 p.m. on Track 20.



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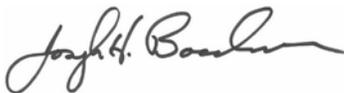
February 5, 2014 • Page 2 of 2

Locomotive engineers and mechanics have been specially trained on the ACS-64 through classroom and instructional time, software-based training and simulation and hands-on training in the field at our Wilmington test track. [To date, 450 Amtrak engineers have been trained and training will continue through 2015.](#)

President Obama's transportation agenda aims to modernize our infrastructure and deliver energy efficient solutions – and Amtrak is a key part of this modernization effort. At the same time, these locomotives directly advance our own Strategic Goals to improve safety, connect communities and reduce our carbon footprint. The future of our railroad starts today.

As we celebrate this big step forward for our railroad, for our customers and for American manufacturing – both your service and support for moving Amtrak into the future are greatly appreciated.

Sincerely,



Joe Boardman
President and CEO

For video on Amtrak's partnership with Siemens and to see the ACS-64 in motion, visit <http://inr.synapticdigital.com/siemens/NewAmtrakCars/>



special employee advisory

July 23, 2014 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

This week, the disability community around the country celebrates the 24-year anniversary of the signing into law of the Americans with Disabilities Act (ADA). The law was passed in 1990 to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” Amtrak serves as an important mode of travel for people with disabilities, and we continue to improve our services, facilities and program to ensure accessibility for all.

Accessibility for passengers with disabilities has historically placed Amtrak at a competitive advantage over other travel modes. With input from national disability advocacy groups and a robust program supported by collaborative teams throughout the company, we have taken significant steps to improve the travel experience for passengers with disabilities from trip planning, to purchasing tickets, to stations, to equipment and on-board services.

Over the past five years, Amtrak has:

- Held disability customer service training for front line employees.
- Advanced design and development efforts for setback boarding platforms that utilize a gap mitigation device and put forth efforts to improve the existing Amtrak stock of bridgeplates (used at level boarding platforms) and the ramp used on board the Superliner cars.
- Installed wheelchair lifts or replaced aging and obsolete lifts where needed; approximately 350 stations now have a mobile station lift.
- Made accessibility improvements at more than 200 stations including repairs and upgrades to platforms, ramps and sidewalks and renovated entrance ways and restrooms.
- Developed new standards for Passenger Information Display Systems (PIDS) in stations to include both audio and visual communication
- Either replaced or installed accessible Quik-Trak ticket kiosks in stations.
- Made improvements to Amtrak.com to allow passengers with disabilities to book online; further updates will take effect in the fall.

All Amtrak trains have accessible seating and restrooms, all long-distance trains have accessible bedrooms and Amtrak is the only mode of intercity transportation that provides a discount to passengers with disabilities and their companions.

Our advancements are reflected in part by the ridership growth of passengers with disabilities. Through June 2014, this segment has grown by 2.8 percent over the same period last year.



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special employee advisory

July 23, 2014 • Page 2 of 2

Since 2006, through our Great American Stations Project, Amtrak has been working to educate communities on the benefits of redeveloping train stations and making improvements to ensure stations are accessible for all. We have sponsored 10 Civic Conversations around the system touching over 200 Amtrak-served communities across the country. The purpose of these meetings is to bring together city officials, civic leaders and state officials to discuss station redevelopment, accessibility requirements and how Amtrak can serve as a partner in the process.

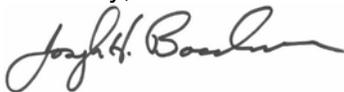
However, despite the progress we have made, there is still work that needs to be done. Upgrading stations and making them accessible is a challenge that requires significant, dedicated funding and, in many cases, complex access and other agreements.

We own only a small percentage of the nearly 500 stations that are required to become ADA-compliant. We need to find a way to overcome the length of time it takes to work through the complexity of station ownership issues, and we remain committed to working with all of the owners of the stations, platforms and parking facilities to create a nationwide rail system that is accessible to each and every customer and employee.

We are confident that we can build on the progress made to date, and we plan to advance a robust program of station accessibility improvements in Fiscal Year 2015. Making Amtrak service accessible to all individuals aligns with our Strategic Plan, specifically the goals of customer focus, safety and security and mobility and connectivity.

Providing greater accessibility to our trains and Thruway buses, in facilities and stations and on Amtrak.com is the right thing to do as a company because all of our customers must be treated equally and without differentiation, even our customers who happen to have a disability

Sincerely,



Joe Boardman
President and CEO



special employee advisory

July 26, 2014 • Page 1 of 1

A Message from Joe Boardman

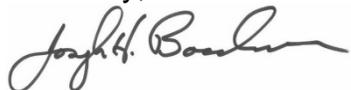
Dear Co-workers,

I know that you have heard several rumors related to benefit changes for our non-agreement employees. I have heard them as well.

At this time there are no changes planned to our benefits. It is important that we continue to review the sustainability of our benefits as we strive to meet our financial goals and secure our long-term viability as America's Railroad.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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June 13, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am happy to announce that Michael McGee will be joining the company on June 16 as our treasurer, reporting directly to Chief Financial Officer Jerry Sokol. The treasurer is responsible for managing the company's cash flow in the most efficient and profitable fashion possible. The position also involves forecasting future needs for funding and seeking the best alternatives for obtaining it.

Michael has successfully led, managed, and directed finance and operations in diverse and challenging business environments worldwide. He has proven skills across different industries including manufacturing and technology where he has positively impacted earnings and growth for organizations. His most recent positions were as the assistant treasurer and global vice president of finance and treasurer at AGT International where he improved cash flow of the global business units by implementing and monitoring the financial controls of a decentralized global organization.

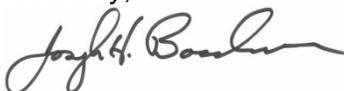
In his previous role as the assistant vice president of Corporate Finance with Zoom Developers, LTD he advised the chief executive officer on financing, working capital and financial structuring for Zoom corporate, entities and global projects that require access to the global capital markets. Prior to that Mr. McGee was the senior manager, Treasury, for CA Inc., formally Computer Associates International Inc. He has held other financial positions both domestically and internationally throughout his more than 20 years in finance.

He holds a Global Executive Master of Business Administration from New York University/The London School of Economics/HEC TRIUM Program in New York, London and Paris and a bachelor's degree in finance from St. Bonaventure University.

Please join me in welcoming Michael to this very important position at America's Railroad.

I would also like to express my appreciation to Scott Veldman who served as our interim treasurer while the search to permanently fill this position was ongoing.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

June xx, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am optimistic that you already know that one of our three strategic goals is customer focus. As a company we are striving to “acquire and retain the most satisfied customers of any travel company in the world.” Our customers deserve a consistently high-quality travel experience. One of the performance measures for this experience is the Customer Satisfaction Index (CSI) measured through the feedback from Amtrak’s customers. Surveys are sent out to recent riders and the overall experience of the ride is used to measure how Amtrak performing.

Through March our system-wide CSI is 82 percent, 1 point below last year and 2 points below our goal. While OTP is part of the cause for this decline, there is no excuse for poor customer service. We have specific examples of increased CSI during this period on several routes facing significant OTP challenges:

- *Adirondack* and *Maple Leaf* services are up 2 points.
- *Carolinian* is up 5 points.
- *Heartland Flyer* is up 4 points.
- *San Joaquin* is up 2 points.

On-board employees and supervisors on these routes intensified their efforts and focused on providing friendliness and helpfulness to their customers, upsold the food and beverage choices and offered clear, timely and appropriate information about delays.

Assistant Superintendent Lisa Hubbard has focused on a sustained team effort in the Empire District to improve CSI scores. Her team starts with frontline employees who are encouraged by their Trainmasters and ARASA Supervisor to demonstrate helpful and friendly service to our passengers. Lisa said that “feedback from passengers is shared with our crews in an effort to increase customer satisfaction and ensure that Amtrak’s expectations regarding customer service are met. By fostering communication between crews, passengers and management alike, we have focused our efforts on factors we can control. The bottom line is that our frontline employees make the difference.” These actions helped minimize the impact of deteriorating OTP on the CSI scores and have proven that we can provide an increased level of service to our customers despite the obstacles in our path.



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special employee advisory

June xx, 2014 • Page 2 of 2

For FY14, the Short-Term Incentive (STI) is calculated based on two contributory factors: the adjusted operating loss of the company must come in at \$305 million (funding goal) and a CSI score of 84.25 percent (performance goal).

We are all responsible for moving the needle in terms of how well we meet and surpass our customers' expectations. There are many employees who want to make a difference and clearly we have felt their positive contributions. Let us all continue to work together to provide our on-board crews with the appropriate information and support so that clear and informative announcements can be made and the Lead Service Attendants can reinforce that beverages, snacks and meals are available to tide over the passengers in the event of a delay. We need to encourage and support one another and especially provide encouragement to those who interact with the customers daily to help them improve customer service. If we work together we can meet and even exceed our CSI goals.

Thank you for all you do every day to help this railroad serve our customers.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

June xx, 2014 • Page 1 of 1

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Through April our system-wide CSI is 82 percent, 1 point below last year and 2 points below our goal. It should come as no surprise that the on-time performance (OTP) score is also down: 4 points lower than the same period last year. OTP is a significant driver of the overall CSI scores. Several causes of poor on-time performance are largely beyond our control and our trains have been adversely affected by significant weather events, mud slides, growth in freight traffic over our host railroads and the inevitable summer track work.

Yet, we have specific examples of increased CSI during this period on several routes facing these same challenges:

- *Adirondack* and *Maple Leaf* services are up 2 points.
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special employee advisory

June xx, 2014 • Page 2 of 2

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Thank you for all you do every day to help this railroad serve our customers.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

November 25, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

I am pleased to share some good news on our company's financial results for Fiscal Year 2014. Our efforts to operate a more financially sound railroad for our stakeholders are achieving positive results.

- Amtrak is reporting an unaudited record revenue totaling \$3.2 billion for Fiscal Year 2014. This is the fifth consecutive year of revenue growth and the eighth out of the past nine years.
- Amtrak covered 93 percent of operating costs with ticket sales and other revenues in FY14, up from 89 percent in our prior fiscal year.
- Amtrak is projecting an unaudited operating loss of \$227 million for Fiscal Year 2014. This is at its lowest level since 1973, and represents a 37 percent decrease from last year and a decrease of more than 52 percent since 2007.
- As a result of the company's strong operating performance, long-term debt reductions of approximately 61 percent over the past seven years to \$1.3 billion, and other contributing factors, Moody's Investor Service confirmed Amtrak's A1/Stable debt rating on Nov. 12, 2014.

Amtrak's corporate restructuring has resulted in a strong emphasis on increased financial transparency, a de-leveraged balance sheet, and providing an improved product to our existing customer base while attracting new passengers.

We are also building the equipment, infrastructure and organization needed to ensure strong growth continues. Over the past few years, we have seen an expansion of state-supported services, introduced Wi-Fi and eTicketing technologies, procured new equipment for Northeast Corridor and long-distance services, initiated a major planning effort for the development of next-generation high-speed rail, and installed positive train control safety technology to more sections of track maintained by Amtrak - among other critical capital projects. These actions form the foundation that will support more and faster service, improve the reliability and safety of current and future operations, and meet the expectations of a growing number of customers choosing Amtrak for their travel needs.

Thank you for your hard work and the results you delivered that contributed to Amtrak's success. We are committed to achieving the financial excellence goals outlined in our strategic plan, specifically maximizing revenue, minimizing our operating costs and reducing our operating loss. Our above results indicate we are on the right path, and I look forward to working with you on making continued progress in Fiscal Year 2015.

Sincerely,



Joe Boardman
President and CEO



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special employee advisory

November 25, 2014 • Page 1 of 2

A Message from Joe Boardman

Dear Co-workers,

Since my arrival at Amtrak, the board of directors and I have placed renewed emphasis and commitment to running Amtrak like a business. Our pursuit for financial excellence includes budget transparency, reducing debt, growing revenues, cutting costs across the company and providing a great product to our customers.

I am pleased to share some of the financial results for Fiscal Year 2014.

- Amtrak is reporting an unaudited record revenue totaling \$3.2 billion for Fiscal Year 2014. This is the fifth consecutive year of revenue growth and the eighth out of the past nine years.
- Amtrak covered 93 percent of operating costs with ticket sales and other revenues in FY14, up from 89 percent in our prior fiscal year.
- Amtrak is projecting an operating loss of \$227 million for Fiscal Year 2014. The unaudited operating loss is at its lowest level since 1973, and represents a 37 percent decrease from last year and a decrease of more than 52 percent since 2007.
- Moody's Investors Service has confirmed our debt rating as A1/Stable. The rating is a result of our company's strong operating performance, long term debt reduction to \$1.3 billion – that is 61 percent over the past seven years and other contributing factors.

This is good news for our company, and we should celebrate our collective success in these important business areas. Our efforts to deliver a better and more financially sound railroad for our customers and the American taxpayer are achieving positive results.

We have achieved a corporate restructuring that has resulted in a strong emphasis on increased financial transparency, a de-leveraged balance sheet, and providing an improved product to its existing customer base while attracting new passengers.

Amtrak also is building the equipment, infrastructure and organization needed to ensure its strong growth continues. Over the past few years, we have seen an expansion of state-supported services, introduced Wi-Fi and eTicketing technologies, acquired new equipment for the Northeast Corridor and long-distance services, made progress on a major planning effort for the development of next-generation high-speed rail, and installed positive train control safety technology to more sections of track maintained by Amtrak - among other critical capital projects.

Our improved financial performance also reminds us that we still have room for improvement meeting future passenger demands and industry trends. We still require dedicated federal funding to build, renew and expand our infrastructure and acquire the planned new equipment.



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special employee advisory

November 25, 2014 • Page 2 of 2

Our financial excellence goal, outlined in our strategic plan, is to be profitable on an operating basis, and be good stewards of capital in order to secure our long-term viability as a company. To do this, we must continue to grow revenue, while focusing on efficiencies and better managing our operating costs. Thank you for your results in our progress towards achieving this goal.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

October 13, 2014 • Page 1 of 1

A Message from Barry Melnkovic and Eldie Acheson

Dear Delegate Managers,

The Immigration Reform and Control Act of 1986 (IRCA) requires employers to verify that all newly hired employees present "facially valid" documentation verifying the employee's identity and legal authorization to accept employment in the United States. Documentation provided must be physically validated by a company representative for authenticity. This documentation is captured and maintained via the Employment Eligibility Verification form I-9.

The Human Capital department, in partnership with the Law department, recently conducted a voluntary review of all I-9 forms and supporting documentation and as a result, some errors were identified. Therefore, Amtrak has committed to obtaining a new, correct I-9 for those employees whose original I-9 on file contains an error or omission.

We need your help in order to make this initiative successful. As a company representative, we need your support to assist in the completion of electronic I-9s for employees in your business unit. Specifically, we are requesting you enter an online system and submit an electronic I-9 with the employee present if the employee is unable to travel to an I-9 Collection Hub. **Due to the importance of this initiative, managers have been encouraged to gain involvement from their delegates.**

All identified employees will be required to have a new electronic I-9 completed by Dec. 31, 2014, and those impacted will receive a communication mailed to their homes. As we move closer to the anticipated go-live date of Nov. 1, 2014, more information will be provided including webinar training schedule and access to the online platform.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer (CHCO)

Eldie Acheson
Chief Legal Officer, General Counsel and Corporate Secretary



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October 13, 2014 • Page 1 of 1

A Message from Barry Melnkovic and Eldie Acheson

Dear Managers,

The Immigration Reform and Control Act of 1986 (IRCA) requires employers to verify that all newly hired employees present "facially valid" documentation verifying the employee's identity and legal authorization to accept employment in the United States. Documentation provided must be physically validated by a company representative for authenticity. This documentation is captured and maintained via the Employment Eligibility Verification form I-9.

The Human Capital department, in partnership with the Law department, recently conducted a voluntary review of all I-9 forms and supporting documentation and as a result, some errors were identified. Therefore, Amtrak has committed to obtaining a new, correct I-9 for those employees whose original I-9 on file contains an error or omission. As a company representative, we need your support to complete a new I-9 either by: 1) you (or your delegate) entering an online system and completing an electronic I-9 with your employee present **or** 2) sending your employee to a defined location to have a new I-9 completed for them. **If you have a delegate in place, you are encouraged to have them facilitate completion of the I-9 on your behalf.**

Additional information will be forthcoming, providing a link to the online tool and the designated I-9 location schedule. Further, you will soon receive a list of your identified employees who are required to complete a new I-9 by Dec. 31, 2014. These employees will receive a communication mailed to their homes. Throughout the duration of this collection, there will be dedicated resources available to assist you with completion of the electronic I-9 and to provide general guidance regarding the process. As we move closer to the anticipated go-live date of Nov. 1, 2014, more information around the location schedule and resources will follow.

Sincerely,

Barry Melnkovic
Chief Human Capital Officer (CHCO)

Eldie Acheson
Chief Legal Officer, General Counsel and Corporate Secretary



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October 20, 2014 • Page 1 of 3



2014 PSSA Recipients Announced

We are pleased to announce the recipients of the 2014 President's Service and Safety Awards (PSSA). The company annually honors employees and external partners who have made exceptional contributions to Amtrak. The following award winners will be honored at a luncheon in Washington, D.C., on November 5, 2014.

Achievement Award

Richard "Mark" Burris

CSPMI Business Analytics Team

Richard P. Babiarz
Thomas J. Hall
Amandeep K. Sandhu
Shahabeddin Toobaie

MARC Commuter Service Negotiating Team

William J. Auve, Jr.
Howard W. Carter, Jr.
Elissa E. Gallo
Edward J. Lydecker
Robin A. McCarthy
Nancy J. Miller
Thomas F. Moritz
Michael J. Sherlock
Jason Steffensen

Amtrak Champion Award

Suisun Bay Bridge Team

Hubert Hanrahan
David Kutrosky
Peter McIssac
David Sulouff

Excellence in Customer Service Award

Larry E. Adams
John T. Berry
Charity C. Escobedo
Lazania "Janelle" Hampton-Newell
Francesca Raines
Preston M. Ross
Tony J. Smith
Michelle L. Stoddard
Richard G. Warburton
Judy Watkins-Hunter

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special employee advisory

October 20, 2014 • Page 2 of 3

Excellence in Leadership Award

David L. Cowan
Lloyd F. Mclsaac
Bruce E. Mullins
Anella M. Popo
Karen Shannon

Innovation Award

Beech Grove Leak Detector Team

Frank E. Anderson
Jesse E. Asher
Lowell E. Baker
James R. Davis
Larry D. Johnson
Michael J. Scaringe
Paul T. Sellars Jr.
Timothy W. Tumey

Living Our Values Award

Tracy A. Hart
Harry B. Hibbert
Milton F. Lundy
S. Jay Shoemaker
Sharon A. Slaton

Safety Achievement Award

Swing Arm Team

Samuel D. Smith
Shawn M. Wilson

Safety Committee of the Year

Bear Safety Committee

Gary W. Atallian
Chris M. Borkoski
Anthony J. DeGhetto
John Hladasz
Alex Holotanko
Vernon J. Patrick
Derek J. Pugh
Keith D. Pugh
Joseph M. Rybaltowski
Kevin P. Sczubelek
Samuel D. Smith
John G. Snyder
Joseph L. Trincia, Jr.
Shawn M. Wilson



special employee advisory

October 20, 2014 • Page 3 of 3

Sustained Excellence Award

John M. Carten
Benjamin Coleman
Eastlyn E. Delabastide
Timothy L. Eckard
Kevin R. Hume
Patricia J. Shaw
Edwin A. Simons
Sharon A. Slaton
Eric Taveras
David H. Weiss

Valor Award

Eric Davidson

Track Laying System-Green Team

Todd P. Byrd
Vincent J. Carsillo
Saudonya R. Daniel-Hunter
Kyle J. Daniels
Glenn R. Marcotte
John R. O'Donnell
Nicholas Sheldon
Ralph L. Smith





April 30, 2014

PSSA Nomination Period Extended

Nominations for the 2014 President's Service and Safety Awards will now be accepted through **Friday, May 9th, 2014**.

Nomination forms are located in the "Forms Library" on our company Intranet, <http://apps.nrpc/forms/> or by emailing 2014PSSA@amtrak.com.

Below are descriptions of each of the award categories. Please especially note the new Living our Values Award and two returning categories - the Safety Committee of the Year Award and the Diversity Award.

2014 Award Categories:

- o [Achievement Award](#) - Nominees in the Achievement category have completed an impressive and unique accomplishment or project that had a significant and positive impact on Amtrak, our business results and/or passenger rail.
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- o [Diversity Award](#) - Nominees in the Diversity category are Amtrak employees who have completed unique and impressive actions, accomplishments, projects or events that significantly improve diversity, accessibility and/or inclusion at Amtrak for our employees and/or passengers. Their work helps promote understanding, accepting, valuing and celebrating differences among people based on age, race, religion, culture, gender, disability, sexual orientation and veteran status; and/or making Amtrak more accessible to people with disabilities.
- o [Excellence in Customer Service Award](#) - Nominees in the Excellence in Customer Service category are customer-facing employees who work with our passengers on a daily basis (including, but not limited to, reservation sales agents, service attendants, conductors, ticket/accounting clerks, redcaps, customer service representatives, etc.) and are passionate about our passengers and ensuring that they have positive experiences while traveling on Amtrak. They go above and beyond for our customers every day to exceed their needs and expectations. They have the ability to provide a smile and excellent service even during challenging customer situations. Their hard work and dedication to our passengers often positively impacts customer satisfaction, loyalty and sales.

o [Excellence in Leadership](#) - Nominees in the Excellence in Leadership category are highly effective and respected leaders of people who directly supervise at least one employee and are in an official position such as, managers, directors, supervisors, and ARASA foremen. They serve and mentor others, help them grow, share information, provide respectful feedback and hold their teams accountable. They are passionate about managing people, understand what it takes to have a successful workgroup and their teams are often top contributors to Amtrak's success and achievement of our goals.

o [Innovation Award](#)- Nominees in the Innovation category are employees who have demonstrated imagination and creativity in designing and implementing something new and unique at Amtrak such as a major improvement or solution to a significant problem. Their efforts resulted in significant positive impact/results for Amtrak. The impact may be monetary, organizational or process-oriented and is not limited to technical innovations. Nominees in this category are usually creative, driven, problem solvers and idea people.

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o [Safety Achievement Award](#) - Nominees in the Safety Achievement category have completed an impressive and unique action, accomplishment, event or project that had a significant impact on safety at Amtrak and/or in the passenger rail industry.

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**Please note: All Safety Committees are eligible for this award including Safe-2-Safer Core Committees and Safe-2-Safer Steering Committees.*

o [Sustained Excellence Award](#)- Nominees in the Sustained Excellence category consistently go above and beyond their required job responsibilities to drive results to help Amtrak meet our goals. They are employees who are self-motivated and know what it takes to get things done. They put their all into their work and because of that they get results. They are reliable and often help their teams achieve as a group. They have a history of accomplishments and never stop trying to improve.

o [Valor Award](#)- Nominees in the Valor category are Amtrak employees who have courageously handled a life-threatening or emergency situation related to Amtrak employment in an outstanding and heroic manner, usually with danger or risk to themselves.

special employee advisory

September 23, 2014 • Page 1 of 1

A Message from Susan Reinertson

Dear Co-workers,

I am happy to invite you to become an Amtrak Ambassador, a new program offered by the Amtrak Emergency Management and Corporate Security Department (EMCS). This program provides an opportunity for you to develop skills in customer service and safety, while supporting station needs during customer surges and station emergencies.

Amtrak Ambassadors will receive training in a range of preparedness activities required to ensure the safety of station visitors during customer surge events such as National Train Day, holiday surge activities or unplanned emergencies that lead to service disruptions. The training modules include customer service, all-hazards preparedness, emergency action plans, incident procedures and station awareness. Employees who successfully complete this training will be recognized as our Amtrak Ambassadors.

Training will be conducted over a four-hour period on the dates/locations below:

- Los Angeles/New York October 9
- Philadelphia October 10
- Oakland October 11
- Baltimore/Seattle/Washington October 14
- Miami October 15
- Boston/New Orleans October 16

All interested participants must obtain their supervisor's signature on the attached approval form and return the form at the training session. Additional details with logistics information will be available shortly. Additionally, all Amtrak Ambassadors will be required to complete their online annual Amtrak Fire Extinguisher Training and Amtrak Security Awareness Training before becoming certified as Ambassadors.

Your participation in this program is vital to our emergency response capabilities. Thank you for your commitment to ensuring that Amtrak stations are safe and secure for all customers and employees.

Sincerely,

Susan Reinertson
Chief, Emergency Management and
Corporate Security



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special employee advisory

September 5, 2014 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Over the last year, Amtrak's Human Capital and business leadership teams across the organization have been reviewing existing job documentation, consolidating job classifications and validating them against the marketplace to create the best Amtrak Career & Compensation Structure for non-agreement employees.

Currently, Amtrak has over 1,300 unique titles for our nearly 2,900 non-agreement employees. It is no surprise there is confusion about what is expected at each level and how every title fits into the organization. The foundation of Amtrak's Strategic Plan is to have an engaged workforce that works within a strategically designed organizational structure and is equipped with the tools and skills needed to carry out our mission. The current state is inconsistent with achievement of our plan and requires realignment.

The Amtrak Career & Compensation Structure combines similar job titles to create uniformity. Human Capital has successfully reduced the number of unique job titles for non-agreement employees by more than 60 percent. This new structure provides a consistent framework to help employees understand the core competencies they need to be successful in their role and identify development opportunities across the company. It provides managers with a tool to aid their Performance Conversations and guide the development of their employees. And, it provides Amtrak with a basis to identify and predict workforce needs, manage resources and ensure equitable pay.

In the next few weeks, managers will be educated on the new Career & Compensation structure and then meet one-on-one with each of their employees to review where the employee's current role fits in the new structure and what, if any, title impact has occurred. A title change is not a reflection of individual performance; rather it reflects the need for standardization so all employees can better understand how they fit into the broader organization.

Your manager will provide you with a personalized statement that will outline your title, band, zone, how your salary compares to market (compa ratio) and your STI Target Incentive opportunity. Our goal is that you all will understand how your band/zone is defined, how to grow your Amtrak career and the best way to earn a merit award based on both your compa ratio and performance.

In the coming weeks, please take advantage of the training and education resources available for the Career & Compensation Structure that were mentioned in recent *Amtrak This Week* articles. The Compensation eLearning computer-based training can be found in the Learning Management System and provides detailed information about the new structure. It can be found on the Amtrak Intranet home page>Employee Information Portal>Training>Course Catalog>Management and Supervisory>Compensation and Career Structure. In addition, a new Intranet site has been created to provide additional resources regarding this important initiative. It can be accessed through the following link:
<http://wiki.corp.nrpc/pages/viewpage.action?pageId=306217004>.

If you have any questions or concerns, please contact the Compensation team at compensationdept@amtrak.com or reach out to the Human Capital business partner for your department.

Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and CEO



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October 27, 2014 • Page 1 of 1

AMTRAK RIDERSHIP AND REVENUES CONTINUE STRONG GROWTH IN FY 2014

Amtrak posted record ticket revenues for its Fiscal Year 2014 ending Sept. 30, and achieved an increase in ridership over the prior fiscal year, reflecting strong continued demand for passenger rail. However, meeting future growth in passenger demand requires investing in the infrastructure that supports intercity passenger rail and resolving unacceptable congestion delays caused by freight railroads that own the tracks.

For Fiscal Year 2014, ticket revenues reached \$2.189 billion, up 4.0 percent from the prior year. Ridership was more than 30.9 million, an increase of 0.2 percent over adjusted FY 2013 numbers. The slower growth in ridership than in recent years is due, in part, to a harsh winter season and on-time performance issues associated with freight train delays and infrastructure in need of replacement.

With ridership of 11.6 million, the Northeast Corridor (NEC) had its highest ridership year ever in FY 2014, up 3.3 percent from the prior year. However, ridership on long-distance routes and state-supported services declined by 4.5 percent and 0.6 percent, respectively.

The *Acela Express* and the *Northeast Regional* services each set a new ridership record. In particular, *Acela* showed strong popularity, with 28 days where the number of trips topped 14,000 as compared to just five such days in the previous year. Eight other routes also set ridership records, including *Adirondack*, *Auto Train*, *Albany-Niagara Falls-Toronto*, *Blue Water*, *Capitol Limited*, *Empire Service*, *Piedmont*, and *Washington-Lynchburg*.

“Amtrak is clearly selling a product that is very much in demand,” said Amtrak Board Chairman Tony Coscia. “Achieving strong ridership and revenue despite the challenges with aging infrastructure and freight rail congestion demonstrates Amtrak’s commitment to improving its financial and operating performance, and is a credit to Amtrak’s management and staff. It is now time to leverage Amtrak’s successes in increasing ridership and improving performance by making much-needed investments in our nation’s passenger rail system.”

“As more and more people choose Amtrak for their travel needs, investments must be made in the tracks, tunnels, bridges and other infrastructure used by intercity passenger trains particularly on the Northeast Corridor and in Chicago,” said Amtrak President and CEO Joe Boardman. “Otherwise, we face a future with increased infrastructure-related service disruptions and delays that will hurt local and regional economies and drive passengers away.”

Boardman explained that nowhere is the connection between passenger rail and economic growth stronger than in the NEC, but its infrastructure



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special employee advisory

October 27, 2014 • Page 2 of 2

continues to age and suffers from a chronic case of long-term underfunding. He said a new federal policy and funding arrangement is needed to create a significant and reliable multi-year capital investment program to reverse the decay of NEC infrastructure and support other intercity passenger rail projects across the nation.

Further, many long-distance and state-supported trains operate over tracks owned and dispatched by freight railroads that could benefit from infrastructure upgrades to improve the fluidity of the rail system. Not only are delays to passenger trains on these tracks increasing, but so, too, is the magnitude of those delays. On many of these routes, passenger rail has experienced a significant decline in on-time performance, lower ridership and revenue, and increased operating costs.

“The freight railroads simply have to do a better job in moving Amtrak trains over their tracks,” Boardman stressed. “Amtrak is prepared to take all necessary steps with the freights to enforce our statutory, regulatory and contractual rights to meet the expectation of our passengers for improved on-time performance.”

Amtrak is working with the freight railroads to address the congestion situation and is also pursuing remedies through the federal Surface Transportation Board. In addition, Amtrak is open to supporting public funding to supplement freight railroad track capacity, but only after the operational and maintenance improvements under their own control have been exhausted and prove to be insufficient.

Please note that in FY 2014, Amtrak began counting actual lifted ridership for multi-ride tickets (due to eTicketing), rather than the estimated multi-ride ridership used previously. This change has no impact on ticket revenue.



special employee advisory

April 9, 2014 • Page 1 of 1

REMINDER – AMTRAK Employees Riding MARC Must Purchase Tickets

REMINDER: ALL Amtrak employees are required to purchase and display a ticket for travel on MARC commuter rail. Flash passes are not accepted.

Please cooperate and show your valid ticket during the fare collection process. Crew members are held responsible for enforcing the policy and the ticket collection process will be subjected to unannounced audits.

Thank you.



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July 17, 2014 • Page 1 of 1

PENDING LONG ISLAND RAIL ROAD STRIKE

Long Island Rail Road workers may potentially strike on July 20, 2014, at 12:01 a.m. We do not anticipate this will cause any changes to Amtrak operations in and around the New York City area, nor do we expect any impacts at New York Penn Station. All Amtrak employees are expected to report for duty unless notified otherwise by their supervisor.

Thank you.



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June 13, 2014 • Page 1 of 1

PENDING SEPTA STRIKE

SEPTA workers may potentially strike on June 14, 2014, at 12:01 a.m. We do not anticipate this will cause any changes to Amtrak operations, nor do we expect any impacts to 30th Street Station, Wilmington and Trenton, the points served by both Amtrak and SEPTA. All Amtrak employees are expected to report for duty unless notified otherwise by their supervisor.

Employees should use the entrances designated in the communication from Deputy General Manager Michael Sherlock.

Thank you.



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March 19, 2014 • Page 1 of 1

MARC Riders

ALL Amtrak employees are required to purchase and display a ticket for travel on MARC commuter rail. Flash passes are not accepted.

Please cooperate and show your valid ticket during the fare collection process. Crew members are held responsible for enforcing the policy.

Thank you.



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August 14, 2014

Seattle, WA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Seattle area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Monday, August 18 – Tuesday, August 19** at **King Street Station in the Pacific International Training Room (close to the lunchroom)** from **6:00 a.m. - 4:00 p. m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



Amtrak Ambassador
Supervisor Approval Form

_____ (Employee Name) has been approved to attend the Amtrak Ambassador training. I recognize, as the above-named employee's supervisor, that this employee will be enrolled in training on _____ (Approved Date), 2014. Additionally, I acknowledge that upon completion of Ambassador training, the above-named employee may be asked to provide support during planned customer surges and unplanned emergencies at _____ (station). I understand that Ambassador duties and responsibilities during an emergency may conflict with the employee's regularly scheduled duties.

Supervisor Signature

Date

Supervisor Name (Printed)

Department





April 30, 2014

PSSA Nomination Period Extended

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Below are descriptions of each of the award categories. Please especially note the new Living our Values Award and two returning categories - the Safety Committee of the Year Award and the Diversity Award.

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**Please note: All Safety Committees are eligible for this award including Safe-2-Safer Core Committees and Safe-2-Safer Steering Committees.*

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o [Valor Award](#)- Nominees in the Valor category are Amtrak employees who have courageously handled a life-threatening or emergency situation related to Amtrak employment in an outstanding and heroic manner, usually with danger or risk to themselves.



May 1, 2014

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December 3, 2014

Amtrak Holiday Merchandise Sale

There will be an Amtrak holiday merchandise sale on December 4 and December 5 from 2 p.m. to 6 p.m. near the Frank Furness display in the Wilmington station.

You can purchase Amtrak-branded merchandise and collectibles in time for the holidays. The sale will feature many items only available at this location as well as items from our online store www.amtrak.com/store. Customers who place an order online while in the store are eligible for free shipping on that order. A special promotional code will be entered by the store employee and is valid only once per customer account.

New as well as old items will be offered at a considerable discount so we cannot offer separate employee discounts on this merchandise. Supplies are limited so please shop early so you are not disappointed. This sale is open to employees and the public.

Happy and safe holidays to all.



December 3, 2014

Amtrak Holiday Merchandise Sale

There will be an Amtrak holiday merchandise sale on December 4 and December 5 from 2 p.m. to 6 p.m. near the Frank Furness display in the Wilmington station.

You can purchase Amtrak-branded merchandise and collectibles in time for the holidays. The sale will feature many items only available at this location as well as items from our online store www.amtrak.com/store. Customers who place an order online while in the store are eligible for free shipping on that order. A special promotional code will be entered by the store employee and is valid only once per customer account.

New as well as old items will be offered at a considerable discount so we cannot offer separate employee discounts on this merchandise. Supplies are limited so please shop early so you are not disappointed. This sale is open to employees and the public.

Happy and safe holidays to all.



December 10, 2014

Amtrak Holiday Merchandise Sale

There will be an Amtrak holiday merchandise sale on December 11 and December 12 from 10 a.m. to 5 p.m. at Washington Union Station near Gate H.

You can purchase Amtrak-branded merchandise and collectibles in time for the holidays. The sale will feature many items only available at this location as well as items from our online store www.amtrak.com/store. Customers who place an order online while in the store are eligible for free shipping on that order. A special promotional code will be entered by the store employee and is valid only once per customer account.

New as well as old items will be offered at a considerable discount so we cannot offer separate employee discounts on this merchandise. Supplies are limited so please shop early so you are not disappointed. This sale is open to employees and the public.

Happy and safe holidays to all.



November 24, 2014

Amtrak Holiday Store

Amtrak has opened its first seasonal merchandise store in Chicago Union Station. Located just south of the Great Hall breezeway, the store will be open to employees and the public between 10:00 a.m. and 6:30 p.m. from November 24 through December 23. The store will be closed on Saturdays and Thanksgiving Day.

You can purchase Amtrak-branded merchandise and collectibles in time for the holidays. The store features many items only available at this location as well as items from our online store www.amtrak.com/store. Customers who place an order online while in the store are eligible for free shipping on that order. A special promotional code will be entered by the store employee and is valid only once per customer account.

New as well as old items will be offered at a considerable discount so we cannot offer separate employee discounts on this merchandise. Supplies are limited so please shop early so you are not disappointed.

Happy and safe holidays to all.



November 24, 2014

Amtrak Holiday Store

Amtrak has opened its first seasonal merchandise store in Chicago Union Station. Located just south of the Great Hall breezeway, the store will be open to employees and the public between 10:00 a.m. and 6:30 p.m. from November 24 through December 23. The store will be closed on Saturdays and Thanksgiving Day.

You can purchase Amtrak-branded merchandise and collectibles in time for the holidays. The store features many items only available at this location as well as items from our online store www.amtrak.com/store. Customers who place an order online while in the store are eligible for free shipping on that order. A special promotional code will be entered by the store employee and is valid only once per customer account.

New as well as old items will be offered at a considerable discount so we cannot offer separate employee discounts on this merchandise. Supplies are limited so please shop early so you are not disappointed.

Happy and safe holidays to all.



August 19, 2014

Reminder: Oakland Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Oakland area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Dates	Locations	Times
Wed., Aug. 20	West Oakland Maintenance Facility 1303 3rd Street Oakland CA 94607- (Enter through side of fence that has Guard Shack-Ask for Noelle)	7:30 a.m.- 4:30 p.m.
Thurs., Aug. 21	Oakland Station 245 2nd Street Oakland, CA (Conference room in station)	8:00 a.m.– 5:00 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



September 16, 2014

Reminder: Smart ID Photo Collection

As you know, Amtrak is in the process of issuing new Amtrak IDs. It is mandatory for all employees and contractors to update their photos in order to receive a new ID.

If you have not yet submitted your photo, or if you have not had your photo taken by the Smart ID team, then please submit your photo by **Friday, September 19**.

Employees and contractors who do not submit a new photograph by the deadline will experience significant delays in receiving a new ID.

Here are the photo requirements:

- All photos must have a white background and display a clear headshot (no hats, sunglasses, etc.).
- Photo should include full face view with both eyes open.
- If you wear eye glasses regularly, wear them in your photo.

All photos must be emailed or texted to the Smart ID team at IDrefresh@amtrak.com. Please include SAP # and full name in the subject line.

Please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.



January 17, 2014

Notice to Interested Parties Who Participate in Either the Agreement 401(k) Plan, Non-Agreement 401(k) Plan or the Retirement Income Plan

The attached Notices to Interested Parties are being provided to you for posting/distribution, as required by the Internal Revenue Service (IRS). In brief, the notices are intended to notify participants in the National Railroad Passenger Corporation Savings Plan, Amtrak's Retirement Savings Plan for Agreement Employees and the Retirement Income Plan for Employees of National Railroad Passenger Corporation (the "Plans") of the filing with the IRS of an application for determination as to the plans' tax qualified status under the Internal Revenue Code and of participant's right to comment.



April 30, 2014

Customer Experience Delivery and Training Survey

The Customer Service team is embarking on a mission to redefine the employee experience and enhance the customer experience in alignment with our customer service goal in the Amtrak Strategic Plan.

In order for this mission to be effective, we would like all Amtrak employees' voices represented. You should have received a Customer Experience survey which allows you to share your ideas on making a better and stronger Amtrak. We know there are many employees who want to make a difference. Your feedback is essential to making this happen for Amtrak today, tomorrow and in the years ahead.

If you did not receive the survey or are having issues with it working correctly, please email JFreund@WBAResearch.com.

Who	Every active full-time and part-time Amtrak employee should have received the survey.
What	Agreement employees were sent a survey packet in the mail which includes a pre-addressed, postage-paid return envelope for a timely return. Non-agreement employees received an email from "Amtrak and WBA Research" (invite@survey.wbanda.com). The subject line read, " <i>Amtrak Customer Experience and Training Survey.</i> "
When	Surveys were sent out on April 23, 2014. Completed surveys are due by May 12, 2014 .
How	Your feedback is completely confidential and unidentifiable. Your survey will be sent directly to WBA Research, an independent market research firm. Your individual survey will not be shared with anyone at Amtrak.
Why	Amtrak cares about what you think. Your voice is vital to shaping the future of Amtrak's employee and customer experience (for passengers, state partners, stakeholders and colleagues). Your input will help build effective development programs that will dramatically contribute to a better Amtrak employee and customer experience. Action Requested: We need to hear from every Amtrak employee. The survey will take about 15 minutes of your time, but your participation will make a tremendous difference and have a lasting influence on employees and customers.



August 1, 2014

New York Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in New York next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them **Monday, August 4 through Thursday, August 7 in Sunnyside Yard and Penn Station locations**. Here are the details:

Date	Location	Time
Mon, Aug 4	Sunnyside Yard, Commissary Bldg 2 nd floor	5am-1pm
Mon, Aug 4	Penn Station, Customer Service Conf. Room	1pm-5pm
Tues, Aug 5	Sunnyside Yard, Commissary Bldg 2 nd floor	5am-1pm
Wed, Aug 6	Penn Station, Customer Service Conf. Room	8am-4pm
Thurs, Aug 7	Penn Station, Customer Service Conf. Room	8am-4pm
Thurs, Aug 7	PSCC (headquarters) 4 th floor Conf. Room	8am-4pm

Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.

We hope to see you there!



August 5, 2014

Reminder: New York Smart ID Photo Collection

This is a reminder to get your photo taken for the new IDs. For those who will be in New York **this week**, the Smart ID Team will be on-site to take your photo.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them **Tuesday, August 5 through Thursday, August 7 in Sunnyside Yard and Penn Station locations**. Here are the details:

Date	Location	Time
Tues, Aug 5	Sunnyside Yard, Commissary Bldg. 2 nd floor	5am-1pm
Wed, Aug 6	Penn Station, Customer Service Conf. Room	8am-4pm
Thurs, Aug 7	Penn Station, Customer Service Conf. Room	8am-4pm
Thurs, Aug 7	PSCC (headquarters) 4 th floor Conf. Room	8am-4pm

Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.



June 3, 2015

Philadelphia 30th Street Station **District Plan Open House #2**

Calling all Amtrak 30th Street Station Staff! You are invited to attend an open house this month for the Philadelphia 30th Street Station District Plan. At the Open House, project staff will be available to share early concept ideas, respond to any questions and review public comment from the previous open house.

As day-to-day users of the station, your input into the planning process is extremely valuable. We thank you in advance for your support and hope to see you at the open house.

The open house will be held on Wednesday, June 17, on the main concourse at 30th Street Station (30th Street Side) from 4-7 p.m. There will be no formal presentation, but members of the project team will be on hand to share early concept ideas and answer questions.

Amtrak is working on the 30th Street Station District Plan with Brandywine Realty Trust, Drexel University, PennDOT, SEPTA and a host of area stakeholders. It is a joint planning effort focused on creating a single integrated vision for the area surrounding 30th Street Station as a dynamic neighborhood anchored by a world-class transportation hub.

For additional information on the District Plan and open house, please visit www.PhillyDistrict30.com or contact Danelle Hunter at ATS 728-2176.



August 7, 2014

New Haven Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the New Haven station next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Thursday, August 14** in the **East Conference Room (4th floor) from 8 a.m. – 4 p.m.**

Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.

We hope to see you there!



August 12, 2014

Reminder: Beech Grove Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in **Beech Grove this week**, the Smart ID Team will be on-site to take your photo.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them from **Tuesday, August 12 and Wednesday, August 13** in the **Training Center Room 108** between the hours of **8:30 a.m. to 4:30 p.m.**

Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.



August 12, 2014

Reminder: Boston Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the **Boston South Station this week**, the Smart ID Team will be on-site to take your photo.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Tuesday, August 12 and Wednesday, August 13** in the **Facilities Conference Room (main building, 5th Floor)** from **10 a.m. – 5 p.m.**

Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.



August 12, 2014

Reminder: New Haven Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the **New Haven station this week**, the Smart ID Team will be on-site to take your photo.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Thursday, August 14** in the **East Conference Room (4th floor) from 8 a.m. – 4 p.m.**

Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.



August 14, 2014

Los Angeles, CA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Los Angeles area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Dates	Locations	Times
Monday, Aug. 18	Los Angeles Union Station - Crewbase (Near Bus Plaza)	8:30 a.m.- 4:00 p.m.
Tuesday, Aug. 19		
Wednesday, Aug. 20	Los Angeles 8th Street Station – Coach yard (Conference room in Building 11- 2472 East)	8:30 a.m.- 5:00 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 14, 2014

Oakland, CA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Oakland area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Dates	Locations	Times
Wed., Aug 20	West Oakland Maintenance Facility 1303 3rd Street Oakland CA 94607- (Enter through side of fence that has Guard Shack-Ask for Noelle)	7:30 a.m.- 4:30 p.m.
Thurs., Aug 21	Oakland Station 245 2nd Street Oakland, CA (Conference room in station)	8:00 a.m.– 5:00 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 14, 2014

Oakland, CA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Oakland area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Dates	Locations	Times
Wed., Aug 20	West Oakland Maintenance Facility 1303 3rd Street Oakland CA 94607- (Enter through side of fence that has Guard Shack-Ask for Noelle)	7:30 a.m.- 4:30 p.m.
Thurs., Aug 21	Oakland Station 245 2nd Street Oakland, CA (Conference room in station)	8:00 a.m.– 5:00 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 14, 2014

Riverside, CA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Riverside area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Thursday, August 21** at **Riverside Reservations Sales Office** from **10:00 a.m. - 6:00 p.m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 14, 2014

Seattle, WA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Seattle area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Monday, August 18 – Tuesday, August 19** at **King Street Station in the Pacific International Training Room (close to the lunchroom)** from **6:00 a.m. - 4:00 p. m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 14, 2014

Riverside, CA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Riverside area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Thursday, August 21** at **Riverside Reservations Sales Office** from **10:00 a.m. - 6:00 p.m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 19, 2014

Reminder: Los Angeles Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Los Angeles area this week, the Smart ID Team will be on-site to take your photo.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Dates	Locations	Times
Mon, Aug 18 th	LAX Union Station – Crew Base (Near Bus Plaza)	8:30 a.m.- 4:00 p.m.
Tues, Aug 19 th		
Wed, Aug 20 th	LA 8th Street Station – Coach Yard (conference room in Building 11- 2472 East)	8:30 a.m.- 5:00 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there!



August 19, 2014

Reminder: Riverside Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Riverside area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Thursday, August 21** at the **Riverside Reservations Sales Office** from **10:00 a.m. - 6:00 p.m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 19, 2014

Reminder: Seattle Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Riverside area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Monday, August 18th – Tuesday, August 19th** at **King Street Station in the Pacific International Training Room (close to the lunchroom)** from **6 a.m. - 4 p.m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***



August 22, 2014

Chicago Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in Chicago next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken, fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Dates	Locations	Times
Mon, Aug 25	Chicago Union Station – Lounge G	8 a.m. - 4 p.m.
Tues, Aug 26	Chicago Union Station – Lounge G	7 a.m. – 3 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there.



August 22, 2014

Miami Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in Miami next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken, fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them **Wednesday, August 27 or Thursday, August 28** in the **lower level conference room** between the hours of **9 a.m. to 5 p.m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there.



August 22, 2014

Newark and Adams Yard Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in Newark or Adams Yard next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Date	Location	Time
Tues. Aug. 26	Adams Base (Back Door), 2nd Floor	12 p.m. - 6 p.m.
Wed. Aug. 27	Adams Base (Back Door), 2nd Floor	5 a.m. - 11 a.m.
Wed. Aug. 27	Newark Penn Station, NJ Transit Conference Room	1 p.m. - 6 p.m.
Thurs. Aug. 28	Newark Penn Station, Amtrak Customer Service Office Conference Room	7 a.m. - 12 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there.



August 22, 2014

Rensselaer Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in Rensselaer next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken, fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Date	Location	Time
Tues. Aug. 26	Rensselaer Station, 2 nd Floor Training Room	7 a.m.- 5 p.m.
Wed. Aug. 27	Building 100 (Mechanical), 2 nd Floor Cafeteria	7 a.m. - 5 p.m.
Thurs. Aug. 28	Building 103 (Engineering), 1 st Floor Training Room	7 a.m. - 5 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there!



August 26, 2014

Reminder: Miami Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in Miami next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken, fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them **Wednesday, August 27 or Thursday, August 28** in the **lower level conference room** between the hours of **9 a.m. to 5 p.m.**

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there.



August 26, 2014

Newark and Adams Yard Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in Newark or Adams Yard next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Date	Location	Time
Tues. Aug. 26	Adams Base (Back Door), 2nd Floor	12 p.m. - 6 p.m.
Wed. Aug. 27	Adams Base (Back Door), 2nd Floor	5 a.m. - 11 a.m.
Wed. Aug. 27	Newark Penn Station, NJ Transit Conference Room	1 p.m. - 6 p.m.
Thurs. Aug. 28	Newark Penn Station, Amtrak Customer Service Office Conference Room	7 a.m. - 12 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there.



August 26, 2014

Reminder: Rensselaer Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in Rensselaer next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken, fulfills the requirements to submit your updated photo and also helps to improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Date	Location	Time
Tues. Aug. 26	Rensselaer Station, 2 nd Floor Training Room	7 a.m.- 5 p.m.
Wed. Aug. 27	Building 100 (Mechanical), 2 nd Floor Cafeteria	7 a.m. - 5 p.m.
Thurs. Aug. 28	Building 103 (Engineering), 1 st Floor Training Room	7 a.m. - 5 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

We hope to see you there!



August 1, 2014

Washington, D.C. Area Traffic Alert

The 2014 U.S. - Africa Leaders Summit will take place from Monday, August 4 through Thursday, August 7 in Washington, D.C. Security and transportation plans have been developed during this time which may affect your commute to work. Some road closures will be staggered based on the locations of Summit Events. Vehicular traffic will be limited to law enforcement, official participants, employees, and in certain locations, guests.

MONDAY, AUGUST 4, 2014

- 22nd Street NW between C St. NW and Constitution Avenue NW from 12:00 AM to 6:00 PM
- Desales Street NW between Connecticut Avenue NW to 17th St. NW from 4:00 PM to 12:00 AM
- Maine Avenue SW Westbound between 9th St. SW and 12th St. SW

MONDAY, AUGUST 4, 2014

- 22nd Street NW between C St. NW and Constitution Avenue NW from 12:00 AM to 6:00 PM
- Desales Street NW between Connecticut Avenue. NW to 17th St. NW from 4:00 PM to 12:00 AM
- Maine Avenue SW Westbound between 9th Street. SW and 12th Street. SW from 8/4/14 (10:00 PM) to 8/5/14 (6:00 PM)
- Maine Avenue SW Eastbound between Ohio Drive SW and 9th Street SW from 8/4/14 (10:00 PM) to 8/5/14 (6:00 PM)
- Maine Avenue Frontage Road between the Mandarin Oriental Hotel and 14th Street SW & D Street SW from 8/4/14 (10:00 PM) to 8/5/14 (6:00 PM)
- Maine Avenue ramp between Southwest Freeway and 14th Street SW from 8/4/14 (10:00 PM) to 8/5/14 (6:00 PM)
- D Street SW between 12th Street SW and 14th Street SW from 8/4/14 (10:00 PM) to 8/5/14 (6:00 PM)
- 12th Street SW between Independence Avenue. and Maine Avenue restricted to visitors with official business and owners and employees from 8/4/14 (10:00 PM) to 8/5/14 (6:00 PM)
- 13th St. SW between C St. SW and D St. SW from 8/4/14 (10:00PM) to 8/5/14 (6:00 PM)

TUESDAY, AUGUST 5, 2014

- 15th Street NW Southbound curb lane only between H Street NW and E Street NW /Pennsylvania Avenue NW from 2:00 PM to 11:00 PM
- 17th Street. NW Northbound curb lane only between C Street NW and H Street NW from 2:00 PM to 11:00 PM

WEDNESDAY, AUGUST 6, 2014

- Constitution Avenue ramp Westbound between 23rd Street NW and Rock Creek Parkway merge to the Roosevelt Bridge from 12:00 AM to 6:30 PM
- Constitution Avenue ramp Eastbound between E Street (exit off the Roosevelt Bridge) to 23rd Street from 12:00 AM to 6:30 PM. All Traffic must exit onto Independence Avenue

and proceed to the Tidal Basin to 17th Street NW, continue on Independence Avenue Eastbound or Ohio Drive eastbound

- Constitution Avenue Westbound two outermost lanes will be closed from 19th Street NW to Henry Bacon Drive from 12:00 AM to 6:30 PM. Eastbound traffic is open with lane restrictions to Henry Bacon, northbound on Henry Bacon to Lincoln Memorial Circle, to the Arlington Memorial Bridge (see exception below)
- Constitution Avenue Eastbound all lanes open with restricted access to Henry Bacon. All Westbound Constitution traffic will be forced onto Henry Bacon and over the Memorial Bridge. Arlington Memorial Bridge and Rock Creek Parkway will funnel through Lincoln Memorial Circle to Henry Bacon Avenue. to Constitution
- Constitution Avenue both directions between 17th Street. NW and 23rd Street. NW from 12:00 PM to 2:30 PM. Traffic southbound from 18th/19th Streets will be allowed to flow eastbound on Constitution Avenue NW during this time
- Virginia Avenue Eastbound only between 23rd Street. NW and 18th Street NW from 12:00 AM to 6:30 PM. Virginia Avenue Westbound will remain open
- C Street NW both sides between Virginia Avenue NW and 23rd Street NW from 12:00 AM to 6:30 PM
- D Street NW between E Street Expressway and Virginia Avenue. NW from 12:00 AM to 6:30 PM
- 19th Street NW Southbound curb lane only between E Street NW and Virginia Avenue. NW from 12:00 AM to 6:30 PM
- 20th Street NW between C Street NW and Constitution Avenue. NW from 12:00 AM to 6:00 PM
- 21st Street NW between C Street NW and Constitution Avenue NW from 12:00 AM to 6:30 PM
- 21st Street NW between E Street NW and Virginia Avenue NW from 12:00 AM to 6:30 PM
- 22nd Street NW between C Street NW and Constitution Avenue NW from 12:00 AM to 6:30 PM
- 23rd Street NW both sides between Lincoln Memorial Circle NW and E Street NW from 12:00 AM to 6:30 PM

PUBLIC TRANSPORTATION

Metrorail: Metrorail service is not expected to be impacted. On weekdays, Metrorail opens at 5:00AM and closes at midnight. The closest Metrorail station to the State Department is Foggy Bottom Station on the Orange, Silver, and Blue lines. The closest stations to the Mandarin Oriental Hotel are the Smithsonian Station on the Orange, Silver, and Blue lines, and L'Enfant Plaza Station on the Orange, Silver, Blue, Yellow and Green lines. For schedule and fare information, please visit wmata.com or call (202) 637-7000.

Metrobus: Several Metrobus routes will be detoured due to street closures around Summit Event locations, including routes A9, A42, A46, A48, D51, H1, L1, N3, S1, V7, X1, W9, 31, 32, 36, 39, 52, 80, 3Y, 7Y, 11Y and 16Y. Riders traveling on these routes are encouraged to allow additional travel time on Monday, Aug. 4, and Tuesday, Aug. 5. For specific detour information by route, visit wmata.com/alerts/bus. For real-time delay information, please follow @metrobusinfo on Twitter or subscribe to email or text alerts at wmata.com/metroalerts.

MetroAccess: Due to street closures, MetroAccess vehicles may not be able to provide para-transit service to certain locations within the security zone. For assistance, Metro Access customers may call (301) 562-5350.

Please be careful.

Amtrak® Employee Update



September 25, 2014

Concur Travel Tool Temporarily Unavailable

Due to scheduled security enhancements, Amtrak employees will not have online access to Concur Travel from 6:00 p.m. EST, September 26 – 9:00 p.m. EST, September 29, 2014.

During this time, please call Concur Travel at 1-800-892-1911 for all Amtrak business travel needs.

Thank you.



December 12, 2014

I-9 Collection Campaign

The I-9 Collection Campaign is headed your way! If you received prior notification that you need a new electronic I-9 completed, please stop by throughout the week. Representatives will be available from **5:00 a.m. to 5:00 p.m.** on the following dates:

12/14/14 – 12/20/14	Seattle (Holgate) Transportation Building	Multnomah Falls Conference Room
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Please bring your List A **OR** List B and List C original documentation with you to have an electronic I-9 completed for you in minutes! The most common forms of documentation are: List A – U.S. passport **OR** Lists B/C – driver's license and social security card or birth certificate. For the full list of acceptable documentation, please visit the I-9 Collection Campaign Wiki page under the FAQs link.

<http://wiki.corp.nrpc/display/HR/I9+Collection+Campaign>

Should you need additional information please call **1-888-474-2685** or write to: AmtrakI9Collection@Amtrak.com

Thank you for your support of this critical initiative.



December 1, 2014

Reminder: Smart IDs Are Ready for Pick Up

Thank you for your participation in Amtrak's Smart ID refresh effort. New Amtrak Smart ID badges were distributed to location-specific Points of Contact and are available to be picked up at all locations.

- **You must pick up your new Amtrak Smart ID badge no later than December 6.**
- **It is each individual's responsibility to pick up the new badge and return the old badge.**

The Amtrak Smart ID poster in your location explains when and where you can go to pick up your badge.

The new badges will be activated on Saturday, December 6. Your new badge will provide the same access as your old badge. After December 6, all old badges will no longer function and should not be used for any purpose (e.g., access to facilities, travel privileges or employee identification). Please hold onto your old badge until you have verified that your new Smart ID is working properly.

If you have any questions about the new Amtrak Smart ID badges, please call the **Smart ID Refresh Help Desk at 202-906-2239**. The ID Refresh Help Desk will be available from 8:00 a.m. to 8:00 p.m. EST Monday through Friday. You can also email IDRefresh@amtrak.com with any questions.

NOTE: Your new Amtrak Smart ID badge may take a few minutes to register when you first swipe it. If it does not work the first time, please try again after one minute. If this continues, please call the Smart ID Refresh Help Desk.



December 8, 2014

Please Pick Up Your Smart ID Today

The switch to the New Amtrak Smart ID badges occurred this past Saturday December 6, 2014.

All employees should have their new Amtrak Smart ID badge. It is your responsibility to pick up your new badge. If you haven't, the Amtrak ID Refresh team is offering you one last chance to do so. The team is in the Starlight Room today and will be there through Wednesday from 8:00 a.m. to 4:00 p.m.

Please note:

- Employees must present their current Amtrak ID badge for validation when picking up the new Amtrak ID badge.
- Contractors must present their current Amtrak ID badge and a valid government photo ID for validation.
- Information on the collection of old ID badges will be available soon.

If you have any questions about the new Amtrak Smart ID badges, please call the Smart ID Refresh Help Desk at **202-906-2239**. You can also email IDRefresh@amtrak.com with any questions.

NOTE: Your new Amtrak Smart ID badge may take a few minutes to register when you first swipe it. If it does not work the first time, please try again after one minute. If this continues, please call the Smart ID Refresh Help Desk at 202-906-2239.



December 8, 2014

Water To Be Shut Off

The District of Columbia Water and Sewer Authority will be performing a Systems Repair on Wednesday December 10, from 11 p.m. to 3:00 a.m.

This will affect Washington Union Station and the water will be turned off in the entire building during the necessary repair time. Please plan accordingly.

Thank you.



December 22, 2014

Emergency Wardens

Emergency Management and Corporate Security (EMCS), Headquarters Facilities and IT Safety and Facilities staff are looking for your assistance to help provide a safe workplace.

We are in the process of re-establishing the Emergency Warden program for 40 Massachusetts Ave., 60 Massachusetts Ave. and 10 G Street buildings. This process will include a more structured training program that will standardize information and procedures in the event of a workplace emergency.

If you are a current emergency warden or are interested in becoming one, please join us for one of the upcoming information sessions. The information session will take no more than one hour. Sessions are assigned by work location.

- 40 Massachusetts Ave employees – January 7, 2015 at 10:00 a.m.
40 Massachusetts Ave. Conference room L, room 3W 127
- 60 Massachusetts Ave employees - January 7, 2015 at 11:00 a.m.
40 Massachusetts Ave. Conference room L, room 3W 127
- 10 G Street employees – January 7, 2015 at 1:00 p.m.
10 G Street Conference room 10, 4th floor, 4W-143

Thank you in advance for your support. Please contact Steven Fruchtman or your building facilities staff with any questions.



December 1, 2014

I-9 Collection Campaign

The I-9 Collection Campaign is headed your way! If you received prior notification that you need a new electronic I-9 completed, please stop by throughout the week. Representatives will be available from **5:00 a.m. to 5:00 p.m.** on the following dates:

12/1/14 – 12/6/14	Chicago Union Station	Lounge G (next to Passenger Service Office)
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Please bring your List A **OR** List B and List C original documentation with you to have an electronic I-9 completed for you in minutes! The most common forms of documentation are: List A – U.S. passport **OR** Lists B/C – driver's license and social security card or birth certificate. For the full list of acceptable documentation, please visit the I-9 Collection Campaign Wiki page under the FAQs link.

<http://wiki.corp.nrpc/display/HR/I9+Collection+Campaign>

Should you need additional information please call **1-888-474-2685** or write to: AmtrakI9Collection@Amtrak.com

Thank you for your support of this critical initiative.



December 5, 2014

I-9 Collection Campaign

The I-9 Collection Campaign is headed your way! If you received prior notification that you need a new electronic I-9 completed, please stop by throughout the week. Representatives will be available from **7:00 a.m. to 5:00 p.m.** on the following dates:

12/7/14 – 12/13/14	Sanford Auto Train Station	Station Conference Room
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Please bring your List A **OR** List B and List C original documentation with you to have an electronic I-9 completed for you in minutes! The most common forms of documentation are: List A – U.S. passport **OR** Lists B/C – driver's license and social security card or birth certificate. For the full list of acceptable documentation, please visit the I-9 Collection Campaign Wiki page under the FAQs link.

<http://wiki.corp.nrpc/display/HR/I9+Collection+Campaign>

Should you need additional information please call **1-888-474-2685** or write to: AmtrakI9Collection@Amtrak.com

Thank you for your support of this critical initiative.



December 12, 2014

I-9 Collection Campaign

The I-9 Collection Campaign is headed your way! If you received prior notification that you need a new electronic I-9 completed, please stop by throughout the week. Representatives will be available from **5:00 a.m. to 5:00 p.m.** on the following dates:

12/14/14 – 12/20/14	Los Angeles Union Station	Conference Room B – 3 rd Floor
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Please bring your List A **OR** List B and List C original documentation with you to have an electronic I-9 completed for you in minutes! The most common forms of documentation are: List A – U.S. passport **OR** Lists B/C – driver's license and social security card or birth certificate. For the full list of acceptable documentation, please visit the I-9 Collection Campaign Wiki page under the FAQs link.

<http://wiki.corp.nrpc/display/HR/I9+Collection+Campaign>

Should you need additional information please call **1-888-474-2685** or write to: AmtrakI9Collection@Amtrak.com

Thank you for your support of this critical initiative.



December 12, 2014

I-9 Collection Campaign

The I-9 Collection Campaign is headed your way! If you received prior notification that you need a new electronic I-9 completed, please stop by throughout the week. Representatives will be available from **5:00 a.m. to 5:00 p.m.** on the following dates:

12/14/14 – 12/20/14	NOUPT	Second Floor Annex
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Please bring your List A **OR** List B and List C original documentation with you to have an electronic I-9 completed for you in minutes! The most common forms of documentation are: List A – U.S. passport **OR** Lists B/C – driver's license and social security card or birth certificate. For the full list of acceptable documentation, please visit the I-9 Collection Campaign Wiki page under the FAQs link.

<http://wiki.corp.nrpc/display/HR/I9+Collection+Campaign>

Should you need additional information please call **1-888-474-2685** or write to: AmtrakI9Collection@Amtrak.com

Thank you for your support of this critical initiative.



February 4, 2014

2013 W-2 Forms

Just to update all Amtrak employees that the 2013 W-2 forms were mailed on Friday, January 31. Please be advised that these were mailed to your permanent home address as listed in SAP.

You should allow ten days for delivery before contacting the Payroll department. If you have not received your W-2 by February 15, please contact the Payroll department for a reprint.

Amtrak® Employee Update



February 4, 2014

Weather Update

We are actively following the weather advisories and wanted to remind Washington area employees that tomorrow will be business as usual. We will let you know if there are any changes to normal business schedules.

Please drive safely.

Thank you.

Amtrak® Employee Update



February 12, 2014

Winter Storm

We are actively following the weather advisories and will have a weather-related call this afternoon. We will let you know if there are any changes to normal business schedules for tomorrow as the day and the storm both progress.

Supervisors and employees who are able to telework should begin discussing and preparing for the possibility of teleworking tomorrow.

Thank you.



February 12, 2014

Weather Update #2

We have actively followed the weather today and wanted to remind Washington area employees that we will be open for business tomorrow and we will certainly let you know if there are any changes to this decision.

We would hope and expect you to use your best judgment and exercise common sense about whether you can safely come to work or, if able, work from home.

Thank you.



February 13, 2014

Weather Update #3

We have continued following the weather reports today. All Washington area locations will be open for business tomorrow and we will certainly let you know if there are any changes to this decision.

As said yesterday, we would hope and expect you to use your best judgment and exercise common sense about whether you can safely come to work or, if able, work from home.

Please be careful.



February 4, 2014

Internal Revenue Service W-2 Forms

There has been some discussion amongst employees about the federal W-2 forms. They were sent out on Friday, January 31 and should be received at the address you have listed with the Employee Service Center.



February 4, 2014

Weather Update

We are actively following the weather advisories and wanted to remind Washington area employees that tomorrow will be business as usual. We will let you know if there are any changes to normal business schedules.

Please drive safely.

Thank you.



August 13, 2014

ING Direct Solicitations

Recently, several Amtrak employees have been contacted by ING Direct concerning recommendations for investments in their 401K Plan.

Please be advised that Amtrak has not sponsored ING Direct nor does ING Direct have a contract with Amtrak to provide any services.

Fidelity Investments is the brokerage firm which manages the Amtrak 401K program. To schedule a complimentary one-on-one appointment with a Fidelity consultant, call: 1.800.642.7131 or register online: getguidance.fidelity.com.

Amtrak® Employee Update



January 2, 2014

Winter Storm

We are actively following the weather advisories and wanted to remind Washington area employees that tomorrow will be business as usual. We will let you know if there are any changes to normal business schedules.

Please remember to drive safely and be careful when shoveling.

Thank you.

Amtrak® Employee Update



January 2, 2014

Winter Storm

We are actively following the weather advisories and wanted to remind Washington area employees that tomorrow will be business as usual. We will let you know if there are any changes to normal business schedules.

Please remember to drive safely and be careful when shoveling.

Thank you.



January 20, 2014

Winter Storm

We are actively following the weather advisories and wanted to remind Washington area employees that tomorrow will be business as usual. We will let you know if there are any changes to normal business schedules as the day and the storm both progress.

The storm is going to usher in a period of very cold weather. Please remember to dress appropriately, drive safely and be careful when shoveling.

Thank you.



January 21, 2014

Winter Storm Update

The safety of our employees comes first. As the storm intensifies, please be advised that employees who are non-essential to immediate train operations can depart early after notifying their supervisor about their intentions. Those who can work from home are encouraged to bring work home and telecommute.

If you and your supervisor agree that you can telework tomorrow, please do so. You can also elect to use a vacation or personal day.

Agreement-covered employees are covered under the provisions of their labor agreements. Operations department employees should follow their departmental procedures for these situations.

Please travel safely.



January 23, 2014

Frozen Train Doors

As many of you know, the extreme weather conditions on the Northeast Corridor have created numerous challenges for the safe and efficient operation of our trains. One of the most visible and potentially dangerous problems involves the build-up of snow and ice in the vestibules between coaches. Because many of us have been asked about this issue by passengers, and to help raise awareness of the challenges it creates, following is an explanation of why it happens and what you can do to help mitigate the problem.

The very fine, powdery snow that fell this week presents a unique challenge to train operations because it easily enters the vestibules when the train kicks up the loose flakes. The snow enters through the diaphragms and pocket doors, and once inside, a cycle of melting and refreezing can make normal operation of the doors extremely difficult.

Train crews have been working extremely hard to keep the vestibules clear of snow and ice to ensure the safety of everyone aboard. If you are riding a train and see your crew working on this issue, please don't hesitate to ask the Conductor if there's something you can do to assist.

Passengers who recognize you as an Amtrak employee might also ask you about this issue. Feel free to explain the situation honestly and accurately (as described above), and encourage them to be patient as we work through these extreme weather conditions. The forecast calls for continued cold in the days (and possibly weeks) to come, so please keep that in mind.

Please travel safely.



January 31, 2014

Northeast Corridor Cafe Car Seating

Most of you know that we are the preferred method of travel on the Northeast Corridor and our trains are frequently operating at capacity. One of the many reasons passengers choose us is the preference to use the tables in the café/lounge as it allows for use of laptops and productive conversation with colleagues. That space is often occupied by off-duty Amtrak employees.

Please remember that employees not on duty should freely give up available lounge/table space when requested or evidently needed by our revenue-producing passengers.

Only **one** table on the Northeast Regional trains can be used by our working crews.

Our passengers would greatly appreciate your complying with this request.

Thanks and have a safe weekend.



January 31, 2014

Northeast Corridor Cafe Car Seating

Most of you know that we are the preferred method of travel on the Northeast Corridor and our trains are frequently operating at capacity. One of the many reasons passengers choose us is the preference to use the tables in the café/lounge as it allows for use of laptops and productive conversation with colleagues. That space is often occupied by off-duty Amtrak employees.

Please remember that employees not on duty should freely give up available lounge/table space when requested or evidently needed by our revenue-producing passengers.

Only **one** table on the Northeast Regional trains can be used by our working crews.

Our passengers would greatly appreciate your complying with this request.

Thanks and have a safe weekend.



July 2, 2014

AMTRAK'S ID REPLACEMENT PROGRAM

As you know, the Amtrak Smart ID team is in the process of collecting photos for the new badges. So far the response has been excellent, but we still need your help. Please help us stay cost effective by submitting your updated photo today. You can submit photos via email from your personal smart phone or digital camera.

The photo requirements are simple:

- All photos must have a white background and display a clear shot of the employee's/contractor's face (please no hats, sunglasses, etc.).
- Photos should include the full face view with a neutral facial expression and both eyes should be open.
- If you regularly wear glasses, please wear them in your photo.

All photos should be emailed or texted to the Smart ID team at IDrefresh@amtrak.com. Your emails should include SAP number and full name in the subject line. Please submit photos by July 15, 2014.

As always, please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.

Thank you for your continued support.



July 3, 2014

REMINDER - Lobby Renovations at 60 Massachusetts Avenue to Begin

Beginning on **July 5** through **July 21**, the entrance to 60 Massachusetts Avenue, NE (east side) will be closed for renovations. Both the exterior door facing Columbus Plaza and the interior door through the East Hall will not be accessible.

During this renovation period the elevator in the east lobby will only operate between floors two through four.

All employees, contractors and visitors will need to enter through the 40 Massachusetts Avenue, NE side of the building and use the fourth floor walk over to get to the offices located on the east side of the building.

Security will be available at that entrance to provide visitor and temporary employee badges. Employees will also have to meet their visitors on the 40 Massachusetts Avenue, NE side.

Your understanding is appreciated during this temporary inconvenience.



July 9, 2014

Emergency Stairwells During 60 Massachusetts Avenue Lobby Renovations

Please be advised that Stairwell #2 is closed during the July 5 through July 21 lobby renovation period. This is the stairwell located near the restrooms on the second, third and fourth floors.

During an emergency you will need to exit from Stairwell #7 on the west side of 60 Massachusetts Avenue. This is the open stairwell located on the fourth floor crossover, close to the Claims conference room on the third floor and near where Meeta Amin sits on the second floor. Or Stairwell #3 next to the pantries on the north side of 60 Massachusetts Avenue

Your understanding is appreciated during this temporary inconvenience.



July 9, 2014

Washington D.C. Smart ID Photo Collection

Are you unable to submit your updated photo by the July 15 deadline? If so, the Smart ID Team is here to help! For those who will be in Union Station next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them from **July 14 through July 18** in the **Starlight Room** between the hours of **8:30 a.m. to 3:00 p.m.**

We hope to see you there.

Amtrak® Employee Update



July 10, 2014

Dear Managers and Supervisors,

As you know, Amtrak is in the process of issuing new Amtrak IDs to all employees and contractors. This is necessary because the current iteration of the badges will begin to expire in January of 2015, and a large majority of the ID photos are greater than five years old. For security purposes, all employees and contractors must have an updated photo before a new ID will be issued.

We have had an excellent response rate from employees so far, but we still have a ways to go and need your help to ensure full employee and contractor participation in the photo submission process. There are many ways you can help: offer to take a photo, collect and submit a group of photos, volunteer to become a point of contact (POC) at your location or simply remind co-workers that the **deadline for submission is July 15th**.

The photo requirements are simple:

- All photos must have a white background and display a clear headshot (no hats, sunglasses, etc.).
- Photo should include full face view with a neutral facial expression – both eyes open.
- If you wear eye glasses regularly, please wear them in your photo.

All photos should be emailed or texted to the Smart ID team at IDrefresh@amtrak.com. All emails should include SAP # and full name in the subject line. Please submit photos by July 15, 2014.

Please look out for continued email communications, posters and reminders in *Amtrak This Week* regarding the Smart ID rollout and distribution of the new badges.

If you have any questions or require additional support, please reach out to the Smart ID Team at IDrefresh@amtrak.com.

Please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.

Thank you for your support.



July 14, 2014

Washington D.C. Smart ID Photo Collection

The Smart ID Team is here! For those who will be at Union Station this week, the Smart ID Team will be on-site today through Friday to take your photo.

Having your photo taken will not only fulfill the requirement to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please come by from **Monday, July 14 through Friday, July 18** in the **Starlight Room** between the hours of **8:30 a.m. to 3:00 p.m.**

Looking forward to seeing you this week!



July 17, 2014

Reminder: Washington D.C. Smart ID Photo Collection Ends Tomorrow

Washington, D.C. area employees, tomorrow is your last opportunity to have your Smart ID photo taken at Union Station. If you would like your photo taken by the Smart ID Team, please come to the **Starlight Room** between the hours of **8:30 a.m. to 3:00 p.m.**

Your current Smart ID will expire and without a valid replacement you will not be able to enter any Amtrak-secured space.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

Looking forward to seeing you.



July 24, 2014

Philadelphia Smart ID Photo Collection

Were you unable to submit your updated photo by the July 15 deadline? If so, the Smart ID Team is here to help! For those who will be in 30th Street Station next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them from **Wednesday, July 30 through Friday, August 1** in the **Facilities Office (29th and Market Street entrance next to the Post Office)** between the hours of **9:00 a.m. to 4:00 p.m.**

We hope to see you there.



July 25, 2014

Wilmington Smart ID Photo Collection

Were you unable to submit your updated photo by the July 15 deadline? If so, the Smart ID Team is here to help! For those who will be in Wilmington next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Tuesday, July 29 and Wednesday, July 30** in the **CNOC Lobby** (15 S. Poplar Street) between the hours of **12:00 p.m. to 6:00 p.m.**

We hope to see you there.



July 28, 2014

Philadelphia Smart ID Photo Collection

Were you unable to submit your updated photo by the July 15 deadline? If so, the Smart ID Team is here to help! For those who will be in 30th Street Station this week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them from **Wednesday, July 30 through Friday, August 1** in the **Facilities Office (29th and Market Street entrance next to the Post Office)** between the hours of **9:00 a.m. to 4:00 p.m.**

We hope to see you there.



July 28, 2014

Wilmington Smart ID Photo Collection

Reminder, for those who will be in Wilmington this week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them on **Tuesday, July 29 and Wednesday, July 30** in the **CNOC Lobby** (15 S. Poplar Street) between the hours of **12:00 p.m. to 6:00 p.m.**

Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.

Looking forward to seeing you!



June 2, 2014

Amtrak Confidential Information

In the next few days you will be receiving an important mailing from Amtrak directed to your home address. This mailing contains a letter from Chief Human Capital Officer Barry Melnkovic reminding us that any confidential information we use or find within the course of our daily work is required to be maintained for internal use only. Accompanying the letter is a copy of the corporate Confidentiality Policy (P 9.1.0) which can also be found on the company Intranet>Library>Policies>Amtrak Policy and Instruction Manual.

It is very important to the well-being of Amtrak that this information be read and that the policy is followed.

Thank you.



June 25, 2014

AMTRAK IS ISSUING NEW SMART IDS

Thanks to your fantastic support, we have received hundreds of new employee and contractor photos. As we update the identification cards, we need your help in continuing this great effort that you and your fellow employees have started. If you haven't done so already, please send your current photo via email or text to: IDrefresh@amtrak.com. You can use a digital camera or a personal phone. Please remember to include your SAP number and full name in the subject line.

Sending your photo helps Amtrak save costs and increase efficiency. Please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: *Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1*. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.

Thanks to you, the Smart ID team has had great participation, and we hope to continue receiving more photos. Remember, you can use a digital camera or a personal phone, complying with applicable policies and instructions.

Thank you for your continued support.



June 26, 2014

Lobby Renovations at 60 Massachusetts Avenue

Beginning on July 5 through July 21, the entrance to 60 Massachusetts Avenue, NE (east side) will be closed for renovations. Both the exterior door facing Columbus Plaza and the interior door through the East Hall will not be accessible.

During this renovation period the elevator in the east lobby will only operate between floors two through four.

All employees, contractors and visitors will need to enter through the 40 Massachusetts Avenue, NE side of the building and use the fourth floor walk over to get to the offices located on the east side of the building.

Security will be available at that entrance to provide visitor and temporary employee badges. Employees will also have to meet their visitors on the 40 Massachusetts Avenue, NE side.

Your understanding is appreciated during this temporary inconvenience.



August 14, 2014

Los Angeles, CA Smart ID Photo Collection

Here is your chance to get your photo taken for the new IDs. For those who will be in the Los Angeles area next week, the Smart ID Team will be on-site to take your photo.

Having your photo taken will not only fulfill the requirements to submit your updated photo, it will also help improve our overall photo collection effort.

We appreciate all those who have sent their photos to IDrefresh@amtrak.com and we still encourage you to submit your photos via email or text.

If you would like your photo taken by the Smart ID Team, please visit them at the following locations and times:

Dates	Locations	Times
Monday, Aug. 18	Los Angeles Union Station - Crewbase (Near Bus Plaza)	8:30 a.m.- 4:00 p.m.
Tuesday, Aug. 19		
Wednesday, Aug. 20	Los Angeles 8th Street Station – Coach yard (Conference room in Building 11- 2472 East)	8:30 a.m.- 5:00 p.m.

****Remember all employees and contractors need to update their photos in order to obtain their new Amtrak IDs.***

Amtrak® Employee Update



March 3, 2014

Weather Update

Like many of you, we have actively followed the weather today and wanted to remind Washington area employees that we will be open for business tomorrow.

We would hope and expect you to use your best judgment and exercise common sense about whether you can safely come to work or, if able, work from home.

Please be careful during this weather situation.

Thank you.



March 16, 2014

Weather Update

We have continued following the weather reports today. All Washington area locations will be open for business tomorrow and we will certainly let you know if there are any changes to this decision.

We hope and expect you to use your best judgment and exercise common sense about whether you can safely come to work tomorrow or, if able, work from home.

Please be careful.

Amtrak® Employee Update



March 28, 2014

60 Massachusetts Avenue

Employees may now enter and exit the 60 Massachusetts Avenue side of Union Station.

Thank you for your cooperation.



March 28, 2014

Please Do Not Exit Building thru 60 Massachusetts Avenue

Employees of 60 Massachusetts Avenue have been requested **NOT** to exit the building through either the station or the front door as there is ongoing Police department activity.

Should you need to exit, please use the cross over on the fourth floor and exit through the 40 Massachusetts Avenue exit.

We will let you know when this situation has been resolved.

Thank you.



May 6, 2014

Amtrak Launches New Online Booking Tool

Effective June 2, 2014 Concur Travel will replace Trip Manager as the online booking tool for Amtrak business travelers and travel planners. Concur Travel is an industry leading provider of Business Travel Solutions. The new tool is easy to use and in addition to enhanced features and services, provides an innovative mobile application for booking anytime or anywhere.

Travel Leaders will configure the new site with all the current company policy and program information and individual travel profiles will be transferred to the new site. Travel Leaders will continue to support Concur for all technical and navigational assistance. We ask all travelers and travel planners to take the time to review the new profiles for accuracy and update as appropriate after the launch. Travelers will also need to check that all the accounting codes are correct (cost center, Internal Order and WBS Element) as reservations will not be able to be made without this information.

The new tool will no longer be available in eTrax but will be accessed through the Employee Information Portal (EIP). As a reminder, Travel Authorizations should be done in eTrax prior to travel. Travelers should also take this opportunity to review the Amtrak Travel Policy (P/I 8.35.2) on the company Intranet (Home>Employees>Management Employee Business Travel).

Please note:

- Updates made to the personal preferences areas in your online profile after May 9 will not transfer to the new Concur profile. You will need to re-enter this information.
- Credit card information used for hotel and rental car reservations must be entered by the traveler in the new Concur profile before booking any travel.
- The Concur site will be available for new bookings on Monday, June 2, 2014. Reservations for future travel booked in Trip Manager will be accessible by Travel Leaders agents for changes.
- Southwest Airlines will be displayed alongside all the other airlines and will no longer be available as a separate punch out or paid separately

A new log in process will be implemented. Single sign-on via the Amtrak EIP will be available.

Training sessions will be held prior to the launch of Concur Travel. Additional information about these sessions will be distributed soon.

The Travel department and Travel Leaders are committed to making this transition a smooth one for all our business travelers and travel planners.

Should you have additional questions regarding the Travel Program, please contact your Travel Administrator at CorporateTravel@amtrak.com.



May 7, 2014

Customer Experience Delivery and Training Survey

All non-agreement employees should have received a Customer Experience Delivery and Training Survey in your Microsoft Outlook mailboxes. If you still have not received this important survey, please check your junk email folders. If the survey is still not found, please contact Jack Freund of WBA Research, our survey partner, at JFreund@WBAResearch.com. Please contact Mr. Freund if you encounter problems completing the survey. If necessary, a paper survey can be faxed to you.

If you supervise agreement-covered employees, please remind them to complete and mail their surveys by the deadline.

It is really important that the voices of all Amtrak employees be represented.

Completed surveys need to be received by May 12.

You really can make a difference.



May 13, 2014

Automated External Defibrillator Program

Automated External Defibrillators (AED) are used in the event someone experiences cardiac distress. Amtrak is implementing a company-wide program to inventory our current AED devices.

Emergency Management and Corporate Security (EMCS) is reaching out to all Amtrak employees asking for your help in identifying the location and status of every AED in the system.

To assist this effort, EMCS has created an online form that will capture this AED information. Please click on the [AED Field Survey Form](#) and complete it.

If you come across an AED that has a red light on and is beeping, please remove the AED, secure it and send a note as soon as possible to the AED program manager at aedservicerequest@amtrak.com.

We appreciate all of your assistance in helping us update our records. By providing this information, you just may help save a life.

If you still have questions please review the [AED FAQ's](#) document or send an email to aedservicerequest@amtrak.com.

We need you to help save a life!



May 14, 2014

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To assist this effort, EMCS has created an online form that will capture this AED information. Please click on the [AED Field Survey Form](#), complete it and submit.

The majority of the AED's are manufactured by Cardiac Science. Should you find some devices made by another manufacturer, please do not complete the survey form. Put the AED's information in an e-mail to the AED program manager and send to aedservicerequest@amtrak.com.

If you come across an AED that has a red light on and is beeping, please remove the AED, secure it and send a note as soon as possible to the AED program manager at aedservicerequest@amtrak.com.

We appreciate all of your assistance in helping us update our records. By providing this information, you just may help save a life.

If you still have questions please review the [AED FAQ's](#) document or send an email to aedservicerequest@amtrak.com.

We need you to help save a life!



May 15, 2014

Event at Union Station Tomorrow Night

On May 16, Union Station will again host the Georgetown University Senior Class Ball. It is anticipated that over 6,000 guests will dance the night away in the Main Hall, West Hall, East Hall, Columbus Club and designated areas of the Food Court. So that the station can properly prepare for this event please note the following schedule which may impact your path of travel.

Taxi Lane and Taxi Dispatch

The taxi dispatch will be moved to the West Carriage Porch at 7 a.m. on Friday. Existing signage will be placed in both the Front Colonnade and Train Concourse to properly direct station guests seeking taxi service. The taxi dispatch will remain on the West Carriage Porch throughout the day and will resume its customary location at the front of the station on Saturday at 7 a.m.

The taxi lane (lane A) will be reserved for event deliveries beginning on Friday at 6 a.m.

West Hall

Restaurant seating and West Hall benches will be removed from West Hall tonight. All the West Hall restaurants will close operations at 5 p.m. on Friday including Chipotle and its West Carriage Porch seating. All benches and restaurant seating will be returned to the West Hall by 6 a.m. on Saturday and the restaurants will resume normal operations.

Main Hall and East Hall

All merchants in the Main Hall and East Hall will close at 5 p.m. on Friday and reopen for business as usual on Saturday, May 17.

Food Court

Seating areas in the east part of the Food Court (Johnny Rockets moving east) will begin to close at 5 p.m. on Friday. All Food Court vendors east of Johnny Rockets will stop serving food to all patrons at 7 p.m. and these merchants will close. All areas of the Food Court will reopen for business as usual on Saturday.

The Mezzanine merchants, station and Train Concourse merchants and Amtrak remain open for business as usual.

May 19, 2014

Escape Mask Collection

In 2009 – 2010, Amtrak issued ILC Dover 30-minute escape masks to a wide audience of Amtrak employees located at our Union Station corporate offices and 10 G Street location.



All of these masks will expire in June 2014 and should no longer be used.

We will be collecting masks from all employees from Monday, May 19 through Thursday May 22, 2014.

For those employees located at Union Station, collection bins will be placed in the first floor elevator lobby of the 40 and 60 Massachusetts Avenue entrances.

For those employees located at 10 G Street, there will be collection containers in the pantry area.

Please take a few minutes and place your old escape mask in the bin for appropriate disposal.

If you have any questions, please contact:

Steve Fruchtman
Regional Emergency Manager (EMCS)
202-906-2551
Steven.fruchtman@amtrak.com



May 20, 2014

Travel Program Rollout and Online Booking Tool Training Sessions

As announced several weeks ago, effective June 2, 2014, Concur Travel will replace Trip Manager as the online booking tool for Amtrak business travelers and travel planners. The new tool is easy to use and in addition to enhanced features and services, provides an innovative mobile application for booking anytime or anywhere. In addition to the continued support of a dedicated team of Travel Leaders agents, travelers and travel planners will now have access to Concur Travel for online booking.

The one-hour web-based training will provide employees the opportunity to learn more about the new travel program offerings and how to utilize the Travel Leaders'/Concur products and services available to Amtrak.

These informational sessions will be hosted by Travel Leaders. A recorded session will also be posted on the company Intranet. Please use the links below to register for a session. You will be sent instructions to save the meeting to your calendar for access on the day. Please log in to the meeting at least 10 minutes prior to the start time to ensure an on time start.

Date	Time	Registration Link
Wednesday, May 28	10:00 a.m. ET	Register for Wed May 28 at 10 a.m. ET
Wednesday, May 28	2:00 p.m.ET	Register for Wed May 28 at 2 p.m. ET
Thursday, May 29	10:00 a.m. ET	Register for Thurs May 29 at 10 a.m.ET
Thursday, May 29	2:00 p.m. ET	Register for Thurs May 29 at 2p.m.ET
Friday, May 30	10:00 a.m. ET	Register for Fri May30 at 10 a.m. ET
Monday, June 2	10:00 a.m. ET	Register for Mon June 2 AT 10 a.m. ET
Monday, June 2	2:00 p.m. ET	Register for Mon June 2 at 2 p.m. ET
Tuesday, June 3	1:00 p.m. ET	Register for Tues June 3 at 1 p.m. ET
Wednesday, June 4	1:00p.m. ET	Register for Wed June 4 at 1 p.m. ET

If you require assistance logging in to the meeting, please call the conference bridge number. Assistance will be available via the conference bridge 10 minutes prior the session. For additional questions regarding the travel program or these sessions, contact the Travel Department at CorporateTravel@amtrak.com.



May 22, 2014

Memorial Day Safety

The Memorial Day weekend is usually regarded as the beginning of the summer season. It often signifies time with family and friends, outdoor activities and the end of junior and senior proms in our local communities.

The safety and health of our employees remains the key corporate goal. We have been told that as our Safe-2-Safer program becomes even more integrated into our safety culture, the lessons learned are extending into our lives outside Amtrak. For those of us who are fortunate to be with family and friends over the holiday weekend, it would be a good idea to remind them that:

- When going fishing, please never walk, sit or stand on any railroad bridge.
- With an increase in automobile traffic, make sure all precautions are taken at grade crossings. Stop, Look and Listen.
- Never trespass onto railroad tracks as every step on the tracks could be your last.
- The human eye cannot accurately judge a train's speed or distance. A train will always appear to be farther away and traveling slower than it is. The train **always** wins.
- Most crashes occur within 25 miles from home.
- Approximately every two hours either a vehicle or a pedestrian is struck by a train in the United States.

Operation RedBlock, a labor-developed, company-adopted drug and alcohol prevention and intervention program, would like to wish everyone a safe and happy holiday. Please remember that Operation RedBlock is here to help and labor coordinators are available 24/7 to provide assistance. Operation RedBlock is offered to all Amtrak employees.

For confidential mark-offs please call 1-800-44R-BLOC (1-800-447-2562).

Have a safe, happy and sober holiday.





May 28, 2014

Electrical Power Interruption

Electrical maintenance for the emergency generator has been scheduled for Friday, May 30, 2014 between the hours of midnight and 6:00 a.m. This interruption will affect all elevators throughout Washington Union Station and Amtrak Towers.

Thank you.



May 29, 2014

Travel Program Rollout and Online Booking Tool Training Sessions Revised

The rollout of the new Online Booking Tool requires additional time for testing. As a result, the launch of Concur/Travel Leaders has been postponed to **Monday June 9, 2014**.

Based on feedback we have received, the training schedule has also been adjusted for the convenience of a larger audience. The one-hour web-based training will provide employees the opportunity to learn more about the new travel program offerings and how to utilize the Travel Leaders/Concur products and services available to Amtrak.

These informational sessions will be hosted by Travel Leaders. A recorded session will also be posted on the company Intranet. Please use the links below to register for a session. You will be sent instructions to save the meeting to your calendar for access on the day. Please log in to the meeting at least 10 minutes prior to the start time to ensure an on time start.

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Friday, May 30	10:00 a.m. ET	Register for Fri May 30 at 10 a.m. ET
Tuesday, June 3	1:00 p.m. ET	Register for Tues June 3 at 1 p.m. ET
Wednesday, June 4	1:00 p.m. ET	Register for Wed June 4 at 1 p.m. ET
Monday, June 9	10:00 a.m. ET	Register for Mon June 9 AT 10 a.m. ET
Tuesday, June 10	2:00 p.m. ET	Register for Tues June 10 at 2 p.m. ET
Wednesday June 11	10:00 a.m. ET	Register for Wed June 11 at 10 a.m. ET

If you require assistance logging in to the meeting, please call the conference bridge number. Assistance will be available via the conference bridge 10 minutes prior the session. For additional questions regarding the travel program or these sessions, contact the Travel Department at CorporateTravel@amtrak.com.



November 14, 2014

I-9 Collection Campaign

The I-9 Collection Campaign is headed your way! If you received prior notification that you need a new electronic I-9 completed, please stop by throughout the week. Representatives will be available from **5:00 a.m. to 5:00 p.m.** on the following dates:

Nov. 15 – Nov. 21	Washington Union Station	Nov. 15 – Nov. 20 – Starlight Room, Gate D Nov. 21 – Suite 100, Gate A
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Please bring your List A **OR** List B and List C original documentation with you to have an electronic I-9 completed for you in minutes! The most common forms of documentation are: List A – U.S. passport **OR** Lists B/C – driver's license and social security card or birth certificate. For the full list of acceptable documentation, please visit the I-9 Collection Campaign Wiki page under the FAQs link.

<http://wiki.corp.nrpc/display/HR/I9+Collection+Campaign>

Should you need additional information please call 1-888-474-2685 or write to: AmtrakI9Collection@Amtrak.com

Thank you for your support of this critical initiative.



November 17, 2014

Smart IDs Are Ready for Pick Up

Thank you for your participation in Amtrak's Smart ID refresh effort. New Amtrak Smart ID badges are currently being distributed and will be available at all locations by Friday, November 21. Please **pick up your new Amtrak Smart ID badge no later than December 6**. It is your responsibility to pick up your new badge and turn in your old one.

The Amtrak Smart ID poster in your location explains when and where you can go to pick up your badge.

The new badges will be activated on Saturday, December 6. Your new badge will provide the same access as your old badge. After December 6, all old badges will no longer function and should not be used for any purpose (e.g., access to facilities, travel privileges or employee identification).

If you have any questions about the new Amtrak Smart ID badges, please call the Smart ID Refresh Help Desk at **202-906-2239**. The ID Refresh Help Desk will be available from 8:00 a.m. to 8:00 p.m. EST Monday through Friday starting November 17. You can also email IDRefresh@amtrak.com with any questions.

NOTE: Your new Amtrak Smart ID badge may take a few minutes to register when you first swipe it. If it does not work the first time, please try again after one minute. If this continues, please call the Smart ID Refresh Help Desk at 202-906-2239.



November 21, 2014

Mr. Boardman Appears on Sunday's "60 Minutes"

President and CEO Joe Boardman will be appearing on the November 23 broadcast of 60 Minutes discussing the need for infrastructure investment as part of a segment on the country's decaying infrastructure. Mr. Boardman will focus on the necessity to fund the Portal Bridge replacement project.

The show airs on CBS television from 7:30 p.m. to 8:30 p.m. ET/7:00 p.m. to 8:00 p.m. PT.



October 20, 2014

Ebola Update

We wanted to let you know of an incident that occurred yesterday morning. Local Emergency Medical Services personnel responded to the Jackson, Mississippi, bus and train station after receiving a report of an ill passenger who arrived at the station via a commercial passenger bus. The patient was examined at a local hospital and determined not to have Ebola. The station was cleared and resumed scheduled operations shortly after 11 a.m. local time.

As a precaution, all Amtrak passengers and staff were isolated. The *City of New Orleans*, scheduled to stop at that time, bypassed the station. The Amtrak passengers that were scheduled to board and deboard at this station were provided alternate transportation once the station was cleared and normal operations resumed.

Mark Murphy, General Manager of the Long-Distance business line said that, “all employees involved in the activities at the Jackson station on Sunday did an excellent job and the response was handled in a textbook manner. We handled local and internal communications and notification outreach properly and the isolation of the suspected passenger was followed according to procedures. I would like to commend the interdepartmental cooperation of employees from Emergency Management and Corporate Security, our Long-Distance business line employees and Public Health who were critical in executing this so well.”

Amtrak has plans and strategies in place for addressing contagious disease outbreaks. They provide detailed instructions on how employees should interact with sick passengers and outline the steps for notifying appropriate parties within Amtrak. The events of yesterday clearly demonstrate that our processes work and the continued need to be prepared and vigilant.

Please remind your staff that valuable documents are available on the new Ebola Update webpage located on the homepage of the Amtrak Intranet or go directly to <http://wiki.corp.nrpc/display/ebola/Home>. This site was updated this morning with a new version of the Employee Assistance Program brochure, “Managing Anxiety About Ebola.” This site will be updated regularly to provide the most current information.



October 20, 2014

A Message from DJ Stadler

Ebola Virus Update

We wanted to let you know of an incident that occurred yesterday morning. Local Emergency Medical Services personnel responded to the Jackson, Mississippi, bus and train station after receiving a report of an ill passenger who arrived at the station via a commercial passenger bus. The patient was examined at a local hospital and determined not to have Ebola. The station was cleared and resumed scheduled operations shortly after 11 a.m. local time.

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October 2x, 2014

Questions and Answers Regarding Ebola

A number of our employees have been asking really good questions regarding the Ebola virus. We sat down with Director of Public Health Vic Zare and Corporate Medical Director Dr. Paul McCausland and Associate Medical Director Dr. Glenn Greene to review some of the questions and formulate responses.

Amtrak is very fortunate to have these employees on staff. Vic has been with Amtrak for 34 years and is licensed as a Communicable Investigator and serves as Amtrak's regulatory authority in Public Health. Both Dr. McCausland and Dr. Greene are specialists in Occupational Medicine, the medical specialty that focuses on work-related injury and illness. Both also have additional degrees in Public Health, both are Fellows of the American College of Occupational and Environmental Medicine and both have served as presidents of their State Associations of Occupational and Environmental Medicine. In addition, both have extensive experience in industrial settings outside of medicine – Dr. McCausland served as an engineer in the Nuclear Navy, and Dr. Greene was previously a physicist performing nuclear fusion research for the Department of Energy.

Question 1

Is Amtrak screening customers for health reasons? Have we instituted any special health-related protocols?

Amtrak is following the Centers for Disease Control (CDC) guidelines for public transportation which do not require health screenings. Our Medical, Public Health and Emergency Management teams continue to stay in contact with public health officials and follow their guidance.

Question 2

What phone number do we call if we suspect a passenger or employee shows symptoms and may have a history of exposure?

Contact CNOC (1-800-424-0217) so arrangements can be made to have the ill passenger/employee detained and met by local Emergency Medical Personnel.

Question 3

What number should we give out should a passenger have a question?

Passengers should call: 800-USA-RAIL (800-872-7245)

Question 4

Will the gloves in the first aid kit protect me from Ebola?

The Ebola virus is transmitted by direct contact with the bodily fluids of someone who is infected with the virus and is showing symptoms. As long as the gloves are waterproof (such as nitrile or latex gloves) and intact, with no holes or tears, the virus will not be transmitted through the glove. If the glove is contaminated care, must be taken to remove the glove without your skin touching the contaminated part of the glove. Leather or knit gloves are not waterproof and will not protect you from the virus.

Question 5

What is Amtrak doing to keep up on the latest developments?

Amtrak has activated its Corporate Emergency Plan and currently holds an Ebola management coordination meeting every day, seven days per week, to review the latest information and developments relating to Ebola. On a daily basis, we monitor announcements from the CDC, the World Health Organization and professional medical societies. We also network with other railroads. On Monday, we participated in a conference call with the medical directors of a number of passenger and freight railroads (organized by the American Association of Railroads) to discuss and exchange information and experience relating to Ebola. Later this week, we will participate in a conference call about Ebola with the CDC's Principal Deputy Director for the Division of Global Health Protection, organized by the American College of Occupational and Environmental Medicine.

Question 6

I heard that the CDC just issued new guidelines for protection from Ebola. How does that affect me?

On Oct. 21 the CDC issued new guidance on personal protective equipment (PPE) to be used by healthcare workers in managing patients with Ebola virus disease (EVD) in hospitals. This guidance was issued in response to the unexpected infection of two nurses who were caring for a patient with EVD in a Dallas hospital. The guidance includes more stringent requirements for PPE (including no exposed skin) and also focuses on the importance of training.

It is important to remember that this guidance is specifically for healthcare workers caring for patients with EVD in hospitals. Hospitalized patients with EVD have higher levels of the virus in their blood and bodily fluids, are further along in the course of the disease and are much more infectious than individuals who have EVD but are still well enough to be mobile in the community (e.g., taking a train). Therefore, these new guidelines are not applicable to interactions between Amtrak employees and passengers.

The CDC has not issued new guidelines for PPE that are relevant to the railroad or airline industries. Amtrak will continue to closely monitor all recommendations regarding PPE and procedures for interacting with individuals who are suspected of having EVD, and we will rapidly communicate any new information to our employees.

Question 7

Can I get Ebola from someone who is coughing?

There is no evidence that Ebola virus disease can be spread from one person to another “through the air” (no “airborne transmission”). However, there may be some confusion about what those words mean. To a doctor, “no airborne transmission” means that the virus does not remain able to infect someone as dried virus particles are so small that they can remain floating in the air for long periods. The viruses that cause measles and chickenpox can be transmitted that way from one person to another, but not the Ebola virus. However, the CDC does recognize that the Ebola virus could be transmitted from one person to another via the droplets of saliva or mucus that are produced when someone with the disease coughs or sneezes, if those droplets hit your eyes, nose, mouth, or cut or scratched skin (abraded).

It is important to recognize that the risk of getting infected with Ebola in this way is very low. Coughing and sneezing are not characteristic symptoms of Ebola virus disease, and no case of such transmission in a human has been proven. There remains some risk, and that is one reason for the recommendation to remain at least three feet away from an individual who is suspected of having Ebola virus disease (unless using appropriate additional PPE for contact and droplet precautions, as recommended by the CDC).

Question 8

Can I get Ebola from touching a doorknob?

Ebola virus on dried surfaces (doorknobs, counter tops, paper) can remain viable (able to infect) for several hours. Ebola virus in body fluids that are outside the body (such as a blood soaked rag) can remain viable for several days, if not dried out. If someone touched such a contaminated surface or object and then touched his or her eyes, nose, mouth, or abraded skin, it is theoretically possible to become infected. However, there have been very few reports of actual transmission of the Ebola virus in this manner. Nevertheless, to be safe, use of appropriate waterproof gloves is required if touching the luggage or personal belongings of someone who is suspected of having Ebola virus disease.

Regular hand washing (especially before touching your eyes, nose or mouth) is one of the best ways to lower the risk of catching any viral disease (including Ebola, influenza and many others).



October 23, 2014

Questions and Answers Regarding Ebola

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October 9, 2014

After Hours Contacts at Washington Union Station

Please use the following contact numbers for weekend and after hours situations occurring at Washington Union Station:

- For life-threatening emergencies, call **911**.
- For an Amtrak Police department response, call the National Communications Center at **1-800-331-0008**.
- To report situations (plumbing, electrical) requiring immediate response or notification to Jones Lang LaSalle, the property manager, please call Union Station dispatch at **202-289-8355** and your request will be relayed to the appropriate recipient.



October 20, 2014

I-9 Collection Campaign

In preparation for the I-9 Collection Campaign going live, several webinar trainings have been scheduled. The training will be presented by Accurate Background, Inc., Amtrak's I-9 collection software partner. **Pre-registration is recommended to access the webinar.**

In addition to training, the attached Manager Talking Points and Frequently Asked Questions have been developed to assist with discussing this campaign with employees. Please use these references to facilitate conversations with identified employees.

As part of end user training, Accurate Background will describe the I-9 process, including how to place an order for a new I-9 form. The training will also cover the functionality and features of the I-9 system.

A brief question and answer session will be held at the end of the training.

Register for a session now by clicking a date below:

[Mon, Oct 20, 2014 11:00 AM - 12:00 PM EDT](#)

[Mon, Oct 20, 2014 3:00 PM - 4:00 PM EDT](#)

[Wed, Oct 22, 2014 11:00 AM - 12:00 PM EDT](#)

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[Fri, Oct 24, 2014 11:00 AM - 12:00 PM EDT](#)

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Once registered, you will receive an email confirming your registration along with information necessary to join the webinar.

A recording of this training will be posted on the I-9 Campaign wiki page under Human Capital Management.



September 10, 2014

Water Main Repair

Washington, D.C. water crews are currently repairing a broken 12-inch water main located on North Capitol Street, NE.

To access the 10 G Street, NE parking garage, please use First Street, NE.

DC Water has informed us that North Capitol Street, NE will likely be closed for the remainder of the day.

Thank you.



September 30, 2014

Amtrak Ambassador Program Training Opportunity

Chief of Emergency Management and Corporate Security Susan Reinertson recently sent a Special Employee Advisory inviting our employees to register for training to become certified as Amtrak Ambassadors.

Training for Washington, D.C. area staff will be offered on October 14, 2014, from 9:00 a.m. to 1:00 p.m. in the board room at 60 Massachusetts Avenue, NE (fourth floor). The training modules include customer service, all-hazards preparedness, emergency action plans, incident procedures and station awareness.

Please contact Steve Fruchtman, our Washington, D.C. regional emergency manager at 202-906-2551 (office), 202-604-7094 (cell) or by email at steven.fruchtman@amtrak.com if you would like to register for the training.

All interested participants must obtain their supervisor's signature on the attached approval form and return the form at the training session. Additionally, all Amtrak Ambassadors will be required to complete their online annual Amtrak Fire Extinguisher Training and Amtrak Security Awareness Training before becoming certified as Ambassadors.

Class size will be limited to 25 people for this first course offering. A waiting list will be created and those on the list will be offered the next available training session in the Washington, D.C. area.

Your participation in the Washington, D.C. program is vital to the success of the nationwide rollout of Amtrak Ambassadors and will help Amtrak further develop our response capabilities. Thank you for your commitment to ensuring that Amtrak stations are safe and secure for all customers and employees.



October 17, 2014

A Message from DJ Stadler

Ebola Virus Update

This message is being sent to managers and frontline supervisors. It is important that all employees who work with passengers including On-Board Service, Train and Engine crews, station personnel and the Amtrak Police know the facts about Ebola. We need your assistance in keeping your teams informed about what they need to know and do to safeguard our customers and employees from Ebola.

WHAT AMTRAK IS DOING TO ADDRESS EBOLA

- Amtrak Medical, Public Health and Emergency Management teams continue to closely monitor recent developments regarding the Ebola virus outbreak in the United States and elsewhere. They are in contact with appropriate officials across our network to maintain awareness of the latest information. Amtrak operations at this time are not affected.
- We have reviewed and updated our protocols for proper handling of passenger and employee medical issues to reflect latest guidance from public health authorities. We are keeping employees informed so they are prepared to address customer concerns.
- While Amtrak performs regular cleaning of our passenger railcars, we have contingency plans to take railcars out of service to decontaminate should the need arise.

MANAGERS AND SUPERVISORS MUST UPDATE FRONTLINE EMPLOYEES

- Refresh your knowledge of Amtrak protocols and strategies for addressing serious communicable diseases, and review with your employees. Protocols and plans are attached to this email.
- See the attached Special Employee Advisory issued on October 17.
- Ensure that your people on the frontline know what Amtrak is doing and that they are aware of their roles in keeping customers and fellow employees safe.
- Share information in this update at crew briefings and roll call since not all employees have access to company email or the Amtrak Intranet while on the job.
- Reference the new Ebola Update webpage on the homepage of the Amtrak Intranet for information and answers to common questions or you can go directly

to the site <http://wiki.corp.nrpc/display/ebola/Home> . It will be updated regularly with current information.

THINGS TO KNOW ABOUT EBOLA

- The risk of contracting Ebola is low unless you come into direct contact with blood or body fluids of an infected person and that person has a history of travelling to West Africa.
- Ebola is not spread through the air from person-to-person.
- Symptoms include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding.

PROCEDURE IF YOU SUSPECT A PASSENGER OR EMPLOYEE SHOWS SYMPTOMS AND MAY HAVE A HISTORY OF EXPOSURE

- Keep the ill individual separated from other passengers / employees as much as possible (at least three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with an ill passenger or luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and hands should be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.
- Contact CNO (1-800-424-0217) so arrangements can be made to have the ill passenger detained and met by local Emergency Medical Personnel.

FURTHER QUESTIONS? CONTACT YOUR REGIONAL AMTRAK PUBLIC HEALTH STAFF MEMBER

- **Victor Zare**, Amtrak Public Health Superintendent
(Washington, DC) O: 202-906-3943; Cell: 703-856-9002
- **John Parke**, Director, Public Health Procedures and Assurance
(New York) O: 212-630-7295; Cell: 732-740-2618
- **Al Cooper**, Regional Public Health Manager, Southeast Region
(Washington, DC) O: 202-906-2602; Cell: 202-437-9038
- **Russell Graham**, Regional Public Health Manager, Western Region
(Los Angeles) O: 213-683-6936; Cell: 213-500-9022
- **Clayton Pape**, Regional Public Health Manager, Central Region
(Chicago) O: 312-880-5595; Cell: 312-802-0590
- **Mark Petrillo**, Regional Public Health Manager, Northeast Region
(New York) O: 212-630-6265; Cell: 917-692-7496



October 21, 2014

Union Station Repair Work

Please note that wreath support repairs were started on October 17 and will continue through November 11. This work is performed only on the front of the building. The taxi cab Lane A will be closed through the duration of this repair, and passenger pick up is on the west side of the building.

On Wednesday, October 22, Function Roofing will be on the roof performing additional repairs.

Thank you.



April 11, 2014

Off-Site Business Meetings

As we strive to contain our costs, it is important that all employees familiarize themselves with the Amtrak policy (P/I Number 8.39.0) regarding off-site business meetings. This policy defines responsibilities, controls and procedures to appropriately plan and pay for business meeting requirements and expenses when holding meetings at off-site locations. It explains the approved method of making arrangements for all types of employee business meetings, how to obtain approvals and follow appropriate Procurement procedures and the process of paying meeting expenses. The proper procedures within the off-site business meeting policy must be followed.

NRPC 3117 (meeting justification form) should be completely filled out and approved by the appropriate level of management. The policy and the form can be found on the company Intranet>Library>Policies>Amtrak Policy and Instruction Manual Section 8.0.

Please remember to try and use webinars and virtual meetings whenever possible as an alternative to travel.

A new way to book Corporate Travel will be coming in June. Updates will be provided when available.



March 6, 2014

Corporate Travel Policy Clarification

As you undoubtedly already know, the new Corporate Travel Policy, FI 8.35.2, **is now in effect**. There have been significant changes made to Amtrak's Corporate Travel Policy in order to reduce company-wide travel expenditures. There have been some very good discussions and questions raised as a result of employees complying with this new policy.

- If any daily meals are provided at no cost to the employee such as in departmental staff meetings, conferences, included in hotel rate, etc., then deduct the cost of those meals as broken down on the Meals and Incidental Expenses (M&IE) section on www.gsa.gov/perdiem. Once deducted, you have the remaining per diem to use for that day as long as the daily maximum is not exceeded.
- If no meals are provided, then the M&IE per diem rates apply for that city and the daily maximum can be applied in any manner as long as the daily maximum is not exceeded.
- Reimbursement for lodging, meals and incidentals will be based on **actual** expenses incurred not to exceed the GSA per diem. Maximum allowable amounts are calculated separately for lodging and for meals and incidentals. The "per diem" maximum for meals and incidentals will be adjusted downward by **25 percent** on the first and last day of travel. Employees and approvers are responsible for this calculation. Rates are different for each destination city and can change monthly. Current rates for a given destination can be found on the GSA website www.gsa.gov/perdiem. The link to the GSA website can also be found on the Travel Authorization eform. A screen print of the relevant rates **MUST** be included with your faxed documentation for the expense report. If the hotel you have booked through the Corporate Travel Agency is above the per diem rate for lodging, please contact the hotel to see if a government rate is available to you. If you cannot obtain the government rate please note this in the comments section of your expense report. If a Corporate Lodging Card is being used, please capture this expense on the Travel Authorization and mark as company paid on your expense report.
- Employees are now required to provide an **itemized** receipt for all expenses, with the exception of some minor categories, instead of the previous \$10.00 threshold.

We hope that you have taken the opportunity to update your travel profiles and ensure that your accounting information is correct. To do this log into eTrax – click on the Search tab – then Catalog then click on to the Worldspan/Trip Manager Punchout Catalog. Click on the Profile tab (fill in) – then click on Custom Fields and fill in your accounting information (cost center, internal order and WBS element (no dots) then click submit.

Please familiarize yourselves with the entire policy and the Frequently Asked Questions (FAQs) which are available for reference at <http://wiki.corp.nrpc/display/Bustravel/Home>. The FAQs on the GSA website also provide some helpful answers.

August 4, 2014



Amtrak's New Career and Compensation Structure: What it Means for You

Amtrak's new Career and Compensation Structure for non-agreement employees is beginning to launch across the organization. The goal of this project is to deliver consistent titles and to align those titles, where appropriate, with similar positions outside the organization. Aligning our positions with the broader job market helps managers and employees from a recruiting perspective both as hiring managers as well as potential applicants to future positions. It also helps you to better understand how your role fits into the organization.

Since last fall, Amtrak's Compensation and Talent teams in Human Capital have been hard at work with the leadership teams in each department reviewing all the existing titles and positions at Amtrak and aligning them with Amtrak's new structure. With approximately 75 percent of all non-agreements positions currently being reviewed, two major themes have emerged. One, we currently have far too many individually unique titles for an organization of our size, which makes position administration and recruitment more difficult. Second, we significantly over-utilize the director title, resulting in title inflation, and underutilize the manager title in the organization. This project will fix both of these issues.

Here's what you need to know when the new structure is implemented in your department this fall:

The **Career & Compensation Structure** establishes consistent titles, organized into bands with zones defined by the market. The new structure expands the salary levels at Amtrak beyond the band/zone salary levels that exist today. The current band/zone salary levels (C1/C2 & D1/D2 being the most common) have been expanded by four additional levels to reflect not just additional levels of pay, but career levels with distinct behaviors, characteristics and abilities required for each level based on Amtrak's core competencies.

As part of the new structure, a **Career Level Guide** has been created to define the responsibilities for the Career Professional (Band C), Technical and Management Lead (Band D) and Executive (Band E) levels. The descriptions provided are only a general reference and may not be an accurate description for every position. You and your manager will review the guide and discuss what is most applicable and relevant for your role.

Manager meetings begin this fall. Your manager will meet with you to review where your current role fits in the new structure and will let you know what, if any, title impact has occurred for you. Your manager will explain what your particular career level

means. There will be no impact to base pay regardless of where your position aligns in the new structure unless your salary is below the market.

Amtrak's new career structure will provide you with a solid framework to **help you develop both short- and long-term career goals** based on your level in the organization and your own unique ambitions. You'll have access to training to better understand Amtrak's new Career & Compensation structure to make the most of your opportunities at Amtrak.

If you have any questions or concerns, please feel free to reach out to a member of the Compensation team or the Human Capital Business Partner for your department. Watch this space for additional information about the Career and Compensation Structure in the coming weeks.



Amtrak President and CEO Completes Southwest Chief Whistle-stop Tour

Recently, Amtrak President and CEO Joe Boardman met with state and local officials on a whistle-stop tour along the route of the *Southwest Chief*.

The tour, which began in Topeka, Kansas and ended in Albuquerque, New Mexico, was designed to rally support and allow for meetings regarding the future of the route of the Amtrak *Southwest Chief* between Newton, Kansas and Albuquerque. Also onboard the train between Topeka and Dodge City were Kansas Secretary of Transportation Mike King and BNSF Railway Executive Chairman Matt Rose. Secretary King continued west to Garden City.

The Amtrak delegation also made a side trip by car to the Philmont Scout Ranch near Cimarron, New Mexico to meet with leaders of the Boy Scouts of America camp. This summer, more than 5,000 scouts and their leaders used the Amtrak service at Raton to reach the ranch. U.S. Sen. Martin Heinrich of New Mexico traveled with the group from Raton through Las Vegas. Representatives of U.S. Sens. Mark Udall of Colorado and Tom Udall of New Mexico met the train in La Junta and Lamy, respectively. In addition, New Mexico DOT Secretary Tom Church rode the train between Raton and Lamy.

Amtrak has been talking with leaders in Kansas, Colorado and New Mexico since April 2012 about the pending downgrades to this route, owned by BNSF Railway. At that time Amtrak proposed a plan to maintain the route for daily passenger train service and share the necessary capital investment among Amtrak, BNSF and the three states.

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August 4, 2014-continued

Without an agreement and capital investment, the end of service at acceptable Amtrak speeds in Western Kansas, Southeastern

Colorado and Northeastern New Mexico is threatened for 2016. Due to track layouts, direct service to Albuquerque is also in some doubt if the Amtrak service is rerouted.

Amtrak supported the filing of a federal TIGER grant application by Garden City, Kansas and other communities that would preserve and improve the *Southwest Chief's* route in Kansas and Colorado and has pledged some matching funds. A decision on that grant is expected by this fall from the U.S. Department of Transportation.

Amtrak Government Affairs is continuing to work with all three states and each of the affected cities to keep the train on its historic route.



Reminder: Mandatory Information Security Training

The 2014 Amtrak Information Security Awareness training is available via the Training section of the Employee Information Portal. This is a mandatory course that is to be completed by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's internet, computers, networks, emails and tips for handling security breaches. Please note, the training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed annually. For additional information and instructions please visit <http://wiki.intranet.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=1>



Meet us in St. Louis!

If you're in the St. Louis area or soon plan to be, make your way over to two local museums featuring Amtrak exhibits depicting our company's past, present and future.

Through October 31, the Children's Illustrated Art Museum will feature All Aboard: Now and Then. The exhibit showcases the history of trains through visual displays, interactive exhibits and model railroads. Amtrak will be prominently featured with a display of memorabilia including past route guides, brochures, promotional items and photographs. For museum details visit <http://www.stlciam.org/>

Through December 2015, the St. Louis Museum of Transportation is also featuring an Amtrak exhibit which includes Amtrak timetables, menus, china and vintage advertising. One shelf is devoted to the long-standing Amtrak-Missouri partnership, which was established in 1979 as a result of the discontinuance of the *National Limited* (New York/ Washington-Kansas City). Without that train, the busy St. Louis-Kansas City corridor would have had no passenger rail service so Missouri signed an agreement with Amtrak to help fund continued service. To mark the 30th anniversary of the partnership in 2009, the trains were collectively renamed the *Missouri River Runner*. For museum details visit <http://transportmuseumassociation.org/>.

Amtrak history is always on display at <http://history.amtrak.com>, with items from our company's beginning in 1971 to present day.

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August 18, 2014



eLearning Offers New Insights on Amtrak's Career and Compensation Structure

To help non-agreement employees make the most of the new Career and Compensation Structure, Amtrak has launched an eLearning tool to help you understand how to use the structure to guide your development at Amtrak. The eLearning tool will help you to understand:

- **Your Band/Zone** – Bands and Zones provide the foundation for the Career and Compensation Structure. Know how they are defined and how you can use them to define your path for development.
- **Your Development Opportunities** – The Career and Compensation Structure offers a dual career track within the D band: the Technical Track and Management Track. Explore what these two tracks are and how they may guide your development.
- **Your Compensation** – Every non-agreement position is mapped into the Career and Compensation Structure using one of two common marketplace practices: benchmarking to external surveys or slotting based on an evaluation of the job. Benchmark positions are those jobs within Amtrak with comparable external marketplace data which is then used to guide placement in the structure. Slotted positions do not have external marketplace data available but are slotted into the structure based on a number of factors including, but not limited to, functional knowledge, impact of position to the business, level of organizational influence, level of strategic formulation, department and organizational hierarchy and current salary.
- **Your Compa Ratio**- Understand how your pay compares to the marketplace by using the Compa Ratio. Compa Ratio is a comparison ratio that measures an employee's salary relative to the midpoint of the salary range. The midpoints of the range are an approximation of the marketplace median for like positions in that band/zone.

Access the eLearning tool today on the **Employee Information Portal>>Training>>under Course Catalog Management and Supervisory >>under Assigned Subject Areas Compensation>>Compensation again>>Compensation and Career Structure.**

If you have any questions or concerns about the Career and Compensation Structure, please feel free to reach out to a member of the Compensation team or the Human Capital Business Partner for your department. Watch this space for additional information about the Career and Compensation Structure in the coming weeks.



Beech Grove Employees Participate in Local Event

Last month, Amtrak supported the 2014 Indiana Black Expo Summer Celebration. Over three days, 20 Amtrak employees from our Beech Grove Maintenance Facility volunteered and staffed a booth, providing attendees the opportunity to learn about Amtrak travel.

During the Summer Celebration Expo, a special emphasis was placed on our *Cardinal* and *Hoosier State* services serving Indianapolis, Indiana.

In its 44th year, Indiana's Black Expo Summer Celebration showcases African American culture through concerts, exhibits and workshops. The Summer Celebration Expo's goal is to educate and uplift the growing, diverse Indianapolis community. Thank you to those employee volunteers who assisted at the Summer Celebration Expo and helped make our participation a success.

EFFECTIVE AUGUST 6, 1974



Adirondack Celebrates 40 Year Anniversary

August 5 marked the 40th anniversary of the *Adirondack* (New York-Albany-Montreal), which for much of its 381 mile journey follows the broad Hudson River and Lake Champlain's curving Western shore. To celebrate the day, Amtrak Marketing Manager Deb Sanderson, Amtrak Customer Service Supervisor Matt Kelley and NYSDOT Quality Assurance Inspector Charlie Poltenson greeted passengers on-board both the north and southbound *Adirondack* trains with a complimentary *Adirondack* souvenir tote, luggage tag and lapel pin. To learn about the history of the *Adirondack* visit: <http://history.amtrak.com/blogs/blog/celebrating-40-years-of-adirondack-service#sthash.b3nE5JBN.dpuf>



eTicket Eligibility Added to Select Amtrak Thruway Bus Services

Effective August 1, additional Amtrak Thruway bus services became eTicket eligible. These routes include:

- *Silver Service* dedicated Thruway routes in Florida between Orlando and Ft. Myers, Tampa and Ft. Myers, and Jacksonville and Lakeland (bus schedules 6091, 6092, 6097, 6098, 6291, and 6292).
- *Capitol Limited* and *Lake Shore Limited* dedicated Thruway route between Toledo, Detroit, Ann Arbor, and East Lansing (bus schedules 6029, 6030, 6048, and 6049).
- *Cardinal* dedicated Thruway route between Charlottesville and Richmond (bus schedules 4050 and 4051).

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ATW, August 18, 2014, continued

eTicketing allows for an entire one-way or roundtrip reservation to connect to train reservations on most connecting Thruway buses. Customers at unstaffed bus stops will no longer have to order tickets by mail. For added customer convenience, eTickets can be displayed at no charge via the iPhone app or as a PDF depending on the mobile device.

Effective September 1, Amtrak Thruway bus service between Newport News and Virginia Beach will become eTicket eligible.



Reminder: Responses Needed for Amtrak Uniform Program Surveys

All Operations department uniformed employees are reminded to participate in Amtrak Uniform Program surveys – the Uniform Dress Shirt Survey or the Chef and Food Specialist Uniform Survey. Please note the following links for each survey:

- www.surveymonkey.com/s/AmtrakDressShirtSurvey (Train Service, Station Service, On Board Service employees)
- www.surveymonkey.com/s/AmtrakChef-FSUniformSurvey (Chef and Food Specialists only)

Please participate. Your opinion counts.



We Are Still Accepting Photos

Thank you to those who have submitted their updated photos to be used on new Amtrak identification badges. If you haven't already submitted your photo, **photos are still**

being accepted via email or text to IDrefresh@amtrak.com.

You can use a digital camera or a personal phone. Please remember to include your SAP number and full name in the subject line when submitting your photo.

Sending your photo helps Amtrak save costs and increase our photo collection efforts. Please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: *Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1*. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.

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December 1, 2014



Amtrak Celebrates the Spirit of the Season

Each year, holiday celebrations abound throughout the Amtrak system. Sparked by Amtrak employees and by communities, each celebration is designed to celebrate the joy of

the holiday season. Here are some examples of merriment and charitable efforts taking place around the country.

Seattle, Wash. - Through **Dec. 21**, canned food donations will be accepted at King Street station for Northwest Harvest, a local food bank in the Seattle area. A luggage float will be available in the station throughout the Thanksgiving and holiday season.

In addition, on Saturday, **Dec. 13** from 8:00 a.m. – 2:00 p.m., Santa Claus will host a holiday event at the station. Passengers young and old can pose for pictures with Santa, and pictures will either be printed or emailed. This free, fun, family event will also offer complimentary coffee, hot chocolate and other treats. From noon-1:00 p.m., the Seattle Symphony Chorale will be singing favorite holiday songs. Canned food donations for Northwest Harvest will be accepted throughout the event

Niles, Mich. - On **Dec. 6** from 4:30 to 6:00 p.m., the Four Flags Garden Club will host its 23rd Annual Hometown Christmas celebration at the historic Amtrak Depot. Enjoy the beautiful holiday decorations, visit with Santa and Mrs. Claus, and enjoy treats such as homemade cookies, cider and candy. Don't miss the annual lighting of the station, dazzling visitors every year since 1990 when it appeared in the movie "Only the Lonely".

Baltimore, Md- On **Dec. 3** at 10:00 a.m., the lights are turned on at the annual Christmas Tree Lighting in the main hall. On **Dec. 24** from 3:00 p.m. – 7:00 p.m., visitors in the station will be able to enjoy holiday carols performed by Charlene Cochran and the Fifth Avenue Band.

Dillon, S.C. – On **Dec. 6**, the Polar Express leaves Dillon, S.C., en route to Fayetteville, N.C for a one-day round-trip journey. In Fayetteville, passengers will enjoy a buffet lunch and meet Santa before returning back to Dillon. Train and lunch tickets must be purchased in advance. Call 843-774-5167 for more information.

Tucson, Ariz. - On **December 20**, Amtrak will be a sponsor of the Southern Arizona Transportation Museum's annual "Santa Coming to Tucson" event held at the notable train depot located at 414. N. Toole Ave. At the free event, Santa will be greeting kids in front of the historic locomotive from 1:30 p.m. -4:00 p.m., followed by a classic holiday movie. www.tucsonhistoricdepot.org.

Washington, D.C. – **From Dec. 4 - Jan. 1, 2015**, visitors to the National Christmas Tree in Washington, D.C., can enjoy watching an Amtrak model train circle the notable evergreen located at President's Park, just south of the White House. This is the sixth

year Amtrak has participated in this national tradition in conjunction with the National Park Service, the National Park Foundation (the official charity of America's national parks) and the National Christmas Tree Railroad.

The model represents Amtrak's Midwest corridor service, as well as our *Northeast Regional* service south of Washington, D.C., where the trains operate with this type of equipment. For more information visit www.NCTRR.org.

Lancaster, Pa- On **Dec. 9** from 6:00 p.m. – 7:00 p.m., the Lancaster Chamber Singers will be performing at the Lancaster Amtrak station for all to enjoy.

Raleigh & Charlotte, N.C. - On **Dec. 6**, Amtrak passengers in North Carolina have the opportunity to ride with Santa and experience holiday magic on regularly scheduled trains. Reservations are required for special one-day round-trips within N.C. that include photos with Santa, refreshments and special activities. Learn more at www.ncbyrail.org.

New York Penn Station – Through **Dec. 24**, drop off canned food items at the Amtrak Customer office, behind 15 -16 west gates. Items will be donated to the St. Francis Food Pantry and Shelter, near the station.



Toys for Tots Campaign

In conjunction with the U.S. Marine Corps, toy donations for the Toys for Tots campaign will take place throughout the Amtrak system. If you would like to donate a new, unwrapped toy (no stuffed animals please) to a child in need, the following donation points are available to receive your items.

Washington Union Station- Dec. 10-11, from 6:00 a.m. – 6:00 p.m., outside Gates A and B. Amtrak and MARC employees will join forces with the U.S. Marines fostering donations in the station and on the platforms.

PHL 30th Street Station: Through Dec. 19, drop off at the Amtrak Customer Service office, behind Stairway 7.

New York Penn: Through Dec. 24, drop off unwrapped toys at the Amtrak Customer Service office behind 15-16 west gates and at the Amtrak Baggage area..

Albany, N.Y. - **Dec. 6-7**, the 16th Annual Toys for Tots Train, in cooperation with Canadian Pacific (CP) Railway, will run between Binghamton, N.Y - Albany., on Dec. 6 and between Albany – Rouses Point, N.Y., on Dec. 7. Those attending will be greeted by volunteers from Amtrak, CP and the U.S. Marines, who will help

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distribute over 1,000 bundles of collected toys, hats and assorted clothing items to underprivileged children at station stops along the route each day. As an added bonus, Santa Claus will be riding on-board each trip to greet children and volunteers along the way. Donations may be placed in the collection bins available at the Albany station through Dec.5.



Reminder: Check Out Special Offers on Amtrak Employee Store

Traveling to Washington, D.C. this winter and want to catch a Caps or Wizards game? Or, maybe you'd prefer seeing a Monday night magic show in N.Y. If you're looking for fun-family attractions and theme-parks while in California or looking for a rental car in St. Louis, check out the [Amtrak Employee Store](#).

Whether you're looking for a deal or simply want to browse, the online store offers special discounts and savings available to current Amtrak employees.

To browse the store, visit the company Intranet →Employees →Employee Store. Once there, you'll find offerings listed in categories such as Gifts, Amtrak Merchandise, Travel and Entertainment, Discount Memberships and more.

December 8, 2014



Amtrak Wins Prestigious Human Capital Awards

Amtrak received the [2014 Global HR Top 10 Breakaway Leaders Award](#) sponsored by Evanta which spotlights human resources leaders who are revolutionizing their company's competitive position in the evolving economy. Amtrak also received the [Optimas Award](#) for general excellence from *Workforce* magazine which acknowledges human resources and workforce management initiatives that achieve business results.

These awards recognize Amtrak's business transformation that has reduced costs, restructured performance management and differentiated pay, strengthened career growth and development opportunities, implemented best-in-class recruitment and retention strategies and created a Total Rewards compensation and benefits structure.

"Our business transformation is being driven by the Amtrak board of directors and President and CEO Joe Boardman and his executive management team who are committed to fulfilling Amtrak's mission of moving America where it wants to go while ensuring our customers get a consistent, high-quality travel experience," said Chief Human Capital Officer Barry Melnkovic.



2015 Mechanical Department Safety Logo Announced

In its ninth consecutive year, the Safety Process Focus Team recently held a safety logo contest for the Mechanical department. The winning safety logo will be made into a pin and used on all official documents produced by the Mechanical department during the calendar year of 2015.

Contest rules required that the logo include an element about Mechanical safety, be clear and visible when positioned in a 1-1/2" by 1-1/2" dimension and be designed by a Mechanical employee or a member of their family.

The 2015 winner is fourth-grader Erika Ekblaw, daughter of Amtrak Senior Service Engineer Bruce Ekblaw in our Chicago Lumber Street shops. She proudly accepted a recognition plaque for her winning entry.



Have You Had a Chance to Review the New Organization Manual?

The Amtrak Organization Manual contains information about the company's origin, organizational structure and mission and function statements. The manual was developed to fill a need to have an official strategic document that Amtrak employees can use to gain a broader understanding of the organization.

"Amtrak is a complex corporation with many moving parts. It is important to define what each department is accountable for delivering in support of our Strategic Plan. By knowing who is responsible for what, we can be sure that essential functions will be performed. This is what the manual provides: clarity of accountability," said Amtrak President and CEO Joe Boardman.

The manual can be accessed via the Human Capital Management section of the Amtrak Policy and Instruction Manual <http://wiki.corp.nrpc/display/Policies/Organization+Manual+Update>

For additional information, contact the Human Capital Employee Service Center at 1-888-694-7372.



Amtrak Launches New Website Dedicated to the Northeast Corridor

Amtrak has launched a new website, NEC.amtrak.com, dedicated to providing news and information about Amtrak's stewardship of the Northeast Corridor (NEC), including information about the many improvement projects underway and a vision for the future of the NEC.

The site aims to equip the public, stakeholders, Amtrak employees and supporters, with tools and information about the investments being made in the NEC and the continuing need for infrastructure renewal and improvement. The site includes historical information about the NEC as well as Amtrak's vision for the future. In addition, the site highlights more than 20 improvement projects spanning the full length of the corridor from Boston to Washington D.C., interactive maps, ridership data, infographics and a resources section where users can download or share reports, fact sheets and graphics about the NEC.

The site was developed by the Northeast Corridor Infrastructure and Investment Development business line, which welcomes your feedback on the site. Comments and suggestions can be directed to the website administrators at nec@amtrak.com.

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Amtrak Completes Career & Compensation Structure Launch

Working with functional leaders from across the business, the Human Capital department recently completed an ambitious project to create a consistent framework to help employees understand the core competencies they need to be successful in their roles and identify development opportunities across the company. It also provides managers with a tool to aid their Performance Conversations and guide the development of their employees. It also provides Amtrak with a framework to identify and predict workforce needs, manage resources and ensure equitable pay.

As a result of Amtrak's new Career & Compensation Structure, non-agreement employees:

- Know their band/zone and how it is defined.
- Understand the competencies – knowledge, skills, abilities and experience – required for all non-agreement roles at Amtrak.
- Understand how to grow their career at Amtrak.
- Receive the same base salary that they receive now.
- Understand how their pay compares to the marketplace – **compa ratio**.
- Earn a Merit Award based on their compa ratio and performance.

In less than a year, the team accomplished a great deal:

- Consolidated similar titles and reduced the number of titles at Amtrak by 60 percent.
- Matched company-wide existing job descriptions and benchmarked 75 percent of them against general industry marketplace data.
- Slotted non-benchmark positions into structure where they aligned with benchmark positions and the level of business contribution.
- Reviewed all benchmark positions with leadership and next level managers.
- Aligned titles to new nomenclature that is reflective of the general industry marketplace.
- Provided every non-agreement employee with a personalized statement that outlines: title, band, zone, compa ratio and STI Target.
- Created tools and resources to help managers successfully use the Career & Compensation Structure to guide employee coaching and career development.

In the next year, you will see more learning and development opportunities directly linked to the competencies identified in the Amtrak Career Level Guide so you can develop the skills you

need to achieve your career aspirations at Amtrak. If you have any questions or concerns, please contact the Compensation team via email: compensationdept@amtrak.com or reach out to the Human Capital Business Partner for your department.



New Bay Area Rail Shuttle Connects with Amtrak System

With the Nov. 22 opening of the Air BART rail shuttle (an automated train) between the Oakland Coliseum BART station (served by Amtrak *Capitol Corridor* trains) and Oakland International Airport (OAK), OAK becomes the second airport (in addition to Newark Liberty International Airport) with a direct rail connection to an Amtrak station.

There are five airports directly connected to the Amtrak network. The train station at John Wayne Airport in Burbank is a short walk from the airport terminal, and Baltimore-Washington International (BWI) Thurgood Marshall Airport and General Mitchell International Airport in Milwaukee have dedicated shuttle bus service to their Amtrak stations.

Learn more about the new Air Bart rail shuttle here: http://www.oaklandairport.com/bart_airbart.shtml.



Holiday Happenings: Los Angeles Union Station

Visitors to Los Angeles Union Station can enjoy these upcoming seasonal events:

- **Salvation Army Brass Players:** Dec. 1- 23 between 7:00 a.m. - 9:00 a.m. at the Ticket Concourse and in the East Portal
- **Metro Express Band:** Dec. 19 at 5:00 p.m. -7:00 p.m. in the East Portal
- **Metro Presents: The "Wizard of Oz" Film Screening:** Dec. 20 at 5:00 p.m. at the Ticket Concourse
- **The All-American Boys Choir:** Dec. 21 at 7:00 p.m. at the Ticket Concourse

December 15, 2014



Amtrak Holiday eCard Brightens the Season

Each year, the Amtrak Guest Rewards (AGR) team sends out a holiday [eCard](#) to Amtrak Guest Rewards members, as well as customers to say thank you and wish them a happy holiday season. This December, AGR wanted to connect the magic of train travel and the spirit of the season to unite passengers around the country.

The Amtrak Guest Rewards team created a sing-along video, capturing customers and employees singing an Amtrak-centric version of Jingle Bells at Union Station in Washington, D.C. The shoot took place on November 3. Fun was had filming with employees and customers throughout the day, which included sound effects of the train, such as keys jingling, whistles blowing, scanning of tickets and footsteps.

Amtrak Guest Rewards is partnering with other teams to help support the holiday video during the month of December, which included an email going out to members and non-members on December 8, [Amtrak.com](#) and [AmtrakGuestRewards.com](#) banner placements and social media posts. Oh what fun!



Amtrak vs. Strains and Sprains...November Update

Amtrak vs. Sprains and Strains is a competitive event with a focus on bringing situational awareness for reducing injuries related to sprains and strains throughout FY15. Each month we will be challenged to combat and reduce our previous sprains and strains from FY14. The goal is to “knockout” this undesired opponent each and every month and also to end FY15 with 15 percent fewer sprains and strains.

For November, Amtrak received a “flash knockdown”, which occurs when a boxer is knocked down but gets back on his feet before the referee begins the count. It’s also known as a no-count. Unfortunately, Sprains and Strains ultimately won the round with a 14 percent increase for the month.

The key to winning these bouts is team work ensuring everyone is working safely and protecting themselves. For the December round, remember to keep your guard up and discuss with your group or team how they how can contribute to the match. Check out the [Ergonomic Checklist](#) posted on the company Intranet and access your safety risks today.



John D. Dingell Transit Center Now Open

On December 10, Amtrak service in Dearborn, Mich., moved to the [John D. Dingell Transit Center](#). The new station is located two miles west of the existing station, and directly north of the Henry Ford complex.

The spacious new 16,000 square-foot Transit Center offers a larger waiting room and free parking. Additionally, a Tim Hortons restaurant will open in late December, and complimentary Wi-Fi will be available in January 2015.

The transit center, owned by the city of Dearborn and operated by Amtrak, features a pedestrian bridge over the tracks that will allow travelers to access a new entrance to The Henry Ford complex, including the Henry Ford Museum, Greenfield Village, the IMAX Theater, and Ford Rouge Factory Tours. The transit center has a silver certification from the U.S. Green Building Council’s Leadership in Environmental and Energy Design (LEED).

The transit center and associated track work was funded entirely with \$28.2 million from the federal American Recovery and Reinvestment Act of 2009. The new station is an important component in initiatives to boost commuter rail from Ann Arbor to Detroit and accelerated speed rail from Pontiac to Chicago.

To celebrate the opening of the new station, an open house will be held today, December 15 from 4:00 p.m. - 6:00 p.m. At the open house, visitors can take a tour of the station, see informative displays and talk with people knowledgeable about the future of train travel. A mural created by Dearborn students will also be featured.



Amtrak Launches New Website Dedicated to the Northeast Corridor

Amtrak has launched a new website, [NEC.amtrak.com](#), dedicated to providing news and information about Amtrak’s stewardship of the Northeast Corridor (NEC), including information about the many improvement projects underway and a vision for the future of the NEC.

The site aims to equip the public, stakeholders, Amtrak employees and supporters, with tools and information about the investments being made in the NEC and the continuing need for infrastructure renewal and improvement. The site includes historical information about the NEC as well as Amtrak’s vision for the future. In addition, the site highlights more than 20 improvement projects spanning the full length of the corridor from Boston to Washington D.C., interactive maps, ridership data,

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infographics and a resources section where users can access and download reports, fact sheets and graphics about the NEC.

The site was developed by the Northeast Corridor Infrastructure and Investment Development business line, which welcomes your feedback on the site. Comments and suggestions can be directed to the website administrators at nec@amtrak.com



Influenza Prevention Tips

While the length and severity of influenza seasons are difficult to predict, illnesses due to flu can be expected to increase in the coming months. The Center for Disease Control and Prevention recommends efforts to reduce the spread of influenza virus. These preventative actions include:

- If you haven't done so, get vaccinated. Check with your physician or local pharmacy for vaccination availability. With your Amtrak medical card, the flu vaccine will not cost you anything but the protection you get will be invaluable.
- Wash your hands often with soap and water. If soap and water is not available, use an approved hand sanitizer.
- Cover your nose and mouth by coughing or sneezing into your sleeve or into a tissue. In addition, dispose of any used tissues in a proper trash receptacle.
- Avoid contact with sick people. Recommended distance is three to six feet.
- Stay home and postpone travel if you are sick.
- If you get sick with flu, contact your physician; effective medications to treat influenza are available and work best if started within 48 hours of symptom onset.

For more information about influenza visit: <http://www.cdc.gov/flu> or the company Intranet [here](#).



'Tis the season—Remember to Keep Holiday Stress in Check

Plan for ways to capture the true joy of this season. Here are a few suggestions to manage seasonal stress:

- **Be realistic.** Few of us have ideal families, unlimited resources or perfect lives. Resist putting pressure on yourself to magically create a perfect scenario during the holidays.
- **Communicate.** Families often stick to rituals that are stress-producing or have lost their original pleasure. Talk to your loved ones about what has meaning for you at this time in your life.

- **Take care of yourself.** Don't overextend yourself to the point that a pleasure turns into a burden. Set limits in terms of your commitments so that you have time for rest, exercise, good nutrition and quality time with loved ones.
- **Be independent.** It's easy to get caught up with trying to compete with others because of the intense commercial hype surrounding the holidays. Think for yourself. Make plans that feel right for you. Give gifts, eat, drink and socialize on *your* terms.
- **Plan ahead.** Take inventory of past disappointments and recent losses and plan differently. Being separated from family by distance, death or other circumstance can be especially difficult during the holiday season. Ask for assistance from friends and family members so that no one is overtaxed and everyone is supported.
- **Be creative.** Make your own traditions. Focus more on spirituality and interpersonal closeness rather than on materialism and over-consumption.

Challenge yourself to put aside the glamor of the gifts, decorations and holiday celebrations and remember to take care of yourself and one another. If this is a difficult time of year for you, there is help available. **Contact the Employee Assistance Program at (844)-Amtrak1 or visit www.achievesolutions.net/AmtrakEAP.** By practicing self-care and planning the holiday you really want, you can make this holiday season one that you and your loved ones will enjoy and cherish.



Reminder: Check Out Special Offers on Amtrak Employee Store

Traveling to Washington, D.C. this winter and want to catch a Caps or Wizards game? Or, maybe you'd prefer seeing a Monday night magic show in N.Y. If you're looking for fun-family attractions and theme-parks while in California or looking for a rental car in St. Louis, check out the [Amtrak Employee Store](#).

Whether you're looking for a deal or simply want to browse, the online store offers special discounts and savings available to current Amtrak employees.

To browse the store, visit the company Intranet →Employees →Employee Store. Once there, you'll find offerings listed in categories such as Gifts, Amtrak Merchandise, Travel and Entertainment, Discount Memberships and more.

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Office Calendar Order Deadline is December 31

There's a new process for ordering Amtrak office calendars this year. Here is some important information to keep in mind:

- **Is there a new process for receiving wall calendars (small and large)?**
 - Yes – All locations must order calendars from the internal order site by following the link on the Intranet <http://wiki.corp.nrpc/display/ES/Amtrak+2015+Calendars>, click the order button. You will be brought to an internal ordering site, run by our online store vendor. Using a credit card, orders can be submitted for any of the three calendars being offered this year. To get reimbursed, submit an eTrax expense report. Choose "Other" as the type of expense. Be sure to include your receipt as you would for any reimbursable expense.
- **What's the recommended method of distribution?**
 - Each department should designate someone to order calendars for each physical location. There is no need for a department to have one person order all calendars for the entire department and redistribute them as has been done in years past.
- **Is there a cost for departments ordering calendars?**
 - Yes – The traditional wall and tabloid calendars are being offered at cost, and the monthly calendar is discounted by 25 percent off the retail price.
- **Is there a deadline for ordering?**
 - Yes - The special internal order site will only be active through December 31, 2014. Departments must place an order before this deadline in order to purchase calendars at the internal rates. Any orders for calendars after December 31, 2014 will have to go through the external store site at store.amtrak.com and be subject to higher prices.



Railroad Retirement Contribution Changes in 2015

December 22, 2014

The amounts of compensation subject to railroad retirement payroll taxes will increase in 2015, with the Tier I tax rates remaining the same while Tier II tax rates will increase for both railroad employers and employees.

Tier I and Medicare Tax: The railroad retirement Tier I payroll tax rate on covered rail employers and employees for the year 2015 remains at 7.65 percent. The railroad retirement Tier I tax rate is the same as the social security tax and for withholding and reporting purposes is divided into 6.20 percent for retirement and 1.45 percent for Medicare hospital insurance. The maximum amount of an employee's earnings subject to the 6.20 percent rate increases from \$117,000 to \$118,500 in 2015, but there is no maximum on earnings subject to the 1.45 percent Medicare rate.

An additional Medicare payroll tax of 0.9 percent applies to an individual's income exceeding \$200,000 or \$250,000 for a married couple filing a joint tax return.

Tier II Tax: The railroad retirement Tier II tax rate on employees increases to 4.9 percent in 2015, and the employers' rate will be 13.1 percent. The rates in 2014 for employees and employers were 4.4 percent and 12.6 percent, respectively. The maximum amount of earnings subject to railroad retirement Tier II taxes will increase from \$87,000 to \$88,200 in 2015. Since 2004, Tier II tax rates are based on an average account benefits ratio reflecting railroad retirement fund levels. Depending on this ratio, the Tier II tax rate for employees can be between 0 percent and 4.9 percent, while the Tier II rate for employers can range between 8.2 percent and 22.1 percent.

For additional information visit the Railroad Retirement Board website at www.rrb.gov.



Focus on Safety

As we progress into the New Year, we should reflect on last year's achievements as well as areas needing improvement. How can we make this year better?

Think about our actions and their consequences— It is true that every action has a reaction. Think about what could possibly go wrong with what we are doing; then think about what we can do to prevent it. Remember to maintain a heightened sense of awareness regarding safety risk and take consistent action to reduce exposure to you and others.

Communication – It is important that we all participate in safety discussions. If you are leading a safety discussion, engage others by asking questions and getting feedback.

Ask Questions – When it comes to safety, **No** question is wrong. The answer to your question could prevent someone from being injured; help by participating.

Take Your Time – There is no reason to hurry through a safety discussion. Take your time and have a conversation about safety. Rushing could add to the possibility of missing something important for your co-workers.

Personal Sharing – Your personal attitude and role modeling are critical factors in the success of your effective safety discussions.



New Equipment Delivered for Final Inspection

On Dec. 17, the Amtrak program to modernize its long-distance train equipment reached a key milestone when 18 new baggage cars departed the CAF USA Elmira, N.Y., facility and traveled to our Hialeah maintenance facility for final inspections before acceptance. Pulled by two locomotives, the special train traveled through New York to Philadelphia, where two additional baggage cars that have been testing on the Northeast Corridor were added to the consist. The train then traveled southbound to Florida, arriving on Dec. 19.

The baggage cars are expected to enter revenue service in early 2015 and are subject to be used on any of Amtrak's 15 long-distance routes. The baggage cars are part of a larger order for 130 single-level long-distance passenger cars, including diner, sleeper and bag-dorm cars. The new cars are designed to modernize the Amtrak fleet, improve reliability and maintenance, upgrade passenger amenities, travel at speeds up to 125 mph and replace units built as far back as the 1940s and 1950s.



Lantern Award for Operations Leadership Announced

The American Association of Railroad Superintendents recently presented Moe Savoy, deputy general manager, Central Region with the Lantern Award for Operations Leadership. The award is given to a railroad, transit or operating company executive who has demonstrated exceptional leadership by implementing effective changes that have led to improvements such as safety, efficiency or training/development.

Savoy has responsibility for long-distance, state supported and Metra commuter rail services at Chicago Union Station. On a daily basis, he is responsible for over 580 train movements and nearly 120,000 passengers. He is recognized for challenging both union and management team members to identify safety risks and to create a plan to implement changes to reduce those risks.



Knowledge Corridor Service to Begin

On December 29, new [Vermont](#) service to the Knowledge Corridor will begin with stops in Greenfield and Northampton, Mass. The *Vermont* will also add a stop in Holyoke, Mass., later in 2015 when station work is complete. The added stops will replace service provided to the Amherst station, which will end on December 28.

In preparation for the new service, Amtrak has been working with local authorities to raise rail safety awareness by meeting with community groups and schools. A variety of rail safety education tools are available from [Operation Lifesaver](#), a rail safety education organization.

In Fiscal Year 2014, ridership on this route increased 6.6 percent, providing service to more than 89,000 passengers. The *Vermont* is financed primarily through funds made available by the Vermont Agency of Transportation, the Connecticut Department of Transportation and the Massachusetts Department of Transportation.

If you happen to have snapped a photo, **tag** it **#AmtrakForward** and **share** it with us on [Twitter](#) or [Instagram](#). We'll be sharing some of the top submissions.



Anaheim Regional Transportation Intermodal Center (ARTIC) Now Open

On December 6, the [Anaheim Regional Transportation Intermodal Center \(ARTIC\)](#) opened for service, with a community-wide celebration held on December 13. The new station is the premier transportation hub in Southern California, serving Amtrak *Pacific Surfliner* service, Metrolink commuter trains, Orange County Transportation Authority (OCTA), Anaheim Resort Transportation (ART), Megabus.com, Greyhound, taxis, bikes and over the next two months, a variety of restaurants and retail options will open to passengers.

ARTIC is an iconic, LEED Platinum-certified facility that incorporates environmentally friendly materials and design features. In addition to providing expanded public transportation options, ARTIC is a destination for all that offers amenities like

transit oriented retail, specialty dining, Wi-Fi and charging stations, parking, bike racks and lockers.



Auto Train Pass Rider Changes

Amtrak pass riders are entitled to free travel under the Red, White and Blue Policy when the color of the train is BLUE. In some cases, such as *Auto Train*, complimentary amenities are offered on board. Due to the increasing cost of these amenities, Amtrak pass rider fees will be implemented.

Effective December 22, a fee of \$75.00 will be applied to motorcycles and cars in addition to an amenity fee of \$30 per pass rider (regardless of age) traveling on *Auto Train*. This new fee applies to current Amtrak employees and retirees. For more information about the new changes, visit the [company Intranet](#).



Amtrak This Week will return on January 5, 2015. Happy Holidays from the Corporate Communications team.



New Amtrak Smart IDs are Ready for Pick Up

Thank you for your participation in Amtrak's Smart ID refresh effort. New Amtrak Smart ID badges were distributed to location-specific Points of Contact and are available at all locations to be picked up.

- **You must pick up your new Amtrak Smart ID badge no later than December 6**
- **It is each individual's responsibility to pick up the new badge and return the old badge.**

The Amtrak Smart ID poster in your location explains when and where you can go to pick up your badge. The new Amtrak Smart ID badges will be activated on Saturday, December 6 and will provide the same access as your old badge. After December 6, all old badges will no longer function and should not be used for any purpose (e.g., access to facilities, travel privileges or employee identification).

If you have any questions about the new Amtrak Smart ID badges, please call the **Smart ID Refresh Help Desk at 202-906-2239**. The ID Refresh Help Desk will be available from 8:00 a.m. - 8:00 p.m. EST, Monday through Friday. You can also email IDRefresh@amtrak.com with any questions.



Reminder: Next Step of FY14 End of Year Wrap-Up Begins November 25

Good news. Final ratings have been approved by the Executive Committee, which means Performance Conversations can occur as scheduled from November 25 - December 23. Since employee performance affects compensation decisions at Amtrak, Rating Managers are strongly encouraged to schedule one-on-one meetings with direct reports to include discussion of the three key components of our pay-for-performance strategy. This includes the Performance Conversations, merit and the short-term incentive (STI).

To plan for this discussion, both you and your Rating Manager should familiarize yourselves with the key components of our pay-for-performance strategy. Specifically, be prepared to discuss:

- Performance Conversations – Your performance towards your FY14 SMART goals and Job Accountabilities as well as demonstration of Amtrak Core Competencies throughout FY14. Since each of these factors affected your overall final performance rating,

each should be included as part of your performance discussion.

- Merit – As a pay-for-performance company, increases in base salary are contingent upon performance; the higher your performance, the higher your merit award.
- STI – How your performance and that of each Amtrak employee collectively contributes to achievement of our Financial Excellence and Customer Focus goals, which determine STI payout.

Merit and STI statements will be available upon approval for payout by the board of directors on Dec 10 or shortly thereafter. An announcement from Mr. Boardman will indicate when statements will be available and how Rating Managers can access their direct reports' statements in *My CareerTrak*. During the time prior to merit and STI statements being available, employees and Rating Managers can and should discuss merit award and STI as noted above. After statements are available, specifics regarding merit award and STI payout can also be discussed.



Winter Vehicle Preparation

Old or not, vehicles need attention. Mechanical failure is an inconvenience and a safety hazard in the winter. Preventative maintenance is a must. Here are some tips to be prepared for driving in winter weather:

- Check the tread on your tires.
- Switch to winter-grade oil if you aren't already using all season oil.
- Check your battery, clean the posts and if more than five years old, have a load test performed on your battery. Car batteries have definite shelf lives, and no amount of maintenance or care can reverse the effects of chemicals on metal.
- Antifreeze should not only be strong enough to prevent freezing, but fresh enough to prevent rust. Even when temperatures dip, your vehicle's coolant system works hard to keep the engine cool and running smoothly. It's important to take care of your cooling system, whatever the weather.
- Have the exhaust system fully checked for leaks that could send carbon monoxide into your vehicle.
- Make sure wiper blades are cleaning properly. Consider changing to winter wiper blades, which are made for driving in snow.
- Top off your windshield washer fluid, and carry extra in case your reservoir runs dry.
- Prepare an emergency kit. Here are some recommended items:

November 24, 2014

- o a shovel
- o windshield scraper and small broom
- o flashlight with extra batteries
- o battery powered radio
- o water
- o snack food including food that you can eat hot or cold
- o matches and small candles
- o extra hats, socks and mittens
- o first aid kit with pocket knife
- o necessary medications
- o blankets or sleeping bag
- o tow chain or rope
- o road salt, sand or cat litter for traction
- o booster cables
- o emergency flares and reflectors
- o fluorescent distress flag and whistle to attract attention
- o cell phone adapter to plug into lighter



Amtrak Store Holiday Super Sale: Black Friday – Cyber Monday

Looking for the perfect gift for the train enthusiast in your life? Check out www.amtrak.com/store between

November 28 – December 1 and stock up on Amtrak-branded merchandise and collectibles, just in time for the holidays.

Over 75 items will be offered at great discounts, including hats, shirts, teddy bears, and posters. Some items will be marked down 75 percent or more. Supplies are limited...be sure to shop early and save.

In addition to the online Super Sale, Amtrak also opened a brick and mortar store in Chicago Union Station for the holiday season. Located just south of the Great Hall breezeway, the store will be open to the public through December 23, Sunday through Monday (Closed Saturdays and Thanksgiving Day), between 10:00 a.m. - 6:30 p.m.



Find out What's Going on with the iLMS Project

The Integrated Labor Management System (iLMS) team has kicked off the Planning and Requirements phases for their first release. The iLMS system will provide a more efficient way to manage labor across departments and crafts by optimizing assignments, payroll and crew management. Amtrak is undertaking the iLMS project to modernize our current labor management systems and processes.

Members of the team are meeting with agreement and management employees to gather business requirements for the new solution in the following locations:

- Albany, N.Y.
- Boston, Mass.
- Chicago, Ill.
- Jacksonville, Fla.
- Los Angeles, Calif.
- New York City, N.Y.
- Oakland, Calif.
- Seattle, Wash.
- Washington, D.C.
- Wilmington, Del.

To learn more about the iLMS project, click on this link for a full version of the [iLMS Quarterly newsletter](#).

November 3, 2014



Reminder: Automated Certificate of Compliance Process Launches Today

The automated Certificate of Compliance process officially re-launched today. This is the process by which all non-agreement employees are required to disclose relationships that might present a conflict of interest with Amtrak's business and operations. All non-agreement employees should have received a communication via email detailing the process and how to electronically submit information for 2014.

The deadline by which this year's disclosure process must be completed is **Friday, November 21**. As a reminder, **participation in this certification process is an annual requirement for all non-agreement employees.**

Any questions regarding this process can be emailed to the Certificate of Compliance email box at COC@amtrak.com.



Announcing Exciting New EAP and Work/Life Benefits

Your Amtrak Employee Assistance Program (EAP) is pleased to announce expanded EAP services for all Amtrak employees and their immediate family members. Amtrak has partnered with [ValueOptions](#) to provide state of the art programs designed to help employees and family members manage the challenges of work and life. One call to the toll- free number will allow you to set up counseling with a professional, licensed counselor near where you live or work, talk with a legal or financial advisor, get referrals for childcare or eldercare and much more, all at no cost to you. So what's the catch? There is none!

The Employee Assistance Program is confidential and free, and there to help Amtrak employees have the best quality of life possible. Call their toll- free number or visit the website to get support with:

- Marital and family concerns
- Stress management
- Financial planning and legal issues
- Managing feelings of anxiety and depression
- Child and eldercare issues
- Drug and alcohol issues
- Relationship problems

Remember, assistance is available 24 hours a day, 365 days a year. Accessing services is easy; simply call **1 (844)-Amtrak1 (1-844-268-7251)** or go to www.achievesolutions.net/AmtrakEAP. Whether an issue is big or small, the Amtrak EAP can offer a helping hand in finding the support needed.



New Amtrak Collectibles Available for Purchase

The official Amtrak 2015 monthly calendar is now available for purchase at <http://store.amtrak.com/>. Spanning 14 months, November 2014 – December 2015, this is the first time Amtrak has sold a monthly calendar. It features photos taken throughout the country by some of our talented employees and was printed at our Reprographic facility in Washington, D.C. A variety of trains and routes are depicted supporting all three business lines as well as other corporate initiatives including [Great American Stations](#), [Amtrak History](#) and [Operation Lifesaver](#). The traditional Amtrak wall and 11" x 17" tabloid size calendars will also be available for sale this year, featuring a different image than those featured in the monthly calendar.



Also available for sale is the official 2014 Amtrak holiday ornament. Manufactured in Rhode Island, the limited-edition silver tone ornament features the *Coast Starlight* Pacific Parlor car logo. Each ornament is shipped in its own silver-foil stamped box, perfect for gift-giving during the holidays or throughout the year. The ornament retails for \$20.

These items, as well as other Amtrak-branded merchandise, can be purchased online by employees at a 15 percent discount by using the discount code EMP15 (which requires the input of a complete employee ID number in a separate field).



Blue Ribbon Panel Created to Address Chicago Rail Gridlock

Last week, Amtrak established a blue ribbon panel of rail and transportation leaders to identify infrastructure and operational improvements concerning the rail traffic gridlock in Chicago. The unprecedented level of rail congestion is causing major delays for Amtrak passengers and freight shipments which are damaging to the U.S. economy.

Chicago is the main hub of the U.S. rail network and an important Amtrak hub. Many of our trains that operate to and from the city are suffering from poor on-time performance, dispatching issues and high levels of freight train interference. If Amtrak trains, which have statutory dispatching priority over freight trains, cannot be moved efficiently through Chicago, then freight shipments will continue to be slowed by gridlock as well.

Learn more about blue ribbon panel and its objectives [here](#).

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Ebola Preparedness Intranet Site

Amtrak employees looking for the company's Ebola Preparedness Intranet site can now find information [here](#) or on the Amtrak Intranet under How We Work>Public Health> Public Health>Ebola.

November 10, 2014



Benefits Open Enrollment Starts Today

Take Action in Three Simple Steps

1. **KNOW YOUR OPTIONS** – Take the time to review your benefit options for 2015.
2. **REVIEW YOUR HEALTHCARE NEEDS** – Talk with your family about your healthcare needs for the upcoming year, review your current usage of health care and consider how that may change for the upcoming year.
3. **ENROLL** – Once you are ready to make a decision, log on to www.AmtrakBenefits.com during the enrollment period (November 10–21, 2014) to enroll.



Understanding the 2015 Affordable Care Act (ACA) Updates to Amtrak Plans

The Affordable Care Act (ACA) requires that health plans restrict the amount you pay for in-network covered services. This is known as the out-of-pocket (OOP) maximum. The OOP maximum under ACA includes your out-of-pocket expenses for co-pays, co-insurance and/or deductibles for covered in-network services applicable to the plan you choose. The maximum also applies to the Comprehensive Plan available to agreement employees. If the plan you choose does not have a deductible, the OOP maximum limit applies to co-pays and co-insurance amounts only.

There may be separate OOP maximum limits for medical claims and pharmacy claims. For 2015, Amtrak will apply separate OOP maximum limits for medical and pharmacy for all plans except for the Consumer Directed Health Plans (CDH) available to non-agreement employees. The CDH plans will have a combined OOP maximum that includes both medical and pharmacy claims.

What's an Out-of-Pocket Maximum?

The **out-of-pocket maximum** is the most you will have to pay out-of-pocket each year for the covered healthcare services you receive. Once you reach the **out-of-pocket maximum**, your health insurance plan begins to pay 100 percent of the allowed amount.

How do I meet the Out-of-Pocket Maximum?

Typically, out-of-pocket expenses – the amount you pay for healthcare services – include co-pays, co-insurance and deductibles. The type of out-of-pocket expenses you incur will depend on the plan you select. For example, some plans pay benefits based on a schedule of co-payments while other plans share the cost based on a level of co-insurance. You can find information on your 2015 medical plan options and each plan's out-of-pocket (OOP) maximum on the Medical Benefits Summary chart in your enrollment guide.

For more information on the Affordable Care Act (ACA) and the out-of-pocket maximum visit:

<https://www.healthcare.gov/glossary/out-of-pocket-maximum-limit/>

Law Topic: Service Attendants and Knowledge of Alcohol Laws



Did you know that the serving of alcohol is governed by state law and each state law differs? That means in addition to being adept at customer service, the service attendant must also be proficient in the laws of serving alcohol. Not an easy task when one is in constant movement from one state to another.

The Law department can help anyone with any questions about these and other laws that have an impact on our business.

Please visit the updated Intranet page at <http://epmoweb20p/sites/ldi/SitePages/Homepage2.aspx> for more information. You can also read more about it in the quarterly newsletter by clicking [here](#).



Amtrak Delivers a Knockout for October

Amtrak vs. Sprains and Strains is a competitive event with a focus on bringing situational awareness for reducing injuries related to sprains and strains throughout fiscal year 2015 (FY15). Each month, we will be challenged to combat and reduce our sprains and strains from fiscal year 2014 (FY14). The goal is to “**knock out**” this undesired opponent each and every month and also to end FY15 with 15 percent fewer sprains and strains. With "preliminary" results in, it appears Amtrak won the first round by landing a knockout with 37 injuries related to sprains and strains for the month of October FY15 vs. 46 for the month of October FY14. After the first round, it appears we are well positioned for many victories throughout FY15.

Corner man- It's crucial we keep our guard up and stay focused. That was a nice blow to Sprains & Strains, but it's a long championship bout. The next match will be with a tougher opponent and as preparation for this match, let's keep these thoughts in check:

- Ask fellow workers for help with heavy pushing, pulling, lifting and carrying tasks.
- Warm up and stretch before you start your day.
- Stay aware and prevent slips, trip and falls.
- Discuss in your safety briefings ways to prevent Sprains & Strains.

Official Score: Amtrak swiftly delivered a “Knockout” blow in round one with a **19.5 percent improvement** from last year at this time.

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Use the Career & Compensation Structure to Prepare for Your Performance Conversation

Performance Conversations—how we describe performance management at Amtrak—foster ongoing dialogues between you and your manager to share, set and discuss goals; create development plans; and monitor, measure and recognize your results. Amtrak's new Career & Compensation Structure can be a useful tool as you prepare for these conversations with your manager.

Here's how:

- 1. Understand how you fit into the organization.** Amtrak's Career Level Guide can help you identify where your current job is located in the career structure so that you can see what positions might be a good fit for you in the future. Depending on where you are in your career and/or where you aspire to be in the future, the framework provides a structure of the knowledge requirements at various points in your career.
- 2. Evaluate your current skills.** By evaluating your current skills and competencies, and then identifying where you need to focus your development efforts, you will be able to align your personal development plan more closely to your career aspirations.
- 3. Define your career aspirations.** Having identified future career aspirations, assessed your current knowledge, skills and competencies and created a personal development plan, your Performance Conversation is a great time to talk to your manager.
- 4. Identify areas for improvement and growth.** During your Performance Conversation, ask your manager for his or her assessment of your strengths and potential, and explore what opportunities are available at Amtrak to help you develop or enhance your skills and competencies.
- 5. Set your goals for 2015 and beyond.** Your Performance Conversation with your manager is a great opportunity to not only discuss your performance for 2014 and your goals for 2015 but it's also a great time to define your career aspirations and create a personal development plan in partnership with your manager to help you get there.

The Amtrak Career & Compensation Structure creates consistency and sustainability across the company to help you achieve your career goals and Amtrak's strategic goals. Take advantage of the tools available to help you prepare for your upcoming Performance Conversation with your manager.

To find out more about the FY 2015 performance management process, visit <http://wiki.corp.nrpc/display/HR/Performance+Conversations>

Place Your 2015 Calendar Order Now



Amtrak departments and stations wishing to purchase 2015 Amtrak calendars may now order through an internal order site. This Calendar Order Site is solely for internal Amtrak orders of calendars. Orders for other Amtrak-branded merchandise or for personal use must go through store.amtrak.com.

Traditional wall and tabloid calendars are available at cost through a special internal store site run by our vendor, Staples Promotional Products. In addition, the monthly calendar is available at a 25 percent discount. The 2015 calendar prices are:

- **Wall:** \$3.25
- **Tabloid/Desk:** \$0.45
- **Monthly:** \$7.50

To place a calendar order, click on <http://amtrak.bnr.corpmerchandise.com/calendar>

This site will remain active until December 31, 2014. This URL is not to be disseminated externally.

The ordering employee must submit a Purchase Requisition through eTrax for reimbursement through their department's budget. Orders can only be accepted via credit card.

Please note that the only calendar currently in stock is the monthly calendar, which will ship within two days (or less) of ordering. The wall and tabloid calendars are expected to ship in early December. If an order consists of an out-of-stock calendar, the order will be held until it can be fulfilled in its entirety. There will be no split shipments, and shipping charges will apply.

November 17, 2014



Reminder: Deadline for 2014 Annual Certificate of Compliance Process is Friday, November 21

The deadline by which the annual Certificate of Compliance process must be completed is this **Friday, Nov. 21**. This is the process by which all non-agreement employees are required to disclose relationships that might present a conflict of interest with Amtrak's business and operations. All non-agreement employees should have received a communication via email on Nov. 3 detailing the automated process and how to electronically submit information for 2014.

As a reminder, **participation in this certification process is an annual requirement for all non-agreement employees.**

Any questions regarding this process can be emailed to the Certificate of Compliance email box at COC@amtrak.com.



Extra Train Service Added for Thanksgiving Holiday

A special Thanksgiving holiday timetable for the Northeast Corridor (NEC) effective Nov. 25 – Dec. 1, is now available in print and online. The special timetable also includes *Empire* and *Keystone* service holiday schedules.

The Thanksgiving holiday is the busiest travel period of the year, and in the NEC we will serve more than 300,000 passengers during the holiday week. On the two busiest days -Wednesday and Sunday-NEC trains serve twice as many people as on an average day. To support the increased demand and customer service, "Holiday Extra" trains will be added.

In addition, a special Thanksgiving holiday timetable is now available online for *Pere Marquette* and *Wolverine* services. Amtrak will operate 22 extra trains in Michigan to supplement regularly scheduled service. These extra trains will operate between Chicago, Ill., and Kalamazoo/Ann Arbor and Holland, Mich.

As always, volunteers are needed at our most heavily trafficked stations during this holiday period to ensure a positive and upbeat customer experience. Volunteer posts may include:

- Line Monitors
- Quik-Trak Machines
- Gate Assistance
- Information, i.e., directions, train schedules, etc.

Please consider volunteering at a station near you.



New Tool Allows Real Time Access to Operational Information

Through the Operations Foundation program, a new **Operations Portal** has been developed that provides users the capability to access consolidated real time information about today's train operations. Developed closely with subject matter experts and a pilot user group, the portal will help meet the day to day information needs of the Operations staff.

Previously, information was only available through Amtrak legacy systems such as Arrow, the Labor Management System (LMS) and other systems and displays that required system knowledge and many separate manual steps. The Operations Portal now greatly improves access to information for use in day-to-day decision making by aggregating data from these systems. This allows for near-real time train performance, equipment, and crew and passenger information. The portal has five Operational Views: Train Performance, Passengers On/Off by Train, Passengers On/Off by Station, Required Equipment and Connecting Passengers and Success Measures (metrics)

The **Operations Portal** can be accessed by clicking [here](#) or by going through the Amtrak Intranet to How We Work > Operations Organization > Operations Portal. A [user guide](#) is available to you by clicking on the user guide button located on the left hand side of the main screen.

Email notifications will be sent out from the Operations Foundation team about upcoming webinars which will provide guidance and insight into use of the Operations Portal. The team will also be visiting field locations for in-person training.

Users can submit questions and suggestions to the Operations Foundation team by clicking on the submit feedback button located on the left side menu bar of the main screen or by sending an email to OpsFoundation@amtrak.com



Amtrak Labor & Employment Law Newsletter Available

The latest edition of the Amtrak Labor & Employment Law Newsletter, "On the Right Track," is now available. You can find this and past editions of all Law department newsletters under the Resources tab on the [Law department](#) Intranet page, located under the How We Work tab on the main Amtrak Intranet page.

Featured in this Issue:

- Your emails are being automatically deleted – what you need to do about it.

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- Should you allow a temporary change in an employee's job duties to accommodate a medical condition?
- Ash v. Walgreens – Another employer lands in hot water for failing to timely address performance problems and making disparaging comments about medical leave.
- New Jersey and San Francisco are latest to regulate employer's use of criminal records during hiring process.
- Is discipline ever okay after an employee injury? Your Federal Railroad Safety Act questions answered.
- Why can't I ask for a doctor's note when an employee marks off "Family Medical Leave Act?"

This newsletter is not designed to provide legal advice, but to make you aware of new and emerging issues that may impact the work you do every day. If you have any questions, please contact one of the attorneys listed in the newsletter. Their job is to provide you with answers to your labor and employment law questions so that you can get on with doing your job running the railroad.



Reminder: Practice Good Housekeeping

Effective housekeeping can help get work done safely and efficiently by eliminating potential workplace hazards. Remember, housekeeping is more than cleanliness; it means keeping work areas organized...conditions in your work area are a reflection of your commitment to safety!

Keys to Good Housekeeping:

- Keep your work area free of slip and trip hazards.
- Discard waste materials and other fire hazards from work areas.
- Pay attention to important details such as the layout of the whole workplace, aisle marking, adequacy of storage facilities and maintenance.
- Clean all spills immediately. Be aware of oil and grease.
- Mark off areas that cannot be cleaned or repaired immediately.
- Remove obstacles from walkways and always keep them free of clutter.
- Secure mats, rugs and carpets that do not lay flat.
- Always close file cabinets or storage drawers.
- Cover cables and electrical cords that cross walkways.
- Keep work areas and walkways well lit.
- Keep tools and equipment clean, neat and in good working order.
- Keep work vehicles orderly.

New Virginia Thruway Service Added



Effective Oct. 27, a new dedicated Thruway service began operating, connecting passengers traveling on the *Crescent* at Charlottesville to/from Richmond – Staples Mill and Richmond – Main Street stations. Previously, a thruway service existed connecting to/from the *Cardinal* three days a week.

This new service will provide additional connectivity in Virginia and allow passengers to connect to more trains and destinations. Schedules are available for sale in Arrow and on Amtrak.com.

November 24, 2014



New Amtrak Smart IDs are Ready for Pick Up

Thank you for your participation in Amtrak's Smart ID refresh effort. New Amtrak Smart ID badges were distributed to location-specific Points of Contact and are available at all locations to be picked up.

- **You must pick up your new Amtrak Smart ID badge no later than December 6**
- **It is each individual's responsibility to pick up the new badge and return the old badge.**

The Amtrak Smart ID poster in your location explains when and where you can go to pick up your badge. The new Amtrak Smart ID badges will be activated on Saturday, December 6 and will provide the same access as your old badge. After December 6, all old badges will no longer function and should not be used for any purpose (e.g., access to facilities, travel privileges or employee identification).

If you have any questions about the new Amtrak Smart ID badges, please call the **Smart ID Refresh Help Desk at 202-906-2239**. The ID Refresh Help Desk will be available from 8:00 a.m. - 8:00 p.m. EST, Monday through Friday. You can also email IDRefresh@amtrak.com with any questions.



Reminder: Next Step of FY14 End of Year Wrap-Up Begins November 25

Good news. Final ratings have been approved by the Executive Committee, which means Performance Conversations can occur as scheduled from November 25 - December 23. Since employee performance affects compensation decisions at Amtrak, Rating Managers are strongly encouraged to schedule one-on-one meetings with direct reports to include discussion of the three key components of our pay-for-performance strategy. This includes the Performance Conversations, merit and the short-term incentive (STI).

To plan for this discussion, both you and your Rating Manager should familiarize yourselves with the key components of our pay-for-performance strategy. Specifically, be prepared to discuss:

- Performance Conversations – Your performance towards your FY14 SMART goals and Job Accountabilities as well as demonstration of Amtrak Core Competencies throughout FY14. Since each of these factors affected your overall final performance rating,

each should be included as part of your performance discussion.

- Merit – How your FY14 performance rating and compa ratio will impact your merit award.
- STI – How your performance and that of each Amtrak employee collectively contributed to achievement of our Financial Excellence and Customer Focus goals, which determine STI payout.

Merit and STI statements will be available upon approval for payout by the board of directors on December 10 or shortly thereafter. An announcement from Mr. Boardman will indicate when statements will be available and how Rating Managers can access their direct reports' statements in *My CareerTrak*. During the time prior to merit and STI statements being available, employees and Rating Managers can and should discuss merit award and STI as noted above. After statements are available, specifics regarding merit award and STI payout can also be discussed.



Winter Vehicle Preparation

Old or not, vehicles need attention.

Mechanical failure is an inconvenience and a safety hazard in the winter. Preventative maintenance is a must. Here are some tips to be prepared for driving in winter weather:

- Check the tread on your tires.
- Switch to winter-grade oil if you aren't already using all season oil.
- Check your battery, clean the posts and if more than five years old, have a load test performed on your battery. Car batteries have definite shelf lives, and no amount of maintenance or care can reverse the effects of chemicals on metal.
- Antifreeze should not only be strong enough to prevent freezing, but fresh enough to prevent rust. Even when temperatures dip, your vehicle's coolant system works hard to keep the engine cool and running smoothly. It's important to take care of your cooling system, whatever the weather.
- Have the exhaust system fully checked for leaks that could send carbon monoxide into your vehicle.
- Make sure wiper blades are cleaning properly. Consider changing to winter wiper blades, which are made for driving in snow.
- Top off your windshield washer fluid, and carry extra in case your reservoir runs dry.
- Prepare an emergency kit. Here are some recommended items:
 - a shovel
 - windshield scraper and small broom
 - flashlight with extra batteries

- battery powered radio
- water
- snack food including food that you can eat hot or cold
- matches and small candles
- extra hats, socks and mittens
- first aid kit with pocket knife
- necessary medications
- blankets or sleeping bag
- tow chain or rope
- road salt, sand or cat litter for traction
- booster cables
- emergency flares and reflectors
- fluorescent distress flag and whistle to attract attention
- cell phone adapter to plug into lighter

- Boston, Mass.
- Chicago, Ill.
- Jacksonville, Fla.
- Los Angeles, Calif.
- New York City, N.Y.
- Oakland, Calif.
- Seattle, Wash.
- Washington, D.C.
- Wilmington, Del.

To learn more about the iLMS project, click on this link for a full version of the **[iLMS Quarterly newsletter](#)**.



Amtrak Store Holiday Super Sale: Black Friday – Cyber Monday

Looking for the perfect gift for the train enthusiast in your life? Check out www.amtrak.com/store between November 28 – December 1 and stock up on Amtrak-branded merchandise and collectibles, just in time for the holidays.

Over 75 items will be offered at great discounts, including hats, shirts, teddy bears, and posters. Some items will be marked down 75 percent or more. Supplies are limited...be sure to shop early and save.

In addition to the online Super Sale, Amtrak also opened a brick and mortar store in Chicago Union Station for the holiday season. Located just south of the Great Hall breezeway, the store will be open to the public through December 23, Sunday through Monday (Closed Saturdays and Thanksgiving Day), between 10:00 a.m. - 6:30 p.m.



Find out What's Going on with the iLMS Project

The Integrated Labor Management System (iLMS) team has kicked off the Planning and Requirements phases for their first release. The iLMS system will provide a more efficient way to manage labor across departments and crafts by optimizing assignments, payroll and crew management. Amtrak is undertaking the iLMS project to modernize our current labor management systems and processes.

Members of the team are meeting with agreement and management employees to gather business requirements for the new solution in the following locations:

- Albany, N.Y.

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All Aboard the 2014 Amtrak Autumn Express

October 6, 2014

Due to popular demand, the Amtrak “Autumn Express” excursion is back. Come along for a historic train ride departing from and returning to Philadelphia 30th Street Station on Saturday and Sunday, November 8 and 9. Travel through small towns, historic tunnels, see key landmarks and experience rare mileage along a route in Pennsylvania that hasn't seen regular passenger service in decades.

Enjoy fall foliage during a rare trip beginning with the Philadelphia Highline above and across the Penn Coach Yards and mainline. Travel along the Schuylkill River and through the countryside that only freight trains travel now. You will pass through the Flat Rock Tunnel constructed in 1836-1840 (one of the oldest in the country) and the Black Rock Tunnel constructed in 1838, the third oldest tunnel still in use in this country. After a brief stop in Harrisburg, the “Autumn Express” will take you back to Philadelphia via Hershey and Reading while travelling through scenic Montgomery, Chester, Berks, Lebanon and Dauphin counties.

Tickets go on sale Thursday, October 9 at 10:00 am ET on Amtrak.com, and are sure to go fast. Reserve your seats quickly.

- The “Autumn Express” departs Philadelphia at 9:45 a.m. and returns at 6:00 p.m.
- Tickets are \$129 for adults and include a boxed lunch (turkey sandwich, chips, water and cookie) and souvenir tote bag.
- Children 2 - 12 ride for half price and receive a boxed lunch and tote bag.
- Seating is limited for this unique opportunity.
- Employee/Retiree Rail Pass not valid.



Chicago Union Station Featured in Architecture Festival

On October 18-19, the [Chicago Architecture Foundation \(CAF\)](http://Chicago Architecture Foundation (CAF)) will be presenting Open House Chicago, a free behind-the-scenes look at many of the city's great places and spaces with 150 buildings open to the public. Participants can explore repurposed mansions, hidden rooms, sacred spaces, private clubs, iconic theatres, offices, hotels and more.

This year, Chicago Union Station (CUS) will be a tour site during the weekend festival. CUS is the only example in the United

States of a “double-stub” station, where 24 tracks approach from two directions and most do not continue under or through the station. The building is clad in Bedford limestone quarried in Indiana. Together with the approach and storage tracks, the entire station facility takes up nearly ten city blocks.

During Open House Chicago, event goers will gain behind the scene access which will include the long-vacant Women's Lounge, located just off of the Great Hall and the Union Gallery.

For more information

visit <http://www.openhousechicago.org/site/426/>



Ebola Virus Update

Recent news reports reveal that the Ebola virus outbreak continues in West Africa and that the first case of an individual infected with Ebola was reported in the United States.

Infection with Ebola virus requires direct contact with blood or body fluids of an infected person. Ebola is not spread through the air. Symptoms include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding.

As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin. Hands should be cleaned before preparing food, eating or touching one's face, and after handling soiled material (e.g. used tissues, lavatory surfaces), coughing or sneezing and using the toilet. Hand sanitizers may be used in addition or when soap and water are not available and hands are not visibly soiled.

If an Amtrak passenger develops the symptoms described above, and has a history of travelling to Africa or contact with an individual infected with Ebola within the past three weeks then:

- Keep the ill passenger separated from the other passengers as much as possible (three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with an ill passenger or his/her luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and

hands should be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.

- Contact CNOC so arrangements can be made to have the ill passenger detained and met by local emergency medical personnel.

Amtrak's procedure for employees who have contact with blood or body fluids can be found [here](#) on the company Intranet.



Amtrak Launches New System Safety Dashboard

On September 30, the Amtrak System Safety department launched the [Amtrak System Safety Dashboard](#). Located on company Intranet at Safety > Safety > Safety System Dashboard, the dashboard will allow all Amtrak employees to view Amtrak's safety metrics and progress each month as data becomes available. The dashboard currently reflects how the organization was aligned prior to last year's Operations reorganization. Work is currently being done on updating the Amtrak Safety Information System, which when completed, will accurately reflect how the company is aligned today.

The dashboard is a combination of leading and lagging safety indicators which are familiar to most employees. Also included on the dashboard is the Serious Injury or Fatality (SIF) metric indicator. Recently developed by Amtrak, the SIF metric indicator will measure those injuries that have the potential to become a serious injury or lead to a fatality. This metric is an outgrowth of discussions with CSX Transportation and their Life Altering Index and the emphasis they place on these types of injuries.

Using SIF as a leading indicator will enable responsible parties to develop an action plan focused on preventing injuries with potentially serious consequences.

Training for managers and supervisors on how to report a SIF has been ongoing over the last few months and our Human Capital department is working on developing a computer based training module.

Amtrak will use Fiscal Year 2014 data as the baseline for a SIF ratio. To learn how the SIF ratio is calculated, view the System Safety Dashboard Summary on the company Intranet or [click here](#).

If you have suggestions for improving the System Safety Dashboard, please contact System Safety at CentralReporting@Amtrak.com.



Anniversary Celebrations Held for Two Amtrak Michigan Services

On Oct. 1, Amtrak [Blue Water](#) service between Port Huron and Chicago celebrated its 40th anniversary. The onboard celebration included an extra café car, offering more table seating, commemorative gift bags and refreshments. Volunteer hosts were available in each car to hand out gifts and answer passenger questions.

Recent improvements to the service include free Wi-Fi service and bicycle racks in the café car. A new station in East Lansing is expected to open next year, offering a larger waiting room and additional parking. The [Blue Water](#) service has a steady annual ridership with more than 150,000 passengers each year.

The [Blue Water](#) 40th anniversary event was sponsored by the [Blue Water Coalition/Shore to Shore](#), Amtrak and the Michigan Department of Transportation (MDOT), which sponsors the route.

Last month, [30 years](#) of the [Pere Marquette](#) Amtrak service was celebrated with a special event. The [Pere Marquette](#) travels between Grand Rapids, Michigan and Chicago, with stops in Holland, Bangor and St. Joseph/Benton Harbor.

The [Westrain Coalition](#), Amtrak and MDOT, which provides state support for the route, promoted the 30th anniversary event with a bilevel Superliner train, including a special "theater car" at the rear of the train for better viewing; an opportunity to win free round-trip tickets at stations and commemorative gift bags and refreshments.

Approximately one-half hour prior to regularly scheduled train departure, 30th anniversary ceremonies were held at each city and included local mayors and other city leaders, as well as MDOT and Amtrak officials.



Boston Back Bay Station to Become Unstaffed

Effective Oct. 8 and until further notice, the [Boston Back Bay](#) Amtrak ticket office will close, and Amtrak personnel will not be available at the station to assist with ticketing, baggage or other services. Amtrak trains will continue to serve the Boston Back Bay station, according to the normal published schedule. The closure is due to a ventilation issue within the ticket office.

Boston South Station

- Passengers who require ticketing services from an agent and passengers who are paying for their

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tickets with cash should use Boston South Station or other staffed stations.

- Passengers who need assistance with luggage or other passenger services should use Boston South Station or other staffed stations.
- Unaccompanied minors will not be permitted to travel to or from Boston Back Bay. Unaccompanied minors may, instead, use Boston South Station or other staffed stations.

Boston Back Bay Station

- Passengers boarding at Boston Back Bay are encouraged to print their travel documents before arriving at the station, or use their smartphone or other mobile devices to present their eTickets to the conductor on the train.
- Two Quik-Trak self-serve ticketing kiosks are available at the Boston Back Bay station for passengers to purchase and pick up their travel documents using a credit card.



Arm Yourself For Flu Season

Did you know that healthy adults can spread the flu virus *the day before* they feel sick? Help reduce the risk of flu for yourself, your family and those around you by getting the flu vaccine today. The Centers for Disease Control and Prevention (CDC) states that: "The single best way to prevent the flu is to get a flu vaccination each fall."

Amtrak is sponsoring flu shot clinics at many locations again this year. Please click [here](#) for the list of scheduled clinics.

If you missed the clinic at your location, the good news is that if you are covered by an Amtrak medical plan you can go to many pharmacies across the country to get a flu shot at no cost to you just by showing your medical card and so can your dependents covered by the plan. A list of retail pharmacies where you can get your flu shot can be found on the Amtrak Wellness website.

For more information on the flu vaccine, please visit the Amtrak Wellness Webpage on the Amtrak Intranet>Employees>Wellness.

In addition to a flu shot, keep in mind these helpful tips:

- Wash your hands often with soap and water. If soap and water is not available, use an alcohol-based hand rub.
- Cover your nose and mouth with a tissue when you cough and sneeze. In addition, dispose of any used tissues in a proper trash receptacle.
- Avoid contact with sick people. Recommended distance is three – six feet.
- Postpone travel when sick.



Top 10 Things to Know About the Career & Compensation Structure

Amtrak's new Career & Compensation Structure increases visibility into the knowledge, skills and abilities required to excel in individual functional roles and provides direct line of sight to future career paths and opportunities at Amtrak.

Here are 10 quick things you should know. The Amtrak Career & Compensation Structure:

1. Reinforces the four principles of Amtrak's compensation philosophy:
 - Marketplace Competitive
 - Pay for Performance
 - Career Progression & Growth
 - Transparency

2. Creates the same anatomy for all Amtrak titles to ensure consistency and better align with titles commonly found in the marketplace. Amtrak's titles consist of three parts:
 - Level – the hierarchical position within the career structure (e.g., Specialist)
 - Function – the job family or function to which the job is associated (e.g., Finance)
 - Organization Role – the essence of the job – is it usually paired with a function to more fully describe the nature of the work (e.g., Manager)
3. Establishes consistent titles, organized into bands with zones defined by compensation at the marketplace median. Through this process, we consolidated similar titles and reduced the number of titles at Amtrak by more than 60 percent.
4. Updates some Amtrak titles to more accurately reflect job content and marketplace best practice.
5. Defines the core competencies required for every non-agreement role at Amtrak. That way, you know the knowledge, skills and abilities you need to be successful and you can identify development opportunities to help you close any gaps.
6. Identifies the required behaviors, characteristics and abilities are outlined for each level based on Amtrak's core competencies.
7. Provides managers with a tool to guide their Performance Conversations and better support the development of their team. Each manager will conduct a one-on-one meeting with the members of their team to review a personalized statement that will outline their title, band, zone, compa ratio and the impact to their STI Target Incentive opportunity, if any.
8. Creates a consistent framework to evaluate the three key components of compensation across the company: base salary, merit awards and the Short-Term Incentive (STI).
9. Validates compensation zones by using the marketplace median as the anchor for the midpoint and built the range around that marketplace analysis.
10. Defines a salary range or zone that establishes the minimum, midpoint and maximum. The entire range is reflective of the marketplace and based on benchmarking data. The midpoint represents an approximation of the band's marketplace median compensation based on jobs in similar markets.

Human Capital developed the Amtrak Career & Compensation Structure with help from a cross-functional team. The team worked closely with leadership and directors to review existing job documentation and consolidate job classifications and validate against the marketplace. The Career & Compensation Structure was launched in Human Capital beginning in July, Corporate Support in September and Operations in October. The entire process will be completed by the end of November 2014.

Find out more: <http://wiki.corp.nrpc/pages/viewpage.action?pagelD=306217004>



Reminder: Use Caution in Purchasing LED Lighting

LED lighting is an emerging lighting solution that has taken the lighting market by storm. This emergence is due to the bright white light it produces, its long burn life and the significant reduction in wattage compared to the traditional incandescent, High Intensity Discharge (HID) and fluorescent bulbs. While LED lighting has these advantages, the technology is still relatively new and is very expensive. Some technical issues are still being resolved, including how to disperse heat and how to distribute and reflect the light effectively.

While LED is the light source of the future, we must be very careful when purchasing LED fixtures, especially in higher wattages. There are manufacturers rushing their products to the marketplace that DO NOT meet sound lighting practices and are not providing the proper light for operational and safety performance.

Amtrak's Utilities Management and the Engineering Design groups have been working together to research, test and specify LED lighting products for use in our stations and facilities around the country. Amtrak installed several hundred fixtures and have received positive feedback on the performance of these LED fixtures.

We are asking all facility managers, procurement buyers and other employees who specify and purchase lighting fixtures to contact John Tull at John.Tull@amtrak.com or our Engineering Design group before purchasing LED fixtures -- or any large fixtures orders over \$5,000. This is in conformance with [Amtrak's Utilities Processing policy](#), P/1 8.28.1, Section 5.5. In addition, the policy specifies that all major facilities should have an Energy Plan and perform an annual energy audit/evaluation as well as request capital funding to perform energy efficiency projects.

Proper specification of lighting fixtures will ensure the safety of our employees as well as the efficient use of our operating and capital dollars.



The Importance of Personal Protective Equipment

At Amtrak, safety is always job one. Across the railroad, different positions and crafts require personal protective equipment (PPE), and as its name implies, the equipment is for your personal protection.

If your job duties require PPE, please review your safety rule book to determine what equipment applies to you. Make sure the equipment is approved, fits and is not compromised in any manner.

Amtrak assesses work locations to determine if hazards are present and if protective equipment is required. In addition, the Occupational Safety and Health Administration has general requirements outlined in 29CFR 1910.132 which also applies to specific work functions and locations.

We have all heard "If you see something, say something" as it relates to security issues. This is also true when we observe risky behavior. If you see a co-worker performing an at-risk behavior, stop them and discuss the safe way. No one wants to see a fellow worker injured. Remember taking shortcuts and not following safety rules is dangerous.



New Legal Resources Available for all Employees

Have a Legal Question? In an effort to make more resources available to Amtrak employees, the Amtrak Law department has launched an updated Intranet page and is publishing a new newsletter.

The Intranet page contains a wealth of information of value for Amtrak employees who work in every department of the corporation, and employees can access the new page here: **Law Department Intranet**.

Amtrak employees can find answers to questions such as:

- What to do if an employee is contacted by an attorney or receives a legal document for litigation involving Amtrak;
- How to gain access to company bylaws; and
- Who to call if an employee needs to speak with an attorney about work-related legal questions.

In addition to the updated Intranet page, the Law department will be distributing a newsletter where topics of general legal interest will be addressed. The newsletter includes information about the legalities of Amtrak's business and a schedule of training sessions available to different employees. The newsletter will be found on the new Intranet page along with issues of the Labor & Employment newsletter that has been published for over fifteen years.

Visit the Law Department Intranet page under the How We Work tab on Amtrak's Intranet home page to check out the updated page, frequently asked questions, contact information and archived editions of the law newsletters.



Discounted Tickets Available for Select XL Arena Events

AMTRAK® THISWEEK



A Weekly Publication for and by Amtrak Employees

Amtrak employees living in or visiting the Hartford, Connecticut area can purchase specially priced Comcast Coliseum Club tickets for select events at XL Arena. The Coliseum Club features 310 tiered seats overlooking the arena floor and a restaurant serving an array of gourmet prepared food and a full bar with five televisions.

The XL Arena hosts University of Connecticut basketball and hockey games, the Hartford WolfPacks and a variety of shows and concerts. To view the applicable schedule and instructions for ordering discount tickets, visit the [Employee Store](#) on the company Intranet.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com



New Amtrak IDs Coming Soon

Recently, all Amtrak employees and contractors submitted their photo to be used for their new Amtrak ID badges.

In the next few weeks, all Amtrak employees and contractors will receive notification on where and when to pick-up your new Amtrak ID badge through posters displayed throughout the workplace.

To pick up your new Amtrak ID badge, you must present your current Amtrak ID and a valid government photo ID for validation.

Remember, it is your responsibility to pick-up your new Amtrak ID badge. Amtrak ID badges will not be mailed.

When you receive your new Amtrak ID, you will need to carry both the old and new Amtrak ID at all times until the Amtrak transitions to the new ID badge system, scheduled to take place in mid-November. Once the new Amtrak ID system is active, all old Amtrak IDs will no longer work.

If you have questions or for additional information, please visit the Amtrak Smart ID intranet site: <http://wiki.corp.nrpc/display/SmartID/Home>.

Please keep an eye out for the Amtrak ID pick-up location posters.

Amtrak Law Department: 101

Did you know the Amtrak Law department handles over 1,000 legal matters each year? From legal questions that arise in day-to-day operations to matters pending in court, the Law department consists of nine various practice areas, each working in tandem to keep the railroad running. Here's a glimpse of each practice area within the department and their center of expertise:

- **Office of the Corporate Secretary-** The Office of the Corporate Secretary serves as the liaison between Amtrak's management and the Board of Directors
- **Corporate Affairs Group-** The Corporate Affairs group advises on commercial and regulatory issues. It is divided into two teams: the Commercial Transactions team and the Railroad Operations Support team.
- **General Litigation Group-** The General Litigation group handles any legal proceeding in which Amtrak is involved –
-

- from simple small claims to complex matters that involve constitutional issues or class-action lawsuits.
- **Claims Group-** The Claims group handles passenger claims, investigates all incidents, interviews the claimants and witnesses, and collects facts and evidence to support Amtrak's defenses.
- **Freedom of Information Office-** Amtrak is subject to the Freedom of Information Act ("FOIA") even though it is not a federal agency. The FOIA Office handles requests for records submitted under FOIA and ensures that Amtrak meets the requirements set forth by Congress.
- **Records Information Management Group-** The Records Information Management group oversees the maintenance of all Amtrak business records, sets policies, and develops and approves processes to ensure compliance with legal and regulatory directives while maintaining the integrity of the records management system.
- **Environmental and Sustainability Group-** The Environmental and Sustainability group works to maintain environmental compliance and advance sustainability within Amtrak.
- **Public Health Group-** The Public Health group upholds proper food safety and sanitation standards by providing guidance on complying with applicable state and federal laws and regulations, and integrating sound principles and practices into Amtrak's daily business decisions and operations.
- **Office of Disciplinary Investigations-** The Office of Disciplinary Investigations is responsible for conducting all disciplinary investigations of agreement covered employees except employees covered by the Fraternal Order of Police. It is staffed by Hearing Officers and Administrative Assistants who perform functions very similar to a civil court or alternative dispute resolution system.

To learn more about Amtrak's Law department read "[Behind the Fine Print](#)". "Newly launched to enhance employee understanding of the legal issues and laws that impact Amtrak, the newsletter provides informative and interesting articles that pertain to Amtrak and its unique business operations," said Byl Herrmann, Amtrak managing deputy general counsel.

In addition to the newsletter, visit the Law department's web page on the company Intranet at: <http://epmoweb20p/sites/LDI/SitePages/Homepage2.aspx>

If you have a suggestion for future editions of *Behind the Fine Print*, contact Richard Kim at: Richard.Kim@amtrak.com.

October 20, 2013

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com



New Station Opens in Troy, Michigan

On October 14, representatives from the city of Troy, Amtrak, the Michigan Department of Transportation and other organizations, cut the ribbon on the new \$6.3 million Troy Transit Center, which brings together the services of Amtrak, Suburban Mobility Authority for Regional Transportation (SMART) buses and taxis. Fully funded through a federal High Speed Intercity Passenger Rail grant, the new facility replaces the former station, an enclosed shelter, located across the tracks in Birmingham.

Designed by local architectural firm Neumann/Smith, the one story, 2,000 square foot brick building includes a waiting room and restrooms; large expanses of glass allow natural light to flood the interior. Passengers may take advantage of free Wi-Fi and vending machines. A pedestrian bridge over the tracks allows access to the western platform and protects passengers

The Troy Transit Center is served by Amtrak *Wolverine* service, running daily between Chicago and Pontiac, Michigan. To learn more about the history of Troy and Birmingham, visit www.GreatAmericanStations.com.



Utilities Policy Reminder

Following proper utilities bill processing procedures is critical in ensuring prompt payment of invoices and preventing discontinued electricity, water and natural gas service due to non-payment of invoices. P/I Number 8.28.2 Section 5.0 will guide Amtrak managers via e-Trax to open or close utility accounts correctly, which is especially important when starting a new utility service.

If the procedure is not followed, the utility company will send the monthly invoice to the service location or our corporate headquarters. By the time the invoice gets to the right place, the utility company may have shut off service for non-payment or charged us late fees which could be up to ten percent. View the policy here: <http://wiki.corp.nrpc/download/attachments/3585/8.28.1+Utilities+Processing.pdf?version=1&modificationDate=1302195448327>



Confidential Close Call Reporting System (C3RS)

Amtrak has many safety programs to help us reduce risk, the most common of which is Safe -2-Safer. Another program you may not be as familiar with is the Confidential Close Call Reporting System (C3RS). C3RS is a Federal Railroad Administration (FRA) sponsored pilot program

currently being implemented in the Transportation and Mechanical departments in select locations at Amtrak.

The Engineering department will be meeting soon to examine the feasibility of starting a C3RS pilot program of their own. The program encourages employees to confidentially share information about unsafe events to a third party. The National Aeronautic Space Administration (NASA) is the third party for this program.

Employees submit a close call report to NASA, who then interviews the employee to collect additional details, de-identifies any information that could be linked to the employee and then shares the report with an Amtrak Peer Review Team (PRT). The PRT is a joint problem solving team comprised of management, labor and FRA representatives. The PRT identifies why the problem occurred and recommends corrective actions to management.

Learn more about C3RS and find the necessary forms on the [Safety page](#) on company Intranet. Amtrak has a number of safety programs available to you. Remember if you see an unsafe condition or act, say something. Stay involved in your safety and the safety of your co-workers.

October 27, 2014



Reminder: Pick-up Your New Amtrak IDs

New Amtrak ID badges for all Amtrak employees and contractors are ready to be picked up in your workplace.

Starting this week, posters will be displayed throughout the Amtrak workplace explaining where you must go to pick up your new Amtrak ID badge.

Amtrak employees must present their current Amtrak ID for validation when you pick-up your new Amtrak ID badge and Amtrak contractors must present their current Amtrak ID and a valid government photo ID for validation.

Remember, it is your responsibility to pick-up your new Amtrak ID badge. **Badges will not be mailed.**

When you receive your new Amtrak ID, you will need to carry both the old and new Amtrak ID at all times until Amtrak transitions to the new ID badge system. Once the switch to the new system occurs in mid-November, old Amtrak IDs will no longer work and should not be worn.

If you have questions or for additional information, please visit the Amtrak Smart ID Intranet site: <http://wiki.corp.nrpc/display/SmartID/Home>.

Please look for the Amtrak ID posters and pick-up your new ID today.



Amtrak Cities Sprinter Debuts on Keystone Service

Passengers riding on Train 605 on October 20 from Philadelphia to Harrisburg were aboard the first *Keystone Service* train in revenue operation to be powered by the modern and reliable Amtrak Cities Sprinter (ACS-64) electric locomotive.

[Amtrak is acquiring](#) 70 of the state-of-the-art locomotives that will operate on the electrified Northeast and Keystone Corridors. More than a dozen ACS-64 units are now in service with the remainder to be delivered through the end of 2015. The new locomotives replace older units that have seen between 25 and 35 years of service, and accumulated an average of more than 3.5 million miles each.

These new locomotives are designed for improved reliability and easier maintenance which leads to increased availability for service. A state-of-the-art microprocessor system performs

self-diagnosis of technical issues, takes self-corrective action and notifies the Locomotive Engineer. In addition, there are redundant systems to ensure power is maintained to the passenger cars to keep heating and cooling systems working, the lights on and the doors operational. The locomotives also meet the latest federal rail safety regulations, including crash energy management components.

Among the benefits of the ACS-64 is the ability to feed energy back into the power system for use by other trains through a process known as regenerative braking. When the entire ACS-64 fleet is deployed, this feature is estimated to save 3 billion kilowatt hours of energy.

The locomotives are being built by Siemens and assembled at its facility in Sacramento, California, with parts from more than 60 suppliers representing more than 50 cities and 20 states.



Enhancements to Quik-Trak Kiosks Activated

Effective October 26, the following two enhancements were made to Quik-Trak kiosks:

Pass Rider Upgrade:

Currently when a revenue passenger without a reservation makes a walk-up sale at a Quik-Trak kiosk, and non-*Acela Express* business class or *Acela Express* first class is available on any train in the display, an orange "Upgrade Option" button appears to the right of that train's availability line. The passenger can touch that button to book and pay for an upgraded seat.

Now that option is also available to Amtrak personal pass riders (employees, retirees, spouses, dependents) who make a walk-up sale at a Quik-Trak kiosk. Pass riders will no longer have to call 1-800-USA-RAIL or go to a ticket window for these upgrades. This will save the pass rider time, especially those who travel often, improve customer service and reduce costs by getting more pass riders off the phone and out of the ticket line.

Round Trip Modifications:

Customers using Quik-Trak will now be able to make changes to round-trip travel, even if the change is to a segment that does not originate at the location where the customer is making the change. The location of that kiosk, however, must be one of the origin or destination cities in the round-trip itinerary.



Three Steps to Jump Start Your Career at Amtrak

The Amtrak Career & Compensation Structure can help you jump start your career and get the most out of your time at Amtrak. Here are three steps to help you on your journey:

- 1. Use the Amtrak Career & Compensation Structure to Chart Your Path:** Having consistent job titles that more accurately reflect the level of work and the nature of the job being performed offers advantages to us all. First, it provides the foundation to help us align with the marketplace in offering competitive pay — which means your pay is competitive with other companies in our marketplace. Also, it helps us better reward you based on your contributions to our success. But, even more importantly, the Career & Compensation Structure gives you a clearer picture of how your role fits within the broader organization, with more information about your role than you've ever had before at Amtrak. The foundation we're putting in place now will ultimately help you more easily identify future opportunities in the company.
- 2. Get to Know the Career Level Guide:** Learn more about the expectations and requirements for non-agreement employees at each exempt career stage and level. The guide provides a framework that you can use to guide your learning and development, and your manager can use it to provide coaching and development opportunities for you.
- 3. Take Advantage of Your Performance Conversation:** Amtrak's Performance Conversations—how we describe performance management at Amtrak—fosters ongoing dialogues between you and your manager to share, set and discuss goals and create development plans and monitor, measure and recognize your results. This is a great time to discuss your career aspirations with your manager.

Find out more: <http://wiki.corp.nrpc/pages/viewpage.action?pageId=306217004>



Reminder: Changes to Arrow Log Sine Procedures

Employees submitting an Arrow log sine request can currently use the following methods:

- Email to CooperS@amtrak.com
- Fax the [Log Sine Request Form](#) located on the Amtrak Intranet (for those without access to Amtrak email or to

Arrow) to the **Attention of Arrow Security Team** ATS 777-3268 or Bell 202-906-3268

- ISM Request – Completed with a help desk representative.
- Arrow message to queue 'MHQ'

Effective November 1, the MHQ queuing process for log sine requests will be discontinued.

The other three options for log sine request will remain available. If you choose to email for log sine requests please use the new distribution list at DLArrowLogSine@amtrak.com. All questions may also be emailed to this address, which will allow for shortened response times.

View the complete Arrow Log Sine Procedures at <http://wiki.corp.nrpc/display/ARR/Arrow++Log+Sine+Request>

If your access is active, you do not need to re-apply or respond.



Auto Train Pass Rider Changes

Amtrak pass riders are entitled to free travel under the Red, White and Blue Policy when the color of the train is BLUE. In some cases, such as *Auto Train*, complimentary amenities are offered on board. Due to the increasing cost of these amenities, Amtrak pass rider fees will be implemented.

Effective December 22, a fee of \$75.00 will be applied to motorcycles and cars in addition to an amenity fee of \$30 per pass rider (regardless of age) traveling on *Auto Train*. This new fee applies to current Amtrak employees and retirees. For more information about the new changes, visit <http://wiki.corp.nrpc/display/arr/Auto+Train+pass+rider+fee+effective+December+22%2C+2014>



There's Still Time to Get Your Flu Shot

Recently there have been frequent news reports about the outbreak of the Ebola virus. Medical experts emphasize that in the U.S., catching the flu is much more likely to happen than contracting Ebola. Nationwide, up to 200,000 people are hospitalized each year for the flu, and up to 25 percent of these people die. Early symptoms of flu and Ebola, such as fever, fatigue and vomiting are similar, so this year flu prevention is more important than ever.

The 2014-2015 flu season is officially underway and early immunization is the most effective way of preventing the flu. Contrary to popular belief, the flu shot cannot cause the flu because the vaccine viruses used to make it are inactivated, according to the Centers for Disease Control.

Most pharmacies house a certified pharmacist who is authorized to administer flu shots to anyone 18 or over. Also, with your Amtrak medical card, the flu vaccine will **not** cost you anything, but the protection you get will be invaluable. So head to your local CVS, Walgreens or your doctor's office today and get your vaccine. Don't forget to get your eligible family members vaccinated as well. For a list of the covered pharmacies for Aetna and Cigna please visit the [Amtrak Wellness Intranet site](#).

There are still some remaining clinics at Amtrak locations, please click [here](#) for the list.



Reminder: Certificate of Compliance due for Non-Agreement Employees

It is that time of year again when non-agreement employees are required to disclose relationships that might present a conflict of interest with Amtrak's business and operations. We are happy to announce that this year's process will once again be automated via eTrax.

On **Monday, November 3**, all non-agreement employees will receive a communication via email from COC@amtrak.com detailing the automated process and how to electronically submit information for 2014. The deadline by which this year's disclosure process must be completed is **Friday, November 21**. As a reminder, **participation in this certification process is an annual requirement for all Non-Agreement employees.**

Please look forward to receiving the initial communication next week. Any questions can be emailed to the Certificate of Compliance email box at COC@amtrak.com.

September 8, 2014



Safety First: New Measurement System in Place

Amtrak is committed to safety with the understanding that the health and well-being of co-workers and customers comes before all else. At Amtrak, we now measure serious injuries and fatalities (SIF) through a new system-wide process. In addition to meeting the Federal Railroad Administration and the Occupational Safety and Health Administration injury classification requirements, SIF implements a progressive approach making classification decisions based on **potential** injuries. Currently, our system has a SIF rating of 0.5, with an ultimate target of zero.

The new SIF process is intended to reduce or eliminate SIF by reducing inherent risk, making the management controls more effective or changing the accepted norm of work practices in the organization. When we classify based on outcomes, we are creating a lagging metric, but when we classify based on potential we are creating a leading metric. And more importantly, we are taking action before someone gets seriously injured, rather than after the injury occurs.



Have You Met Your Annual Requirements?

The 2014 Amtrak Information Security Awareness training is available in the Training section of the Employee Information Portal. This is a mandatory course that is to be completed by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's Internet, computers, networks, emails and tips for handling security breaches. Please note, the training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed by September 30, 2014. For additional information and instructions please visit: <http://wiki.intranet.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=1>



New Lodging Procedures and Webinar Information

Beginning October 1, 2014, hotel lodging currently provided by Corporate Lodging (CLC) will be provided

by Travelliance. Most employees will not notice a change in the process as the majority of hotels will remain the same and room reservations will be processed electronically on a nightly basis. This change will result in some new procedures that include:

- Call Travelliance at 866-927-8010 with hotel reservation requests, questions or issues. Please do not contact CNOC with any hotel needs or issues. This new reservation process will be available beginning **September 22**, however; you will only be able to reserve hotels for lodging on or after October 1.
- Hotel reservations may also be made via the [Travelliance Portal](https://corpconnex.tvlinc.com) at <https://corpconnex.tvlinc.com>. The portal will be available September 22 for reservation requests on and after October 1. You will be given a user name and password to log on to the Travelliance Portal.
- After October 1, both the phone number and [Travelliance Portal](https://corpconnex.tvlinc.com) will be available 24 hours/7 days a week.
- Employees will only need to show the hotel desk their Amtrak employee ID. Business line employees should know their job symbol as this may help identify them with the hotel in the event they do not have their name.
- Hotels will verify reservations at check-in using the employee badge and job code.
- Transportation crews will have rooms reserved through the electronic booking process.
- Engineering supervisors and foremen who require hotel rooms for their gangs will need to call Travelliance to reserve rooms. As much as possible, please call 24 hours in advance of your reservation to make adjustments or to cancel. **Employees should not to call the hotels directly or they will be held accountable for paying the invoice from the hotel.**

CLC cards will be terminated and unavailable for use as of October 1, 2014 (12:01 a.m. Central Time). Managers should please collect and destroy as many of the CLC cards as possible.

Travelers should no longer make reservations directly with hotels. Instead, they should contact Travelliance for reservations beginning on or after October 1.

The following employee groups can make hotel reservations via Web ([Travelliance Portal](#)) or by calling Travelliance:

- All management employees
- Training department personnel that will be arranging hotels for others scheduled for any Operations Training
- Amtrak Police Department
- Any employee approved for reverse lodging

To assist in making hotel reservations by phone at 866-927-8010 and/or through the portal, there will be **several webinars which will provide complete instructions** for working with Travelliance. Please try to attend any one of the following sessions being provided:

September 10, 15, 17, 22, 24 and 29

All sessions are held from 10:00 a.m. – 11:00 a.m. and 3:00 p.m. – 4:00 p.m., Eastern Standard Time.

To access the webinar please use the following:

- **Toll-Free** (US and Canada): 800-768-2983. Use Access Code: 7671111
- **Meeting**
URL: <https://www.callinfo.com/prt?host=level3&an=8007682983&ac=7671111>
- **To Test Your Computer:** <http://test.callinfo.com/?host=level3>
Use Access Code: 7671111

Participants will be required to enter their name and no other information is required.

Using this online tool will be vitally important to ensuring your hotel needs are addressed. We hope you find a convenient time to log on to the webinar for this important information session.



Glory Days in White River Junction, Vermont

Between 1848 and 1865, five railroads laid tracks along this bend in the Connecticut River, thereby giving birth to [White River Junction](#).

Opened in December 1937, the current depot was built as a union station to serve the Central Vermont and Boston and Maine (B and M) railroads. The building is a fine example of the Georgian Revival, and the cupola features a weathervane with a small engine and tender. During the mid-20th century, the station was

especially busy during football season when rambunctious crowds passed through on their way to games at nearby Dartmouth.

Today the streets close to the station are active with new shops, restaurants and art studios. North of the depot, visitors can see a vintage 1892 4-4-0 steam locomotive built for the B and M. Learn more about the White River Junction station at <http://www.greatamericanstations.com/Stations/WRJ>.

On September 13, the [Amtrak Exhibit Train](#) will be in White River Junction for the 22nd annual [Glory Days Festival](#). Attendees are invited to take a free tour of the Exhibit Train between 10:00 a.m. – 4:00 p.m. and learn about our company's past, present and future. In addition, festival goers can enjoy a model train show, children's activities and live entertainment.



Amtrak Labor and Employment Law Newsletter

The latest edition of the Amtrak Labor and Employment Law newsletter, "On the Right Track," is now available. You can find this and past editions of the newsletter under Law department publications on the [Law Department](#) Intranet page, located under the How We Work tab on the main Amtrak Intranet page.

Featured in this Issue

- EEOC Issues Publications Providing Guidance on Religious Dress and Grooming
- After Harassment: Judging the Employer Response
- Employee's Friends may be Protected by Civil Rights Act
- New Philadelphia Law Requires Pregnancy Accommodations
- Accommodation of Work Goals for Disabled Employees
- When Charging Discrimination, Employees Can Point to Others with Different but Comparably Serious Offenses

This newsletter is not designed to provide legal advice, but to make you aware of new and emerging issues that may impact the work you do every day. If you have any questions, please contact one of the attorneys listed in the newsletter.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com

September 22, 2014



Safety First: Knockout Strains and Sprains

Are you ready to rumble? The Safety Process Focus Team (PFT) is asking for everyone's assistance defeating our number one safety opponent: sprains and strains. With 41 percent of all injuries occurring in this category for FY14 (to date), the PFT team has put together a knockout initiative to annihilate this opponent. Let's get ready to rumble Amtrak employees, and land a "Knock Out" on all strains and sprains injuries.

Throughout FY15, the Safety PFT team will keep us well informed on how well we are doing towards our goal to end FY15 with 15 percent fewer injuries than in FY14. So let's get this championship bout with sprains and strains started.

Event Overview - *Here's how we'll keep score...*

- There will be 12 rounds, one for each month during FY15. If and when Amtrak delivers a "Knock Out," another match will take place for the following month.
- Blows to opponents will land after the round/month is calculated. Calculations are based by a percentage basis:
 - One – five percent reduction lands a **Job**
 - Six – ten percent reduction is a **Upper Cut**
 - 11-15 percent reduction is a **Knock Down** standing eight counts
 - 16 percent or more is a **Knock Out**

Completing an [Ergo Checklist](#) self-assessment before the start of FY15 will help ensure we land some blows to sprains and strains. Supervision and the Safety PFT will be of assistance with corrective actions from the checklist also available on the company Intranet under Safety → Safety.



Reminder: Have You Met Your Annual Requirements?

The 2014 Amtrak Information Security Awareness training is available in the Training section of the Employee Information Portal. This is a mandatory course that must be completed by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's Internet, computers, networks, emails and tips for handling security breaches. Please note, this training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed by September 30, 2014. For additional information and instructions please visit: <http://wiki.intranet.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=1>



Amtrak Reinforces its Commitment to Preserve the Environment

Today, Amtrak President and CEO Joe Boardman will participate on a transportation panel at the *On Track for Clean and Green Transport Climate Change* event at the future Moynihan Station in New York. This event will bring together high level stakeholders to discuss the role of sustainable transport as a solution to climate change. Mr. Boardman will reinforce Amtrak's dedication to preserving the planet.

Our accomplishments to date are many. They include installing **energy-efficient lighting** at our facilities, realizing **reduced locomotive fuel consumption** by installing anti-idling devices and the recently purchased [ACS-64](#) — electric locomotives equipped with **regenerative braking**. Our investment in the future and our commitment to the environment is real.

To learn more about [Amtrak's environmental practices](#), visit the company Intranet> Safety→ Environmental.



Reminder: New Lodging Vendor Reservations Start October 1

Beginning October 1, Travelliance will begin providing hotel lodging that is currently provided by Corporate Lodging (CLC). To make reservations or if you have questions/issues about an existing reservation:

- Call Travelliance at 866-927-8010
- Hotel Reservations may also be made via the Travelliance Portal at <https://corpconnex.tvlinc.com>.
- Both the phone and portal will be available September 22, for reservations requests occurring on and after October 1. You will be given a user name and password to log on to the Travelliance portal.
- **After October 1, both the phone number and Travelliance Portal will be available 24 hours/7 days a week, 365 days a year.**
- The following employee groups can make hotel reservations via Web ([Travelliance Portal](#)) or by calling Travelliance:
 - Training department personnel that will be arranging hotels for others scheduled for any Operations training
 - Amtrak Police Department
 - Any employee approved for reverse lodging
 - Management employees – this is an addition to and not a replacement of the existing Concur system

To assist in making hotel reservations by phone at 866-927-8010 and/or through the [Travelliance Portal](#) there will be several webinars complete with step-by-step instructions for use. Please try to attend any one of the following sessions being provided. All sessions are Eastern Standard Time.

- Sept. 22: 10:00 a.m. -11:00 a.m. and 3:00 p.m. - 4:00 p.m.
- Sept. 24: 10:00 a.m. -11:00 a.m. and 3:00 p.m. - 4:00 p.m.
- Sept. 29: 10:00 a.m. -11:00 a.m. and 3:00 p.m. - 4:00 p.m.

To access the webinar please use the following:

Toll-Free (US & Canada): 8007682983/**Access Code:** 7671111
Meeting URL:

<https://www.callinfo.com/prt?host=level3&an=8007682983&ac=7671111>

Test Your Computer: <http://test.callinfo.com/?host=level3>
Access Code: 7671111

Participants will be required to enter their name, no other information is required.

Please keep in mind that in the future *employees will no longer:*

- Need CLC cards. Cards will be terminated and unavailable for use as of October 1 (12:01 am Central Time). Please collect and destroy as many of the CLC cards as possible.
- Do not make reservations directly with hotels. If you currently contact hotels directly, you will need to call Travelliance to reserve your hotel rooms. If you do contact the hotels directly we will not have a record of the trip and cannot reimburse the hotel for your stay.
- Please do not contact CNOC with any hotel needs or issues.

Using this online tool will be vitally important to ensuring your hotel needs are addressed. Please find a convenient time to log on to the webinar for an important information session.



iLMS Newsletter Now Available

Integrated Labor Management System (iLMS) is one of the first projects of the Operations Foundation Program, a capital program that will begin to implement some of the foundational and high priority initiatives identified by key stakeholders in the Operations department. Amtrak is undertaking the iLMS project to modernize our current labor management systems and processes. iLMS will provide a more efficient way to manage labor across departments and crafts by optimizing assignments, payroll and crew management.

Some of the key benefits that the iLMS project plans to achieve are:

- Reducing operating ratio and minimizing operating cost
- Modernizing position and employee management
- Maximizing utilization of employee resources to ensure proper staffing levels and job assignments
- Streamlining data access to employee information during emergency situations
- Reducing train delays due to staffing issues
- Providing employees self-service tools

To learn more about the iLMS project, read the [iLMS Quarterly](#), a newsletter available on the company Intranet and designed to provide you with updates on project progress and accomplishments.



Washington Ballet and Delaware Theatre Company Offer Discounted Tickets to Amtrak Employees

Employees living in or visiting the Washington, D.C., area may take advantage of a marketing partnership with the [Washington Ballet](#) and enjoy a ten percent discount on tickets for the upcoming 2014 – 2015 season. Performances are held at various locations throughout Washington, D.C., and include:

2014 Performances:

Petite Mort	October 22-26
The Nutcracker	November 29 - December 28

2015 Performances:

Sleepy Hollow	February 18-22
Swan Lake	April 8-12, 2015
ALICE (in Wonderland)	May 6-10 and May 16-17
Tour-de-Force: Serenade	May 13-15
The Sleeping Beauty	May 30-31

To purchase tickets, use promo code AMTRAK at any ticket purchasing outlet: www.ticketmaster.com, via telephone 202.362.3606 x605 or at the box offices at the Kennedy Center, Harman Center for the Arts or Warner Theater. For more details visit the [Employee Store](#) on the company Intranet

For employees living in or visiting the Wilmington, Delaware area, the award winning [Delaware Theatre Company](#) (DTC) produces a diverse season of plays, including musicals, new works and the classics. In addition, DTC attracts professional actors and artists from Broadway and regional theatres across the country. Based on the long-term marketing alliance with Amtrak, Amtrak employees can enjoy a limited number of complimentary** and exclusive 20 percent off discounted tickets for the 2014-2015 season.

The Delaware Theatre Company is located on the Riverfront in Wilmington, Delaware, a short walk from the Amtrak Station and just off I-95's MLK Blvd exit.

Delaware Theatre Company 2014-2015 Performance Schedule:

2014 Performances:

Love Letters	September 17 – October 5
Rest, in Pieces	November 5 – 23
My Mother's Italian, My Father's Jewish, & I'm Home for the Holidays	December 3 – 21

2015 Performances:

Nora	February 4 - 22, 2015
Because of Winn-Dixie	April 8 – May 3, 2015
The Male Intellect: An Oxymoron	March 5-8, 2015
The Book of Moron	March 12-15, 2015

To receive your complimentary or reduced price tickets, please follow these instructions and use the following coupon codes:

- AMTRAKLOVE (Complimentary tickets for "Love Letters")
- AMTRAKRIP (Complimentary tickets for "Rest, In Pieces")
- AMTRAKHOLIDAYS (Complimentary tickets for "My Mother's Italian ...")
- AMTRAKNORA (Complimentary tickets for "Nora")
- AMTRAKWD (Complimentary tickets for "Because of Winn Dixie")
- AMTRAKMORON (Complimentary tickets for "The Book of Moron")
- AMTRAKDUBAC (Complimentary tickets for "The Male Intellect")

The codes above can be used online at <https://tickets.delawaretheatre.org> or by calling the Delaware Theatre Company's Box Office at (302) 594-1100.

Codes are valid for all productions during DTC's 2014-2015 season.

To book online: select production, select performance, select seats, when the site displays your order enter the appropriate coupon code above in the box below your tickets; the site will take you back to the performance selection page with the message indicating that your price has been adjusted.

If you do not receive the message that your price has been adjusted when using any of the applicable Amtrak100 Coupon Codes, it means the limited allotment of complimentary tickets for that production has been filled. Instead, use Coupon Code Amtrak20 for the exclusive Amtrak 20 percent discount. Click shopping cart and complete your transaction.

****Complimentary tickets are limited to four per employee for all to enjoy.**



New Depot Open in Hermann, Missouri

Recently, city officials, residents and representatives from Amtrak, the [Missouri Department of Transportation](#) (MoDOT) and Union Pacific Railroad gathered to cut the ribbon on the city's new depot and transportation museum. The building replaces a small shelter constructed in 1991 when *Missouri Service* (now the *Missouri River Runner*) trains began making regular stops at Hermann.

The depot was funded through various resources, including a federal [Transportation Enhancement](#) (TE) grant matched with local funds. Administered by MoDOT, TE grants are meant to "help expand transportation choices and the transportation experience" through a dozen activities including landscaping and scenic beautification, historic preservation and creation of pedestrian and bicycle infrastructure. The Dierberg Educational Foundation, a local non-profit organization that supports projects to preserve the region's cultural heritage, also contributed funds for depot construction, as did the city of Hermann.

[Hermann](#), founded by German immigrants in the 1830s, remains proud of its origins and hosts numerous cultural festivals throughout the year. Due to its close proximity to St. Louis, the city is popular with day-trippers, many of whom take the train. In FY13, more than 18,500 travelers began or ended their journeys at the Hermann station.

Dear Co-workers,

This week, the disability community around the country celebrates the 24-year anniversary of the signing into law of the Americans with Disabilities Act (ADA). The law was passed in 1990 to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” Amtrak serves as an important mode of travel for people with disabilities, and we continue to improve our services, facilities and program to ensure accessibility for all.

Accessibility for passengers with disabilities has historically placed Amtrak at a competitive advantage over other travel modes. With input from national disability advocacy groups and a robust program supported by collaborative teams throughout the company, we have taken significant steps to improve the travel experience for passengers with disabilities from trip planning, to purchasing tickets, to stations, to equipment and on-board services.

Over the past five years, Amtrak has:

- Held disability customer service training for front line employees.
- Advanced design and development efforts for setback boarding platforms that utilize a gap mitigation device and put forth efforts to improve the existing Amtrak stock of bridgeplates (used at level boarding platforms) and the ramp used on board the Superliner cars.
- Installed wheelchair lifts or replaced aging and obsolete lifts where needed so that we now have in excess of 500 station based mobile lifts at our stations.
- Made accessibility improvements at more than 200 stations including repairs and upgrades to platforms, ramps and sidewalks and renovated entrance ways and restrooms.
- Developed new standards for Passenger Information Display Systems (PIDS) in stations to include both audio and visual communication.
- Either replaced or installed accessible Quik-Trak ticket kiosks in stations.
- Made improvements to Amtrak.com to allow passengers with disabilities to book online; further updates will take effect in the fall.

All Amtrak trains have accessible seating and restrooms, all long-distance trains have accessible bedrooms and Amtrak is the only mode of intercity transportation that provides a discount to passengers with disabilities and their companions.

Our advancements are reflected in part by the ridership growth of passengers with disabilities. Through June 2014, this segment has grown by 2.8 percent over the same period last year.

Comment [GT1]: Not accurate, Kyle please update

Comment [KG2]: Not sure where this number comes from or how to validate it. I sent an email to Gail Secan to see if she has the total number of lifts that are in service. ADR data, as of today, has that out of the 514 active train stations 344 stations have a station based lift. However, I believe the ADR data is still in the process of being updated and may not be accurate at this time. I have data, that I had pulled together in the past based on a combination of sources, that there are 406 stations that provide a station based mobile lift, however, this number was never vetted.

Since 2006, through our Great American Stations Project, Amtrak has been working to educate communities on the benefits of redeveloping train stations and making improvements to ensure stations are accessible for all. We have sponsored 10 Civic Conversations around the system touching over 200 Amtrak-served communities across the country. The purpose of these meetings is to bring together city officials, civic leaders and state officials to discuss station redevelopment, accessibility requirements and how Amtrak can serve as a partner in the process.

However, despite the progress we have made, there is still work that needs to be done. Upgrading stations and making them accessible is a challenge that requires significant, dedicated funding and, in many cases, complex access and other agreements.

We own only a small percentage of the nearly 500 stations that are required to become ADA-compliant. We need to find a way to overcome the length of time it takes to work through the complexity of station ownership issues, and we remain committed to working with all of the owners of the stations, platforms and parking facilities to create a nationwide rail system that is accessible to each and every customer and employee.

We are confident that we can build on the progress made to date, and we plan to advance a robust program of station accessibility improvements in Fiscal Year 2015. Making Amtrak service accessible to all individuals aligns with our Strategic Plan, specifically the goals of customer focus, safety and security and mobility and connectivity.

Providing greater accessibility to our trains and Thruway buses, in facilities and stations and on Amtrak.com is the right thing to do as a company because all of our customers must be treated equally and without differentiation, even our customers who happen to have a disability.

Thank you for everything you do for Amtrak.

Sincerely,

Joe Boardman
President and CEO

Comment [A3]: David suggests we rephrase as "equally, regardless of whether they have a disability or not."

DRAFT

A Message from DJ Stadtler

Ebola Virus Update

This message is being sent to managers and frontline supervisors. It is important that all employees who work with passengers, including On-Board Service and Train and Engine crews, know the facts about Ebola. We need your assistance in keeping your teams informed about what they need to know and do to safeguard our customers and employees from Ebola.

WHAT AMTRAK IS DOING TO ADDRESS EBOLA

- Amtrak Medical, Public Health and Emergency Management teams continue to closely monitor recent developments regarding the Ebola virus outbreak in the United States and elsewhere. They are in contact with appropriate officials across our network to maintain awareness of the latest information. Amtrak operations at this time are not affected.
- We have reviewed and updated our protocols for proper handling of passenger and employee medical issues to reflect latest guidance from public health authorities. We are keeping employees informed so they are prepared to address customer concerns.
- While Amtrak performs regular cleaning of our passenger railcars, we have contingency plans to take railcars out of service to decontaminate should the need arise.

MANAGERS AND SUPERVISORS MUST UPDATE FRONTLINE EMPLOYEES

- Refresh your knowledge of Amtrak protocols and strategies for addressing serious communicable diseases, and review with your employees. Protocols and plans are attached to this email.
- See the attached Special Employee Advisory issued on **<insert date>**.
- Ensure that your people on the frontline know what Amtrak is doing and that they are aware of their roles in keeping customers and fellow employees safe.
- Share information in this update at crew briefings since not all employees have access to company email or the Amtrak Intranet while on the job.
- Reference the new Ebola Update webpage on the homepage of the Amtrak Intranet for information and answers to common questions. This site will be updated regularly with current information.

THINGS TO KNOW ABOUT EBOLA

- The risk of contracting Ebola is low unless you come into direct contact with blood or body fluids of an infected person. That individual must have had a history of potential exposure to the disease.
- Ebola is not spread through the air from person-to-person.
- Symptoms include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding.

PROCEDURE IF YOU SUSPECT A PASSENGER OR EMPLOYEE SHOWS SYMPTOMS

- Keep the ill individual separated from other passengers / employees as much as possible (at least three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with an ill passenger or luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and hands should be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.
- Contact CNOC (1-800-424-0217) so arrangements can be made to have the ill passenger detained and met by local Emergency Medical Personnel.

FURTHER QUESTIONS? CONTACT YOUR REGIONAL AMTRAK PUBLIC HEALTH STAFF MEMBER

- **Victor Zare**, Amtrak Public Health Superintendent
(Washington, DC) O: 202-906-3943; Cell: 703-856-9002
- **John Parke**, Director, Public Health Procedures and Assurance
(New York) O: 212-630-7295; Cell: 732-740-2618
- **Al Cooper**, Regional Public Health Manager, Southeast Region
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to the site <http://wiki.corp.nrpc/display/ebola/Home> . It will be updated regularly with current information.

THINGS TO KNOW ABOUT EBOLA

- The risk of contracting Ebola is low unless you come into direct contact with blood or body fluids of an infected person and that person has a have a history of travelling to West Africa.
- Ebola is not spread through the air from person-to-person.
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OPERATIONS



Northeast Corridor Business Line

October 27, 2014

Dear Co-workers:

New York Governor Cuomo announced the launch of a new state information line **1-800-861-2280** to answer public health questions from New Yorkers about Ebola. This information line is free and trained operators are available to answer the public's questions 24 hours a day, seven days a week. Please note that this line is established for public health information only. If individuals require medical attention, they should call their health care provider or 9-1-1 immediately.

For current information about Amtrak's preparations, and what you can do to help keep our passengers and employees safe, please refer to Amtrak's Ebola Update Intranet webpage <http://wiki.corp.nrpc/display/ebola/Home>.

Sincerely,

Mike DeCataldo
General Manager
Northeast Corridor Business Line

XXXXXXXX XX, 2014 • Page 1 of 2

Dear Co-workers,

Produced by
Employee Communications
ecom@amtrak.com

April 9, 2014 • Page 1 of 1

Dear Co-workers,

Amtrak seeks to provide a safe transportation system for our passengers and a safe working environment for employees. Since safety is an essential element of our business, it must be an integral part of our daily activities.

In the past 24 hours, we have had three operating rule violations with one resulting in a serious injury to an employee. This is unacceptable.

Comment [SA1]: On Tuesday we had...

Safety is everyone's job. Commitment to safety and security must be lived every day by everyone at Amtrak.

Our number one Strategic Goal is **Safety and Security** and by setting the standard in the transportation industry we ensure that every passenger and employee goes home injury-free every day. We have been working hard to improve our record and have seen tangible results from those efforts but any injury is unacceptable.

Please stay focused and continue to:

- Have regular job briefings
- Work with your colleagues to identify safety risks
- Create a continuous improvement process to drive the reduction of risk
- Discuss any changes in activity to ensure all team members are on the same page
- Post updates on bulletin boards and review at crew and safety briefings
- Voice your safety concerns to supervisors and fellow employees

If you have any questions or need clarification on any efforts or changes in process and/or behavior, please directly approach and discuss with your fellow employees and supervisor. The more we communicate, the better we can work together and ensure a safe work environment.

Thank you for all you do every day to make America's Railroad the safest and best it can be.

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications
ecom@amtrak.com

April 11, 2014 • Page 1 of 1

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Thank you for all you do every day to make America's Railroad the safest and best it can be.

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

February 14, 2014 • Page 1 of 1

Dear Co-workers,

A working team comprised of representatives from the Office of the President, Operations, Legal, Finance, and Marketing was recently formed to review Amtrak's business practices related to private cars, charters and special moves. The team will establish a charter consisting of applicable policies for each type of movement that falls under the Charter and Special Moves scope of responsibility.

The group has agreed that their first order of business is to establish and communicate a single point of contact, or process owner, to develop the business and manage all aspects of communications with third parties, proposal evaluations, negotiations and closing on contracts. Therefore, effective immediately, Frank Foldetta, director of Charter and Special Movements will be Amtrak's single point of contact for all movement within this category.

Mr. Foldetta's contact information is as follows:

Frank Foldetta
Director Charters and Special Movements
15 S. Polar Street
Wilmington, DE 19801

Email foldetf@amtrak.com
Business Phone 302-683-2444
Mobile Phone 302-256-6258

The establishment of a lead point of contact should not impede Amtrak business lines and employees from seeking sound business opportunities for our company. It simply means that when opportunities are discovered, they must be funneled through this single point of contact to ensure consistency and limit liability to Amtrak. Frank is not alone in this endeavor and will have the full support of all Amtrak stakeholders.

Please feel free to contact my office with any questions or concerns regarding private cars, charters, and special moves.

Thank you for your cooperation.

Sincerely,

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications
ecom@amtrak.com

March 19, 2014 • Page 1 of 1

Dear Co-workers,

As part of our continued journey to safety excellence, Amtrak has embarked on a process to more fully understand incidents/injuries that have potential for serious injury and fatality (SIF) and how to reduce them. In December of 2013, with the help of BST, Amtrak formed an interdepartmental team to develop a process to understand and reduce SIF incidents.

To date the team has developed a working definition of serious injuries, a decision tree on how to classify incidents for SIF potential, a metric to track our SIF potential rate, and a pathforward to implement this process. While prevention of all injuries is important and remains our goal, once we are measuring incidents that have SIF potential we will be better able to tailor our prevention efforts.

The SIF potential classification of incidents for the first half of FY 2014 has been done by the Central Reporting Group. Starting in April the SIF classification of incidents will be done by the Divisions and reviewed by the Central Reporting Group. Next steps in the implementation of this process include the following:

1. Conduct SIF potential process overview for each of the S2S Core Teams.
2. Develop a detailed procedure for the SIF potential classification process and incorporate it into the System Safety Plan.
3. Change the incident form to capture SIF Potential.
3. Train key leaders with classification responsibility on the SIF potential classification process.
4. Upgrade our investigation processes to put more of our focus and attention on injuries with high potential while streamlining the investigation process of injuries without SIF potential.

In summary, I ask for your engagement and support in implementing the SIF process and transforming our safety focus from one that has historically been focused on outcomes to one that is more focused on potential so we can address the causes of SIF's before our employees suffer a serious injury or fatality

Thank you for your continued and energetic support of Safe-2-Safer. It is delivering results, and we have a great opportunity to change Amtrak positively for the future.

Michael Logue
Chief Safety Officer

Produced by
Employee Communications

ecom@amtrak.com

March 19, 2014

Dear Co-workers,

Integrity is the cornerstone to everything we do at Amtrak. There cannot and should not be any doubt that we must perform our responsibilities with integrity and honesty at all times. Unfortunately, during a recent internal audit of payroll records within Operations, it was discovered that employees had engaged in fraudulent time reporting by reporting overtime hours worked as equivalent straight time. Such behavior is unacceptable and will not be tolerated. All fraudulent acts will result in discipline up to and including termination. The reputation of Amtrak is too important, and honesty in relationships too critical for the integrity of our company to be compromised.

Due to the recently discovered fraudulent act I am requiring the following:

- All Supervisors/Managers are to meet with their employees and reinforce the need for integrity in all activities and tasks. There should not be any doubt as to the importance of integrity in performing all our responsibilities as well as the consequences of failing to comply. To assist you with these discussions please remember the definition of integrity, one of our core values, from our Strategic Plan:

Integrity – The resolve to do the right thing for Amtrak, for one's colleagues and for one's customers even when no one is looking.

- Since we are responsible to Congress to accurately report all overtime and we have now discovered a breach of this responsibility, I have requested the Office of Inspector General to conduct an independent audit of Operations time reporting to ensure that what was discovered was an isolated incident. I expect all applicable Operations personnel to comply with and support this audit.

I thank each and every one of you for your support and your understanding on the importance of this matter. As we continue on our mission of delivering the highest levels of safety, customer service and financial excellence we must always remember that we can only do so with the highest levels of values in order to keep the trust of our passengers, our fellow employees and ourselves.

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

July 10, 2014 • Page 1 of 1

Dear Co-workers,

Last month you received a communication from Chief Engineer Bruce Pohlot letting you know that we have begun an in-depth organizational analysis of the Engineering department in order to determine how the department can consistently deliver high performance that reflects our fundamental mission, values and strategic objectives. We have put together a work plan that I wanted to share with you.

This analysis of the safety practices, culture and processes within the department, now called the Engineering Review, has begun. I am leading the project team which consists of an Executive Steering Committee (Chief of Emergency Management and Corporate Security Susan Reinertson, Assistant Vice President of Operations Scot Naparstek and Mr. Pohlot) and three focus area leads. Chief Safety Advocate Mark McKeon is focusing on safety, Human Capital Business Partner Steve Christian is reviewing the culture and Director of Business Development Ryan Bernaski is looking into the department's processes. The focus area leads are reviewing the key systems and practices in Engineering to understand what deficiencies exist. By the end of FY14, I expect that the initial phases of this review will be completed and the project team will present an overview of findings and recommended next steps.

I cannot stress enough the importance of this endeavor. We are devoting a great deal of time and resources to get it right. At the conclusion of this Engineering Review, I expect that our Engineering department will have the tools necessary to become a role model for culture and values second to none in this industry. Additionally, I expect that our model for service delivery to internal and external customers will exceed those of our strongest competitors. We should not accept anything less.

Your honesty, support and participation are essential to the success of this project and I appreciate your cooperation.

Sincerely,

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

July 15, 2014 • Page 1 of 1

Dear Co-workers,

I am writing to ensure you are aware of the recent significant increase in the number of major operating rule violations Amtrak has experienced. These violations seem to have some common themes: a momentary loss of situational awareness and a lack of focus on the most safety critical task at hand. Each and every one of these operating rule violations has the potential to have catastrophic consequences not only for you, your co-workers and our passengers, but your family as well.

As of July 15, we have had 92 major operating rule violations for Fiscal Year (FY) 14, and we are on track to end the fiscal year with 118 violations. To put this into perspective, through July 15 last year, we had 68, and we ended the year with 86; for FY14, rule violations have increased 35 percent through July and are on track for a 37 percent increase on a fiscal year basis.

Here is a partial breakdown of the 92 violations we have had thus far in FY14:

- 25 have involved failure to stop at a Stop Signal or Stop Sign,
- 10 have involved running through or failing to properly line a switch,
- 8 have involved excessive speed through a speed restriction,
- 4 have involved failure to apply or maintain blocking device protection.

In light of this increase in major operating rule violations, I'm asking each of you to give absolute priority to focusing on the most safety critical task at hand, and on keeping situational awareness at the forefront (**Crew Resource Management Situational Awareness**). Discuss all safety related issues during your initial job briefing, and more importantly, when operational or safety conditions change, *take the time needed to discuss **all** of the changes (CRM Communication)*. There is no movement on the railroad that is so important that, if the assignment changes, you can't stop for a few minutes to discuss the changes and work safely by ensuring all crew members are aware of the changes and agree on the course of action (**CRM Teamwork**).

Safety is Amtrak's number one commitment to its employees and passengers; make it your number one commitment to yourself, your co-workers, our passengers and most importantly, your family.

Michael Logue
Chief Safety Officer

Produced by
Employee Communications

ecom@amtrak.com

June 10, 2014 • Page 1 of 1

Dear Co-workers,

Several months ago I was asked to take a look at the Safety department's then-current structure with an eye toward realigning it to better meet the needs of today's Operational structure, to include the implementation of the business line approach along with providing safety leadership across the company. With this advisory, I am pleased to announce that effective June 1 we have a realigned department now titled System Safety.

As most know, the initial step in this process was making the Safety department a stand-alone department during the Operations reorganization and the creation of the Chief Safety Officer position reporting directly to the Vice President of Operations.

Since then, a Deputy Chief Safety Officer position was approved and was recently filled by Theresa Impastato. Since Theresa's onboarding, she has begun to systematically realign the safety leadership team by establishing Directors of Safety to provide direct support and leadership for the Northeast Corridor Long-Distance and State Supported business lines, Engineering, Mechanical and corporate functions. Overseeing the leadership positions for Northeast Corridor and Long-Distance business lines and State Supported Services are Keith Wiertz and Fred Rutt, respectively, each of whom will have Safety Managers reporting to them. Announcements will soon be posted for the two remaining Directors of Safety positions.

Additionally, passenger safety will be given greater attention with the addition of a Passenger Safety Specialist to provide direct support to all business lines with direct responsibility for improving passenger safety. Also, Public Safety will be substantially increased by the addition of an Operations LifeSaver Specialist. Both positions will be working closely with each of the business lines as well as the Engineering and Mechanical departments

Many of these positions will be filled with existing staff. New positions will be posted to recruit new talent to make System Safety an efficient and effective safety organization that exceeds the needs of Amtrak as well as the travelling public.

As we continue to progress, I will continue to provide you with additional information about the realignment and the safety support required to be a world class transportation organization.

Michael Logue

Chief Safety Officer

Produced by
Employee Communications

ecom@amtrak.com

March 19, 2014

Dear Co-workers,

Integrity is the cornerstone to everything we do at Amtrak. There cannot and should not be any doubt that we must perform our responsibilities with integrity and honesty at all times. Unfortunately, during a recent internal audit of payroll records within Operations, it was discovered that employees had engaged in fraudulent time reporting by reporting overtime hours worked as equivalent straight time. Such behavior is unacceptable and will not be tolerated. All fraudulent acts will result in discipline up to and including termination. The reputation of Amtrak is too important, and honesty in relationships too critical for the integrity of our company to be compromised.

Due to the recently discovered fraudulent act I am requiring the following:

- All Supervisors/Managers are to meet with their employees and reinforce the need for integrity in all activities and tasks. There should not be any doubt as to the importance of integrity in performing all our responsibilities as well as the consequences of failing to comply. To assist you with these discussions please remember the definition of integrity, one of our core values, from our Strategic Plan:

Integrity – The resolve to do the right thing for Amtrak, for one's colleagues and for one's customers even when no one is looking.

- Since we are responsible to Congress to accurately report all overtime and we have now discovered a breach of this responsibility, I have requested the Office of Inspector General to conduct an independent audit of Operations time reporting to ensure that what was discovered was an isolated incident. I expect all applicable Operations personnel to comply with and support this audit.

I thank each and every one of you for your support and your understanding on the importance of this matter. As we continue on our mission of delivering the highest levels of safety, customer service and financial excellence we must always remember that we can only do so with the highest levels of values in order to keep the trust of our passengers, our fellow employees, and ourselves.

DJ Stadtler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

OPERATIONS



Business Line Communication

XXXXXX XX, 2012 • Page 2 of 2



March 19, 2014 • Page 1 of 1

Dear Co-workers,

As part of our continued journey to safety excellence, Amtrak has embarked on a process to more fully understand incidents/injuries that have potential for serious injury and fatality (SIF) and how to reduce them. In December 2013, with the help of BST, Amtrak formed an interdepartmental team to develop a process to understand and reduce these SIF incidents.

To date, the team has developed a working definition of serious injuries, a decision tree on how to classify incidents for SIF potential, a metric to track our SIF potential rate and a path forward to implement this process. While prevention of all injuries is important and remains our primary goal, once we are measuring incidents that have SIF potential we will be better able to tailor our prevention efforts. We need to better understand both where and how the SIF exposures are occurring and their frequency of occurrence.

The SIF potential classification of incidents for the first half of FY 2014 has been done by the Central Reporting Group. Next month, the SIF classification of incidents will be done by the business lines and the Engineering and Mechanical departments and reviewed by the Central Reporting Group. The next steps in the implementation of this process include:

- Conduct SIF potential process overview for each of the Safe-2-Safer Core Teams.
- Develop a detailed procedure for the SIF potential classification process and incorporate it into the System Safety Plan.
- Change the incident form to capture SIF potential.
- Train key leaders with classification responsibility on the SIF potential classification process.
- Upgrade our investigation processes to put more of our focus and attention on injuries with high potential while streamlining the process of investigating injuries without SIF potential.

I would appreciate your support and involvement in implementing the SIF process and transforming our safety focus from one that has historically been focused on outcomes to one that is more focused on potential so we can address the causes of SIFs before our employees suffer a serious injury or fatality.

Michael Logue
Chief Safety Officer

Produced by
Employee Communications

ecom@amtrak.com

March 25, 2014 • Page 1 of 1

Dear Co-workers,

As part of our continued journey to safety excellence, Amtrak has embarked on a process to more fully understand incidents/injuries that have potential for serious injury and fatality (SIF) and how to reduce them. In December 2013, with the help of BST, Amtrak formed an interdepartmental team to develop a process to understand and reduce these SIF incidents.

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- Conduct SIF potential process overview for each of the Safe-2-Safer Core Teams.
- Conduct webinar training for managers/supervisors to identify and classify a SIF.
- Develop a detailed procedure for the SIF potential classification process and incorporate it into the System Safety Plan.
- Change the incident form to capture SIF potential.
- Train key leaders with classification responsibility on the SIF potential classification process.
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Michael Logue
Chief Safety Officer

Produced by
Employee Communications

ecom@amtrak.com

March 26, 2014 • Page 1 of 1

Dear Co-workers,

As part of our continued journey to safety excellence, Amtrak has embarked on a process to more fully understand incidents/injuries that have potential for serious injury and fatality (SIF) and how to reduce them. In December 2013, with the help of BST, Amtrak formed an interdepartmental team to develop a process to understand and reduce these SIF incidents.

To date, the team has developed a working definition of serious injuries, a decision tree on how to classify incidents for SIF potential, a metric to track our SIF potential rate and a path forward to implement this process. While prevention of all injuries is important and remains our primary goal, once we are measuring incidents that have SIF potential we will be better able to tailor our prevention efforts. We need to better understand both where and how the SIF exposures are occurring and their frequency of occurrence.

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I would appreciate your support and involvement in implementing the SIF process and transforming our safety focus from one that has historically been focused on outcomes to one that is more focused on potential so we can address the causes of SIFs before our employees suffer a serious injury or fatality.

Michael Logue
Chief Safety Officer

Produced by
Employee Communications

ecom@amtrak.com

May xx, 2014 • Page 1 of 1

Dear Co-workers,

Our number one Strategic Goal is **Safety and Security** and by setting the standard in the transportation industry we ensure that every passenger and employee goes home injury-free every day.

The Engineering department did not perform well on the Organizational Culture Diagnostic Instrument (OCDI) in the key areas of perceptions of management's credibility, support for the workforce and value for safety. When personnel have low trust in management and are not confident that management "has their back" it is very difficult to build and maintain a culture of commitment around safety and operational excellence.

In the past few months there have been two serious accidents involving Engineering department employees and there have been incidents of falsified time sheets. There have also been reports of manipulating numbers related to our safety programs. This is just not acceptable and I have zero-tolerance for these types of actions.

We need to get to the root cause of these behaviors now. I have asked that an in-depth organizational analysis of the Engineering department be performed in order to determine what we need to do to make it more efficient, effective and have the Engineering employees consistently embrace our core values. A cross-departmental team will be examining the organizational structure, the current culture in both the agreement and non-agreement ranks, safety and engineering processes and barriers to change. Once the current state is identified we will move into the vision for where we would like and need to be: an Engineering department aligned with our Strategic Plan. This team will make recommendations as to how to bridge the gap between the current state and our vision.

Key findings are to be delivered by July 1 and the full report by the end of FY14. This full report will include the recommended action plan for FY15.

I expect every Engineering employee to cooperate fully with these efforts.

Safety is everyone's job. Commitment to safety and security must be lived every day by everyone at Amtrak.

DJ Stadler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

November xx, 2014 • Page 1 of 1

Dear Co-workers,

I want to update you on the Engineering Review, the in-depth organizational analysis of the Engineering department begun last June to determine how we can consistently deliver a level of high-performance that reflects our fundamental mission, values and strategic objectives.

The analysis of safety practices and processes has been completed and gaps between our current method of operating and our ideal model have been identified. We are finalizing recommended actions with milestones for Safety and Process. There will be a shift from Mark McKeon and Ryan Bernaski, owners of the analysis for Safety and Process respectively, to the Deputy Chief Engineers who will play a larger role in managing the execution of the tasks necessary to complete the recommended actions.

Project monitoring will now be a consistent part of the agenda at the Chief Engineer's bi-weekly staff meetings. I would like to thank Mark and Ryan for their fine work and let you know that they will continue to act as subject matter experts. In addition, they will evaluate both the proposed tasks as well as the completed actions for quality and the assurance that they will fully impact the intent of the recommended action

We are now entering the cultural assessment phase. This phase has two goals: (1) understand the existing culture in the department and challenges and barriers to achieving our vision and (2) how safety and engineering processes align to our culture and values. Engineering has engaged GAP International, an organization regarded as an industry leader in driving organizations to achieve breakthrough performance, to help us perform this assessment.

Employee interviews are an important part of the assessment of the cultural obstacles that prevent consistent execution of documented policies and procedures. I would expect that interviewees will provide candid, open and honest responses. It is through these interviews that we can gain some new understanding to assist us in eliminating the barriers to success and help drive us toward a breakthrough performance in Engineering.

I appreciate your cooperation.

Sincerely,

DJ Stadler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

November xx, 2014 • Page 1 of 1

Dear Co-workers,

I want to update you on the Engineering Review, the in-depth organizational analysis of the Engineering department begun last June to determine how we can consistently deliver a level of high-performance that reflects our fundamental mission, values and strategic objectives.

The analysis of safety practices and project management has been completed and gaps between our current method of operating and our ideal model have been identified. We are finalizing recommended actions for Safety and Process. There will be a shift from Mark McKeon and Ryan Bernaski, owners of the first two processes, to the Deputy Chief Engineers who will play a larger role in managing the execution of the tasks necessary to complete the recommended actions.

Project monitoring, led by Ryan and Mark, will now be a consistent part of the agenda at the Chief Engineer's bi-weekly staff meetings. I would like to thank them for their fine work and let you know that they will continue to act as subject matter experts. In addition, they will evaluate both the proposed tasks as well as the completed actions for quality and the assurance that they will fully impact the intent of the recommended action

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I appreciate your cooperation.

Sincerely,

DJ Stadler
Vice President of Operations

Produced by
Employee Communications

ecom@amtrak.com

October 29, 2014 • Page 1 of 1

Dear Co-workers,

Our Medical, Public Health and Emergency Management teams continue to closely monitor developments regarding the Ebola virus outbreak in West Africa and the small number of cases identified in the United States. We are also preparing for flu season and encourage all employees to frequently wash your hands with soap and receive a flu shot as a precautionary measure.

Material Control is working with the Mechanical department to make certain that effective immediately, all trains are being supplied with boxes of non-alcoholic hand sanitizer wipes (100 per box) for use by our customers and crew. The total number of boxes issued should be **one for each car in the consist**. The boxes should be **stored** in the café/lounge car. Additionally, at least two extra trash liner bags for each car are being supplied to serve as biohazard waste bags should the need arise.

The hand sanitizers should be placed on the condiment counter in the lounge/café car and only **one box at a time** should be displayed. For those routes without food service, **one box should be placed on display on the luggage rack nearest the restrooms in every passenger car**.

Conductors should make an announcement that we encourage hand washing especially during flu season and to supplement that, hand sanitizing towelettes are available in the café/lounge car.

New contagious disease protection kits (also referred to as flu kits) will be provided within the next week to every lounge/café car in the system. These kits are for protection against common germs, such as the cold virus, seasonal flu, enterovirus (the virus currently affecting some children) and even Ebola. These kits will contain:

- Two dust masks
- Four surgical masks for distribution to ill passengers
- Four pairs of extended nitrile gloves (a latex pair is already available in the safety kits located in the emergency equipment locker in every car and can be used until these kits arrive)
- One bottle of Purell or similar hand sanitizer
- One red biohazard bag
- One package of tissues
- One emesis bag
- Two Ziploc plastic bags

More information regarding the proper use of these kits will be issued prior to distribution.

Please note that the current double bags will end once the flu kits are provided as the biohazard bags will then be available.

We will continue to keep you informed and I thank you for your cooperation.

Sincerely,

DJ Stadler
Vice President of Operations

Produced by
Employee Communications
ecom@amtrak.com

September 22, 2014 • Page 1 of 1

Dear Co-workers,

I wanted to provide you with an interim update on the Engineering Review, the in-depth organizational analysis of the Engineering department that was begun in June.

The analysis of safety practices and project management has been completed and gaps between our current method of operating and our ideal model have been identified.

Our safety policies, procedures, violations, training and oversight have undergone thorough review to identify trends and conditions which have contributed to a higher than acceptable rate of safety violations. In most cases, written policies meet or exceed federal guidelines. We are revising both initial and on-the-job training to ensure that workers are better prepared to mitigate the risks present in their work environment. Additionally, an initial meeting on updating the safety rule book was held earlier this month so that we can have a rule book consistent with our behavior-based safety training principles.

We have made organizational changes which reflect Amtrak's dedication to operational safety. Last month, the Engineering safety organization began to integrate into the System Safety department in order to improve Engineering's access to safety resources and ensure alignment with the corporate goals. We have also re-established the Safety Advisory Committee to lead a cooperative effort towards improving the safety of our workforce.

We have completed the analysis of our project management structure, with a focus on bringing consistency across the breadth of projects carried out by Engineering. An immediate result of this was the recent graduation of the first class of project managers to go through the new curriculum.

Over the next month we will continue to make improvements to procedures and training to improve worker safety. We will develop detailed action plans for implementations of the recommendations made from this Engineering Review. And we will study the organizational culture of Amtrak Engineering in order to assess the cultural obstacles that prevent consistent execution of documented policies and procedures. This will involve employee interviews so our challenges can be identified.

We continue to progress on track and expect that the initial phases of this review will be completed by the end of FY14 when the project team will present a complete overview of findings and an actionable plan on how Engineering can consistently deliver high performance that reflects our fundamental mission, values and strategic objectives.

You can expect that departmental improvements will be continuing through FY15 and beyond and incorporated in individual performance goals.

I appreciate your cooperation.

Sincerely,

DJ Stadler
Vice President of Operations

Produced by
Employee Communications
ecom@amtrak.com

September xx, 2014 • Page 1 of 1

Dear Co-workers,

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You can expect that departmental improvements will be continuing through FY15 and beyond and incorporated in individual performance goals.

I appreciate your cooperation.

Sincerely,

DJ Stadler
Vice President of Operations

Produced by
Employee Communications
ecom@amtrak.com

OPERATIONS

Engineering



June 10, 2014 • Page 1 of 1

Dear Co-workers,

As you know, Amtrak's three main Strategic Goals are safety and security, customer focus and financial excellence. My vision as the leader of the Engineering group is that as an organization we should be setting the standard in the transportation industry for all of these areas. We should specifically pay attention to safety and ensure that every passenger and employee goes home injury-free every day. As we strive towards achieving these goals, along with fulfillment of Amtrak's mission statement of "*delivering intercity transportation with superior safety, customer service and financial excellence,*" we also must ensure that we continue to grow the cultural environment to support these efforts.

We must immediately analyze our behaviors to ensure that they are consistent with our core values and the standards we expect of every Amtrak employee. I have directed that an in-depth organizational analysis of the Engineering department be performed in order to determine how we can consistently deliver high performance that reflects our fundamental objectives, values and strategic objectives. Aside from looking at the organizational structure we need to understand the existing culture in the department, and how safety and engineering processes align to our culture and values. Once the safety, culture and processes are identified we will move immediately into defining where we would like to be: an Engineering department aligned with our Strategic Plan and core values delivering best in class service. We will share key findings and go forward actions after this process is completed.

I request that any Engineering employee who is asked to participate do so, open and honestly. This candor and collaboration will help us drive towards becoming the transportation industry leader in our delivery of strategic goals and the true fulfillment of our mission.

I appreciate your support and commitment to this critical part of our work at Amtrak and look forward to continuing conversations during this process.

Bruce R. Pohlott
Chief Engineer

Engineering

XXXXXXXX XX, 2012 • Page 1 of 2

Dear Co-workers,

XXXXXXXX XX, 2012 • Page 1 of 2

Dear Co-workers,

Produced by
Employee Communications

ecom@amtrak.com

**Bob Guy-State Director, SMART-Transportation Division
Statement regarding member assault on Amtrak Train 364 on 12/5/14**

The SMART-Transportation Division (formerly UTU) is deeply saddened this evening after receiving the disturbing news that one of our members, while faithfully performing his duties aboard AMTRAK Train #364, was seriously injured in a seemingly senseless and random act of violence.

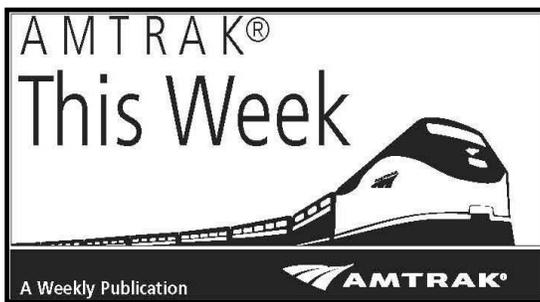
Our thoughts and prayers go out to our fellow member and the other passengers that were injured during this inconceivable attack. I would like to express my personal appreciation to our other crew members, passengers aboard Train #364, and local law enforcement for any assistance that led to the apprehension of the subject.

SMART-Transportation Division will stand ready to assist AMTRAK and local law enforcement as the investigation into this rare act of violence moves forward, and we will do everything in our power to ensure that the person responsible for these acts is prosecuted to the full extent of the law.

**Bob Guy
State Director
Illinois Legislative Board
SMART-Transportation Division
8 S. Michigan Ave. Suite 2006
Chicago, IL. 60603
312-236-5353 (O)
217-638-0321 (C)**

2014

Amtrak This Week



Changes to Form W-2

The 2013 Wage and Tax Statement Form, Form W-2 will be printed and distributed by Automatic Data Processing (ADP), Inc. ADP is one of the leading Payroll solution providers and has the latest technology and experience to provide excellent quality and service to Amtrak employees.

This year you will notice a different format for your W-2 form. Below are some details regarding similarities and differences regarding the new Form W-2 format:

What will stay the same

- As in the past, Form W-2s will be mailed to your “permanent” address as noted in the Employee Information Portal (EIP). This is also the same address that appears on your paycheck or pay stub. If you log into EIP, you will find a “permanent” address option and a “new mailing” address option. Please ensure your “permanent” address is accurate as Form W-2 will be mailed there.
- If you worked in multiple states and/or different localities within your state, multiple Form W-2s will be printed to report each the taxes for each state and locality.
- If you are receiving more than one Form W-2, each Form W-2 will continued to be mailed separately.
- W-2 reprints should continue to be requested through the Payroll department.

What will be different

- Directly under the employee’s address, a page reference is provided to denote the number of Form W-2s that were printed. (example - Page 1 of 2 means that two Form W-2s were printed).
- SAP ID/Personnel Number will not print in Box d (control number).
- Federal and state wages and taxes will also print on the second page when multiple pages are printed due to having two or more states or localities during the year.
- If you worked in multiple states or multiple localities during the year, the **federal copy** of your Form W-2 will print total state or total city and combine the taxes you paid for each.

Healthy New Year Resolution: Keep Vaccinations Up-To-Date

Periodic vaccinations are recommended for all age groups, not just children. If you’re confused over what vaccinations you need, consult the Center for Disease Control (CDC) quiz “What Vaccines Do You Need?” at <http://www2.cdc.gov/nip/adultimmsched/> for an individualized guide based on your sex, age and health.

There has been a resurgence of whooping cough (pertussis) for which the adult vaccination with Tdap is recommended. Besides pertussis, this vaccine protects against tetanus and diphtheria. While whooping cough can be especially serious for infants, adults can develop a persistent cough that can last for up to ten weeks or more; sometimes known as the ‘100 day cough’.

Other vaccinations may be recommended for specific medical conditions, so contact your doctor or healthcare provider and ensure your vaccinations are up to date in the New Year.

Employee Helpline is at Your Service

Amtrak is committed to maintaining a positive and productive environment for all employees. If a conflict arises at work, there are people and resources to turn to for help. Employees may call the toll-free Amtrak Helpline to report any type of workplace conflict or concern and a third-party interview specialist will document the issue in detail and relay this information to Amtrak for follow-up.

Employees will be given the option to remain anonymous. All Helpline reports are reviewed by an Amtrak employee in the Law department who refers the reports to the appropriate department. For example, reports may be referred to a senior manager in the employee’s department, Employee Relations, the EEO (Equal Employment Opportunity) Compliance Office or the Amtrak Police Department. The decision about where to direct the reports is made based on the information given to the Helpline.

In general, the Law department will not conduct further intake before referring the report. Therefore, all key information should be given to the Helpline at the time the complaint is filed. Helpline reports will be handled promptly and discretely. Retaliation of any kind violates Amtrak’s policies and will not be tolerated.

Please note that the reports are only reviewed by the Law department during regular business hours. Emergencies, such as workplace violence incidents, should be reported directly to the Amtrak Police (215-349-4919) or to your local management.

Amtrak’s Helpline can be reached at (866) 908-7231 or at <http://www.reportlineweb.com/Amtrak>.

2014 Holiday Schedule

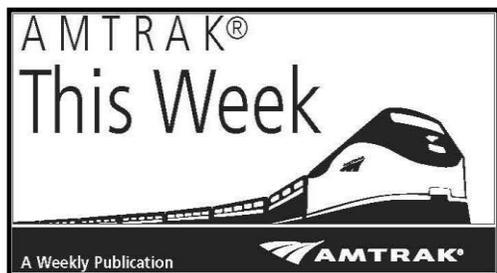
Holidays observed at Amtrak vary depending on an employee’s status. Holidays for agreement-covered workers are defined by each union’s labor agreement, which may also include personal holidays. Each labor agreement can be found on the home page of the Intranet under Employee Info → Holidays.

Amtrak will observe the following 2014 dates as holidays for non-agreement employees:

- New Year’s Day, January 1
- Martin Luther King, Jr. Day, January 20
- President’s Day, February 17
- Memorial Day, May 26
- Independence Day, July 4
- Labor Day, September 1
- Veterans Day, November 11
- Thanksgiving Day, November 27
- Christmas Day, December 25

Non-agreement employees hired in 2014 will receive personal days based on their date of hire. Employees hired between January 1 and May 31 will receive two personal days, while those hired June 1 through August 31 are entitled to one personal day. Employees hired September 1 or after will not have any personal days.

For further information regarding holidays and personal days, please refer to the company Intranet under Library → Policies → Human Capital Management Policies → Holiday Schedule.



New System Timetable in Effect

Starting today, our new Winter/Spring system timetable is in effect. The timetable features a new customer-focused, easier-to-understand shading scheme for the columns and the nine different colors and shades used in previous national timetables have been simplified to five: *Acela Express*, *Overnight train*, *Daytime train* (instead of Northeast Regional, Shuttle Service, Medium Distance Train, Unreserved Corridor and reserved portion of unreserved corridor service), *Thruway service* and *Connecting Train Service*.

Schedule changes are relatively minimal. Lynchburg-Roanoke/Blacksburg connecting bus service is now operated as Amtrak Thruway and is integrated into the Virginia service grid. The timetable also lists an expanded number of state partnerships due to the changes which took place under PRIA, effective last October.

The cover art is by Eric Smith, assistant superintendent of Road Operations in Los Angeles. The painting captures the southbound *Coast Starlight* at the platform in San Luis Obispo, Calif. The original painting is displayed in our new Los Angeles Amtrak Metropolitan Lounge.

"On the Right Track" Legal Newsletter Now Available

The latest edition of the Amtrak Labor & Employment Law Newsletter--"On the Right Track" is now available. You can find this and past editions of the newsletter under Law Department Publications on the [Law Department](#) Intranet page, located under the How We Work tab on the main Amtrak Intranet page. Topics featured in this issue include:

- Another reason you cannot remain silent if you see harassment at work.
- When (if ever) can a woman be excluded from a job because she is a woman?
- How do you assess if an employee with a medical condition poses a safety risk at work?
- Can a request to attend a week-long funeral overseas be a request for religious accommodation?
- New York City becomes the latest to pass a pregnancy accommodation law.
- What not to say when an employee says she needs a larger monitor due to a visual impairment.
- After FMLA leave: What does reinstatement mean?

This newsletter is not designed to provide legal advice, but to make you aware of new and emerging issues that may impact the work you do every day. If you have any questions, please contact one of the attorneys listed in the newsletter.

Nominate an Outstanding National Train Day Volunteer

On May 10, National Train Day (NTD) celebrations will be held across the country, and its growing success each year is due to the support and time contributed by our own employee volunteers. If you know of an outstanding co-worker whose National Train Day volunteer efforts should be recognized, you can now nominate them for the opportunity to be featured on our employee-only NTD website, TrainDay411.com. Starting in February and posted each week through National Train Day, an outstanding NTD employee volunteer will be featured. Submit your nomination by Jan. 31 to Francine.Berk@Amtrak.com along with the following information:

- Name
- Department
- Title
- Tenure
- Email Address
- Phone Number
- Quote about their efforts (please limit to 250 characters)

A Transformative Year at Baltimore Penn Station

With nearly three million riders (Amtrak and MARC) in 2013, Baltimore Penn Station has developed into a critical gateway for the city of Baltimore and an important link on the greater Northeast Corridor (NEC). Situated in the heart of the city, the station is a major multimodal hub serving Amtrak's high-speed *Acela Express*, Northeast Regional and long-distance trains, MARC Penn Line, light rail, buses and university shuttles.

Penn Station had a particularly transformative year in 2013, which was marked by three significant projects funded through the Amtrak/Maryland Transit Administration (MTA) Joint Benefits Program, and is managed by Amtrak's Customer Management and Sales group. This group, part of the NEC Infrastructure and Investment Development (NECIID) Business Line, manages the contractual and business relationships between Amtrak and the different commuter rail agencies operating on the NEC.

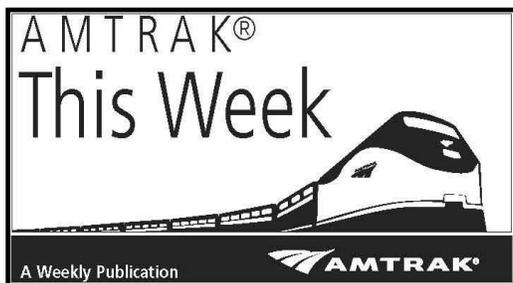
The Joint Benefits Program with MTA helps support the recapitalization of NEC infrastructure in Maryland and the District of Columbia. The station's restrooms underwent a \$1 million renovation and expansion that was recently recognized at Central Baltimore Partnership's 2013 Honor Roll Awards for significant improvements to the community's quality of life. The station's concourse came back to life with the \$1.7 million investment into the refinishing of historic windows, wood benches and ceiling details. Furthermore, the second phase installation of Passenger Information Displays (PIDs) to ensure an American Disability Act (ADA)-compliant experience for all station users is currently underway. These improvements build upon an additional \$7 million of other station improvements completed over the past four years.

Amtrak, along with our state, city and local partners, have been recognized for partnership efforts to renew Baltimore Penn Station. Dignitaries including Maryland Governor Martin O'Malley, Congressman Elijah Cummings and Baltimore City Mayor Stephanie Rawlings-Blake have attended station events throughout the year. Looking forward to 2014, the NECIID and Real Estate division continue to advance several studies that will be integrated into a comprehensive Baltimore Penn Station Master Plan. Ultimately, the Master Plan will set forth a vision for a transportation-oriented development anchoring the city's central core.

WOW!

The recent cold weather might have you thinking of warmer locales...such as Florida. To promote travel to the Land of Sunshine in the 1970s, Amtrak offered its "Week of Wheels" (WOW) promotion. It included round-trip train fare to various destinations coupled with a car upon one's arrival. In 1975, passengers could choose from a Plymouth Duster or a Valiant.

<http://history.amtrak.com/archives/week-of-wheels-in-florida-brochure-1975>



Flash Pass Not Permitted for Travel to Secaucus Junction

The first Mass Transit Super Bowl will take place on Feb. 2 at MetLife Stadium in East Rutherford, N.J. Amtrak has been working closely with the N.Y. / N.J. Super Bowl Host Committee and regional transit service providers to ensure an easy and seamless travel experience for everyone, and will play an integral part in bringing fans throughout the region to the center of the action. On that day, several Amtrak trains will make a special stop at Secaucus Junction for passengers with Super Bowl tickets.

To accommodate our passengers, Amtrak employees, spouses and dependents with tickets to the Super Bowl game **may not** "flash pass" using their employee Smart ID cards or pass cards to Secaucus Junction.

Employees must make reservations, pay for their tickets if the fare is not zero, and obtain eTicket travel documents **prior to boarding trains** in order to travel to Secaucus. **Fares may not be paid on board**; conductors do not have the fares to Secaucus. The eTicket travel documents will be required at Secaucus Junction in order to pass through the security gates to the shuttle trains traveling to the stadium. Reservations should be made as early as possible, as seating could be sold out on the day of travel.

If a pass rider boards the train without an eTicket Travel document, he/she will not have the necessary document needed to pass through the gates at Secaucus to the shuttle trains.

For more information visit the company Intranet → Library → Daily Advisories → January 2014 or [click here](#).

Nominations Needed for Outstanding NTD Volunteers

On May 10, National Train Day (NTD) celebrations will be held across the country, and its growing success each year is due to the support and time contributed by our own employee volunteers. If you know of an outstanding co-worker whose National Train Day volunteer efforts should be recognized, you can now nominate them for the opportunity to be featured on our employee-only NTD website, TrainDay411.com. Starting in February and posted each week through National Train Day, an outstanding NTD employee volunteer will be featured. **Submit your nomination by Jan. 31 to Francine.Berk@Amtrak.com** along with the following information:

- Name
- Department
- Title
- Tenure
- Email Address
- Phone Number
- Quote about their efforts (please limit to 250 characters)

Conducting the Rails....and Musical Scales

Those in attendance at a recent National Symphony Orchestra concert at Washington Union Station may have noticed an unusual crew change. Midway through the performance, Amtrak Passenger Conductor Kevin Kelly took center stage, leading the orchestra through several measures of Offenbach's "Can-Can". The railroad-themed concert was performed in the station's East Hall.

Record Revenue and Ridership Results Set in December

The numbers are in! December 2013 ticket revenues of \$200.1 million resulted in the highest ticket revenue month in Amtrak history, exceeding last year by 12 percent and budget by 5 percent. This is due in part to the Sunday - Monday after Thanksgiving shift this year from November to December but, is also due in part to strong overall demand on the Northeast Corridor (NEC), especially early in the month.

December FY14 ridership of 2.71 million trips was the best December ever, exceeding last year (adjusted) and budget by 6 percent and 3 percent respectively.

As a team, we continue to grow and strive to accomplish more and we all should be proud of our record setting achievements.

APD11 "Txt-a-Tip" Video Released for the Hearing Impaired

In 2013, Amtrak launched a new method for reporting suspicious activity, crime, or emergencies by introducing **APD11 "Txt-a-Tip,"** a program that allows contacting the Amtrak Police Department's (APD) National Communications Center via SMS text messaging. Passengers can report suspected criminal or suspicious activity by sending a text to APD11 from a smartphone or to 27311 from a standard cell phone. Txt-a-Tip will especially benefit Amtrak passengers and station visitors who are deaf or hard of hearing by providing an easy and efficient method of communicating emergency information to the APD.

To further generate awareness of the program, a [video](#) was specifically designed to alert the deaf community that there now is a convenient and easy method to contact the Amtrak Police Department anywhere, at any time.

Agreement Signed to Extend Amtrak Virginia Service to Roanoke

On Jan. 9, then-Virginia Governor Bob McDonnell announced that the Department of Rail and Public Transportation (DRPT) and Norfolk Southern Corporation had entered into an agreement to improve rail-related infrastructure between Lynchburg and Roanoke. The improvements will allow passenger rail to once again serve the Roanoke region.

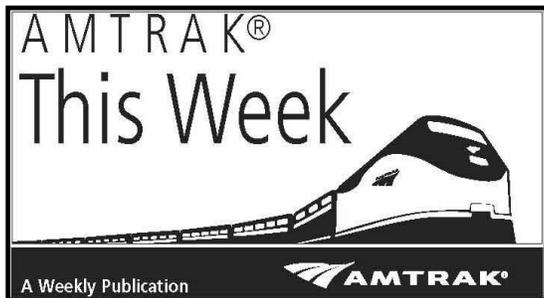
Included in the agreement are track additions and realignments, signal and communication upgrades along the route, clearance adjustments and a platform and train servicing facility in downtown Roanoke, all necessary prerequisites to reintroduce passenger rail service slated to begin in 2017.

The extension of intercity passenger train service from Lynchburg to Roanoke marks the return of train service to the Star City for the first time in 34 years.

Hit the Slopes!

Numerous Amtrak trains conveniently stop near major ski destinations in the West and Northeast. This brochure for winter 1974-1975 promotes vacation packages to famous Vermont resorts including Stowe, Bolton Valley and Jay Peak. A highlight of the popular *Montrealer* (later replaced by the *Vermontier*) was "Le Pub," a "dimly-lit, romantic cocktail lounge car" that featured a piano player/singer on weekends.

<http://history.amtrak.com/archives/ski-northeast-brochure-1974>



Helpful Tips to Avoid Catching Influenza

We encourage all employees to maintain a healthy work environment. With Influenza season in full swing, please remember that it is not too late to get your flu vaccination if you have not already done so. In addition, here are some general steps everybody can do in their daily lives to protect against getting the flu:

- Wash your hands often with soap and water or an alcohol-based hand rub.
- Avoid touching your eyes, nose, or mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- Practice good health habits. Get plenty of sleep and exercise, manage your stress, drink plenty of fluids, and eat healthy food.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- If you are sick with a flu-like illness, or exposed to a person with the flu, medications may be indicated. Call your health care provider immediately as medications are more effective the sooner they are started. Antiviral drugs are 70 percent to 90 percent effective at preventing the flu.
- If you are sick with flu-like illness, stay home for at least 24 hours after your fever is gone without the use of fever-reducing medicine.

For additional information and useful tips visit www.flu.gov. For help in locating where you can obtain the flu vaccine visit <http://vaccine.healthmap.org>.

Cold Weather Safety Tips

Exposure to cold can cause injury or serious illness such as frostbite or hypothermia. The likelihood of injury or illness depends on factors such as physical activity, clothing, wind, humidity, working and living conditions, and a person's age and state of health. Please review these cold weather safety tips as the winter season draws upon us:

- Dress appropriately before going outdoors. The air temperature does not have to be below freezing for someone to experience cold emergencies such as hypothermia and frostbite. Wind speed can create dangerously cold conditions even when the temperature is not that low. If possible, avoid being outside in the coldest part of the day or for extended periods of time in extreme cold weather.
- Dress in layers so you can adjust to changing conditions. Avoid overdressing or overexertion that can lead to heat illness. Most of your body heat is lost through your head so wear a hat, preferably one that covers your ears.
- Wear waterproof, insulated boots to help avoid hypothermia or frostbite by keeping your feet warm and dry and to maintain your footing in ice and snow.
- Get out of wet clothes immediately and warm the core body temperature with a blanket or warm fluids like hot cider or soup. Avoid drinking caffeine or alcohol if you expect you or someone you are trying to help has hypothermia or frostbite.

Reminder: Make Sure Your Spouse and Dependents Have Their New Pass Cards

In order to preserve flash passing privileges on corridor trains, your spouse and all dependents (of any age) are required to have the new non-picture pass cards that we began distributing in October and November 2013. **The old picture pass cards will no longer be honored after February 28, 2014.** Active Amtrak employees will use the Smart ID card (with the blue stripe) as their pass cards; they do not receive separate pass cards.

If cards are needed for a spouse or dependent, first go to amtrakbenefits.com or call 800-481-4887 to make sure that the spouse or dependent has been registered for pass benefits. (For dependents, this must be done regardless of the dependent's age.)

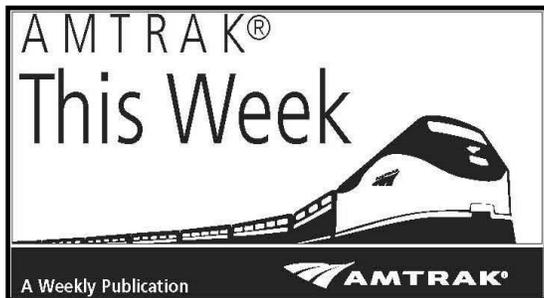
- If this has not been done, immediately register that person with Amtrak Benefits in order to obtain pass privileges.
- If the person is registered for pass benefits, and cards have not yet been received, ask a contact center agent or station ticket agent to look up your pass file and see if the spouse and all dependents are in it. Give the agent your Social Security number; you do not need to know your three-digit index number as they can display your pass file without it (but it is needed for ticketing).
- If the spouse and dependents are in the pass file, but you have not received the cards, contact the Amtrak Pass Bureau at passbureau@amtrak.com or 202-906-3745 and ask that cards be sent. Make sure the Pass Bureau has your correct mailing address.
- If the spouse or any dependent is not in the pass file (but that person is registered already for pass privileges with Amtrak Benefits), contact the Amtrak Pass Bureau as above so the problem can be resolved and cards sent.

Remember, you do not need the actual card for any purpose other than to flash pass on corridor trains. You may make a reservation and obtain eTicket travel documents without the card. In all cases identification with a picture is required for all pass riders 16 and over such as a driver's license, state ID card, passport or high school picture ID. Active Amtrak employees may also use the Smart ID card as the required identification.

Station in the Spotlight... Castleton, Vt.

Easily accessible on foot from the town center and the grounds of Castleton College, the depot, erected in 1850, is one of the oldest station buildings in the national Amtrak network. Northwest of Castleton is peaceful Lake Bomoseen. In the 1920s, Alexander Woollcott, the *New Yorker* magazine arts critic and a member of the Algonquin Round Table, purchased seven acres on Neshobe Island in the middle of the lake. It became a weekend getaway for Woollcott and his friends, who included Ethel Barrymore, Irving Berlin, Vivian Leigh and Harpo Marx.

<http://www.greatamericanstations.com/Stations/CNV>



Amtrak Celebrates Black History Month

Black History Month (BHM) is an annual celebration recognized during the month of February. Amtrak's celebration of Black History Month will feature a wide range of in-station events, promotions, contests and advertising. "Black History Month is a great time to not only reflect on the important contributions made by so many Americans, but it allows us the opportunity to dream and to learn." said Darlene Abubakar, senior director, National Advertising and Marketing Programs. "Below is a sampling of the various activities and events taking place around the system. Visit myblackjourney.com for additional Amtrak BHM activities.

Carole Copeland Thomas' Multicultural BHM Breakfast

Amtrak will be sponsoring the Carole Copeland Thomas's Multicultural BHM Breakfast to salute black entrepreneurs on Tuesday Feb. 11, at 8:30 a.m. at the UMass Boston-Student Center Ballroom. The keynote speaker is award winning entrepreneur, Beth Williams, President and CEO of Roxbury Technology. For details visit www.mssconnect.com

Amtrak Pioneer Awards

In partnership with the Washington Wizards, on Tuesday, Feb. 25 at 7:00 p.m. at the Verizon Center, the Amtrak Pioneer Award will be presented, recognizing local community leaders who have made a positive impact in the Washington, D.C., area.

On Monday, Feb. 3 at 7:30 p.m., Amtrak will partner with the Brooklyn Nets at the Barclays Center where the Amtrak Pioneer Award will be presented, recognizing local community leaders who have made a positive impact in the New York City area.

New York-Harlem Fine Arts Show

Amtrak is a sponsor of the Harlem Fine Arts Show (HFAS). HFAS is the premiere showcase for exhibiting modern and contemporary art that reflects the breadth of African Diasporic Art.

Philadelphia - African American Museum

Amtrak is an on-going annual "Partner Sponsor" of the African American Museum in Philadelphia. Visitors to the museum's website may link directly to Amtrak.com to plan their travel.

Baltimore & Ohio Railroad Museum

Amtrak is the proud sponsor of BHM events at the Baltimore & Ohio Railroad Museum, celebrating the many contributions of African-Americans to the railroad industry throughout the last century.

Milwaukee

Amtrak and WJMR-FM in Milwaukee will take an entertaining and respectful look at Black history within the Milwaukee area and the state of Wisconsin. The station has created 60 second Black History Facts that include ten seconds of Amtrak copy in the middle of each spot. The facts include topics from entertainment, history and current events, all of which have local ties.

New York Penn Station

Amtrak sponsored BHM activities in the New York Penn Station Rotunda area will include cultural vendors and live musical artists on the following dates: Vendors: Feb. 11, 13, 14, 17, 19, 21, 24, 27 and 28 from noon – 7:00 pm. Live musical performances will be held on Feb. 17, 21, 27 and 28 from 3:00 p.m. – 7:00 p.m.

BMH celebrations continued...

Rollingout.com Pullman Porter Advertorial and Video

Amtrak has partnered with Rollingout.com to host a short video documentary and advertorial about Pullman Porters. Throughout the month, the popular entertainment and news site will be hosting a video documentary complemented by an advertorial that will provide a brief history on America's railroad while educating readers on the significant role Pullman porters played in America's history.

Washington Union Station

All Amtrak employees and their families are invited to come out to support the 17th Annual Black History Celebration Program at Washington Union Station in the Starlight Room, Gate C, on Feb. 22 from 11:00 a.m. to 3:00 p.m. This year's event will honor the achievements of African Americans in uniform military service past and present.

Amtrak Updates Mobile Applications

Amtrak recently updated our popular customer [iPhone](#) application, refreshed the [Android](#) version and added a new [Windows Phone](#) version.

Passengers can use any of our smartphone applications to book one-way and roundtrip tickets, get station information, check train status, show an eTicket while onboard, update Amtrak.com reservations and access their Amtrak Guest Rewards account. Plus they offer the convenience to save tickets to their phone calendar, Apple Passbook™ or Samsung Wallet™.

Amtrak for iPhone v2.0 was redesigned for iOS7 and includes updates in the purchase and modify flows. Both iPhone and Android versions feature new look of the home screen.

Amtrak for Windows Phone was developed in cooperation with Microsoft. As part of this effort, Microsoft is featuring the app in the Windows Phone App Store and promoting it in merchandising and social media channels.

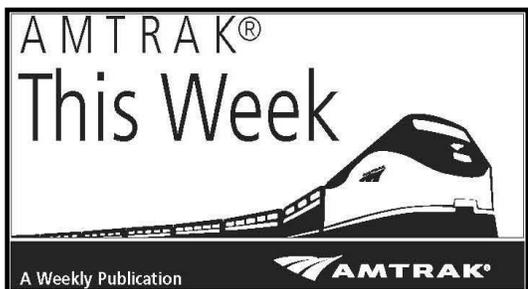
These new versions of the Amtrak app are part of a continued effort to enhance convenience to our passengers with easy and quick access to their trip information. The goal is to continue embracing mobile technology that fits the lifestyle of our customers and improve their travel experience.

We expect all three versions will continue the success of the existing iPhone and Android app, which have been downloaded by our passengers over 3.5 million times. Visit amtrak.com/mobile to learn more about the whole family of Amtrak mobile offerings.

The Service Standards Manual Distribution List to be Updated

The Service Standards Manual version 8.0 for Train Service and On-Board Service employees becomes effective April 30, 2014. As a result of the recent company restructuring, the distribution list for the manual is being updated. Transportation managers currently on the distribution list should have received an email last week asking to update their contact information. Transportation managers who have not been contacted and need copies of version 8.0 to distribute to their employees, should email Sharon Slaton at sas@amtrak.com and provide their mailing address, phone number, job title and quantity of manuals needed no later than **Friday, February 7, 2014**.

Please put SSM 8.0 in the subject line of the email. If you do not require a hard copy of the manual, the current online version of the [Service Standards Manual](#) can be accessed on the intranet at "Library" → "Service Standards" → "Standards."



Amtrak Cities Sprinter Arrives with Fanfare

On Feb. 6, a new era of more reliable and energy efficient Amtrak service arrived at Philadelphia 30th Street Station. At a ceremony in the station's historic North Waiting Room, Amtrak President and CEO Joe Boardman praised the delivery of the first of 70 advanced technology electric locomotives to be placed into revenue service. The need to invest in America's Railroad and other transportation modes was emphasized by United States Vice President Joe Biden. Also in attendance was U.S. Secretary of Transportation Anthony Foxx and President and CEO, Siemens USA, Eric Spiegel.

The state-of-the-art Amtrak Cities Sprinters (ACS-64) are part of our comprehensive Fleet Strategy Plan to modernize and add equipment while providing improved performance and reliability for intercity passenger rail services on the Northeast and Keystone Corridors. In addition, all long-distance trains operating in the Northeast Corridor will be powered by the new locomotives.

Produced by Siemens in Sacramento, Calif., the locomotive's major components are sourced from suppliers in 61 cities from 23 states across the U.S. The new equipment will be replacing locomotives that have been in service between 25 and 35 years with average mileage of more than 3.5 million miles. As the first locomotive enters revenue service, production of the remaining units will ramp up a scheduled delivery of approximately two locomotives per month through 2014, and moving to three units per month through 2015.

Technologically advanced features of the ACS-64 include regenerative braking, allowing 100 percent of the energy generated during braking to feed back to the power grid, a state-of-the-art microprocessor which allows for self-diagnosis of technical issues and, Siemen's newest platform, the Vectron, ensuring that heating, cooling, lighting and door systems will remain in service should one inverter fail.

Important Messaging Regarding Your Amtrak E-mail

Amtrak's IT Department has begun migrating to a new e-mail system in order to improve performance, reduce operating costs, and comply with Amtrak's Records Management Policy. As part of this process, a 90 day delete policy will be applied to non-user-directed archive folders in your Outlook mailbox. **This means that ALL e-mail messages older than 90 days which have NOT been moved into one of the User Directed Archives (UDA) folders (one, three, five, seven, ten, 30 or 65 years) by the date of migration WILL be deleted and will not be recoverable.** The e-mail migration team will notify you of the date migration will occur, providing enough lead time to complete movement of messages to UDA folders. It is important that when you receive this e-mail, you read it in its entirety and follow the instructions.

Changes to the new migration system include:

- Migration to the latest Microsoft e-mail system, Exchange 2010
- Replacement of the e-mail archive system
- Addition of integrated instant messaging

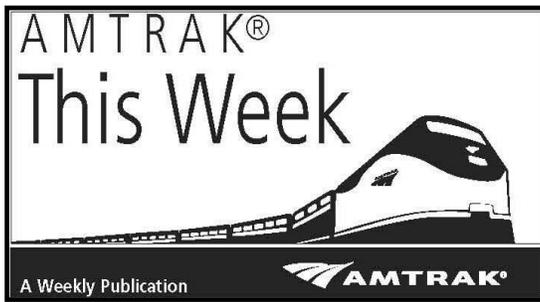
In addition, the migration team will be sending you a reminder e-mail the day before they activate the 90 day delete policy. Please be alert for this e-mail as it may contain any last-minute information. They will also be sending you a post-migration e-mail that will contain important information regarding the new e-mail system – including information on how to use MS Lync Instant Messaging. If you have any questions or concerns, please e-mail: [E-mail Migration Project Mailbox](mailto:E-mail.Migration.Project@amtrak.com). You may also find important information about the e-mail migration project at <http://wiki.corp.nrcp/display/deptAt/E-mail+Migration+Project>.

Flexible Spending Account (FSA) Reminders

Due to the recent switch of our account administrator, some employees may have questions regarding their accounts. Here are some helpful reminders about the recent change:

- **WageWorks is no longer Amtrak's administrator for Flexible Spending Accounts (FSA).** For 2014, your payroll contributions will go directly to the P&A Group. You should have recently received a P&A debit card for your eligible expenses. This card can be used for both Flexible Spending and Commuter Reimbursement Accounts, if you enrolled in both. If you didn't receive your debit card, please contact the P&A Group.
- **Remaining 2013 Balances:** Any remaining balance you have in your WageWorks account for Transit and Commuter Benefits will be transferred to P&A in February 2014. If you still have a balance in your 2013 Health Care FSA, you can continue to submit eligible medical expenses for claims incurred through March 15, 2014 to WageWorks (www.wageworks.com or 1-877-924-3967). If you enrolled in a Health Care FSA or Limited FSA for 2014, you will use your P&A debit card for your eligible expenses or submit your expenses directly to P&A Group.
- **Limited FSA:** Remember, if you participate in a Consumer Directed Health Plan with a Health Savings Account for 2014 and also enrolled in a Limited Flexible Spending Account, your FSA is limited or restricted to dental and vision expenses.
- **Commuter Reimbursement Benefits:** To access your 2014 Commuter or Transit Account balance, you can submit a claim or you can use your P&A debit card. If you were previously set up for automatic payments to a parking vendor or transit authority through Wageworks, you must now set up the payment through P&A.
- **Commuter Reimbursement Benefits for Metro's SmarTrip card:** If you live in the Washington, D.C., area and want all of your payroll contributions for 2014 to apply directly to an existing or new Metro SmarTrip card, you must provide your Metro SmarTrip card serial number to P&A Group. This will ensure your payroll deductions are automatically applied to your Metro SmarTrip card.
- **Transit Benefits Decreased:** For 2014, the federal government has reduced the limit for transit benefits to \$130 a month. For those who drive to and from work, the parking benefits have increased to \$250 a month. You can change your commuter and transit elections through www.AmtrakBenefits.com or by calling the Amtrak Benefits Service Center at 800-481-4887.
- **Filing Claims:** If you don't use your P&A Debit Card to access your account, there are three ways to file your claims: QuikClaim on your mobile device, enter claims directly online via an electronic claim upload or you can print the claim form and mail it in. Read about these options at www.padmin.com.

To contact the P&A Group Customer Service department, call 1-800-688-2611 (Monday- Friday 8:30 a.m. – 8:00 p.m. ET) or visit www.padmin.com.



PBS to Air "The Rise and Fall of Penn Station"

Tonight, at 9 p.m., the Public Broadcasting System (PBS) will be airing an episode of its American Experience series called "[The Rise and Fall of Penn Station](#)". The program closely follows the story in the book "Conquering Gotham", which details the history of the construction of New York's Penn Station, the two rail tunnels under the Hudson River, and four rail tunnels under the East River. The station and its tunnels were built by the Pennsylvania Railroad in the first decade of the 20th century, resulting in a vast civil engineering feat that greatly opened up the flourishing metropolis to rail travel.

Today, at more than 100 years old, the same two Hudson River tunnels still serve as the only intercity rail crossing into New York City from New Jersey. Amtrak, through its Gateway Program, has proposed a series of strategic rail infrastructure improvements including two new Hudson River tunnels to improve service and create additional capacity. A critical first step was taken last fall with the start of construction of an 800-foot concrete casing at the Hudson Yards facility in the heart of Manhattan that will preserve an underground right-of-way that could serve as the future alignment for the Gateway Program.

Amtrak Assistant Superintendent Phil Kaplan is featured in a short video "extra" about dispatching train traffic at Penn Station Central Control (PSCC) center, which will be posted on the PBS website.

Onboard Wi-Fi Service Expands to the Midwest

AmtrakConnect[®], our cellular-based Wi-Fi service, is now available on Amtrak trains in the Midwest, with eight corridors offering this free amenity to Amtrak passengers. Amtrak installed the equipment under contracts with the states of [Illinois](#), [Michigan](#), [Missouri](#) and [Wisconsin](#) as part of their sponsorship of Amtrak service. The Wi-Fi service, which has incorporated 4G technology, will be provided on these routes:

- *Lincoln Service*: Chicago-Springfield-St. Louis
- *Illini/Saluki*: Chicago-Champaign-Carbondale
- *Illinois Zephyr/Carl Sandburg*: Chicago-Galesburg-Quincy
- *Wolverine Service*: Chicago-Ann Arbor-Detroit-Pontiac
- *Blue Water*: Chicago-East Lansing-Port Huron
- *Pere Marquette*: Chicago-Holland-Grand Rapids
- *Missouri River Runner*: St. Louis-Jefferson City-Kansas City
- *Hiawatha Service*: Chicago-Milwaukee

AmtrakConnect is available on trains that serve 85 percent of Amtrak passengers, and routinely supports between 30 and 50 percent of passengers on a given train.

A Fresh Look for Amtrak News Clippings

Amtrak News Clippings has a new look. The new format features video news stories and readers have the capability to email stories to others. Amtrak News Clippings is a source for employees with news, commentary and features about Amtrak, our state partners, and the railroad and travel industry. If you have any questions or comments, contact Amtrak Media Relations at MediaRelations@Amtrak.com.

Discontinuation of Select Long-Distance Passenger Amenities

As part of Amtrak's efforts to eliminate the Food & Beverage department losses over the next five years, select amenities will no longer be complimentary on long-distance routes. These reductions represent a significant savings and a potential increase in food and beverage revenues. The dates are approximate and are based on an estimate of the amount of amenities that are still in stock, but no new items will be put onto trains on or after these dates.

Effective February 8, 2014

- Cranberry juice will no longer be available in the sleeping cars.
- Orange juice and apple juice will continue to be available.
- Cranberry juice will continue to be available in the dining car.

Effective February 15, 2014

- Flowers and vases will no longer be on the tables in the dining car.

Effective March 31, 2014

- Wine and cheese events will no longer be held on the *Empire Builder*, the *Coast Starlight*, or the *Lake Shore Limited*.
- Complimentary sparkling wine, non-alcoholic cider, and chocolate squares will no longer be given to sleeping car passengers on the *Empire Builder* and the *Coast Starlight*.

Effective May 31, 2014

- Complimentary amenity kits will no longer be given to sleeping car passengers on the *Empire Builder* and the *Coast Starlight*.

Effective on a date to be announced

- Complimentary newspapers will no longer be given to sleeping car passengers.

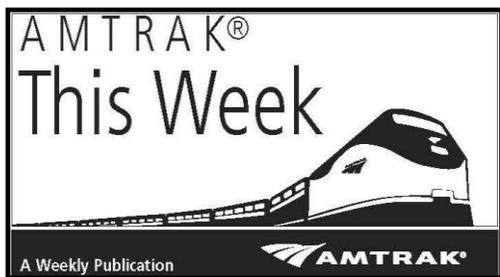
Reminder: New Pass Cards Needed for Spouse and Dependents

In order to preserve flash passing privileges on corridor trains, your spouse and all dependents (of any age) are required to have the new non-picture pass cards that we began distributing in October and November 2013. **The old picture pass cards will no longer be honored after February 28, 2014.** Active Amtrak employees will use the Smart ID card (with the blue stripe) as their pass cards; they do not receive separate pass cards.

If cards are needed for a spouse or dependent, first go to amtrakbenefits.com or call 800-481-4887 to make sure that the spouse or dependent has been registered for pass benefits. (For dependents, this must be done regardless of the dependent's age.)

- If the spouse and dependents are in the pass file, but you have not received the cards, contact the Amtrak Pass Bureau at passbureau@amtrak.com or 202-906-3745 and ask that cards be sent. Make sure the Pass Bureau has your correct mailing address.
- If the spouse or any dependent is not in the pass file (but that person is registered already for pass privileges with Amtrak Benefits), contact the Amtrak Pass Bureau as above so the problem can be resolved and cards sent.

Please note that this applies to **Amtrak** employees, retirees, spouses and dependents only. Freight railroad pass riders never had picture pass cards and their pass card situation stays as is.



National Train Day to be Celebrated on May 10

Plans are now underway to celebrate the seventh annual National Train Day across the country. Last year, 259 communities in 50 states and the District of Columbia held activities celebrating National Train Day with the theme, "Trains Matter," championing the importance of all trains across the country, including freight, commuter and long-distance passenger service.

This year, the "Trains Matter" theme will be repeated, expanding the awareness of the positive impact Amtrak and other operators have on hundreds of towns and communities nationwide. National Train Day strives to demonstrate that trains do not simply move people and freight, but that stations, too, act as anchors for economic development, catalysts for historic preservation and tourism growth, sites for commercial and cultural uses, and points of civic pride.

In 2013, attendees enjoyed touring train equipment displays at 20 event celebrations. At Washington Union Station, attendees had the opportunity to experience a short excursion on *Acela Express*; and in Albuquerque, N.M., the Amtrak Exhibit Train and its self-guided tours were a big hit! Additionally, there were local and state dignitaries on site in 19 cities to kick-off their community's event.

In 2014, National Train Day will offer even more exciting activities for event attendees while our goals remain to stimulate long-distance train awareness and ridership, reach new audiences in smaller communities nationwide and reinforce the importance, benefits and value of rail. Excursion trips will be available in Washington, D.C., and Chicago. Grassroots efforts will intensify to include more communities and new exhibits will be featured. In Longview, Texas, National Train Day will be complementing the rededication of the station, recently designated as a Recorded Texas Historical Landmark.

For those planning to attend and/or volunteer at Los Angeles Union Station, National Train Day will be celebrated on May 3 as part of the station's 75th anniversary celebration. National Train Day will also be celebrated on May 3 in Toledo, Ohio as well as in Huntington, W.Va.

National Train Day Celebration Station in the Spotlight...

Opened in 1999, the Rutland depot was built in an area that was once the headquarters of the Rutland Railroad. The extensive complex included a depot, roundhouse and shops, making the city the hub of southern Vermont's rail network.

Rutland's fame spread due to the deposits of fine white marble discovered to the north and west of town in the 1830s. Cutting and transporting the stone proved labor intensive and difficult—it was not until the arrival of the railroads at mid-century that the industry truly flourished. The prosperity brought by the railroads and marble business is visible in Merchant's Row, a collection of grand buildings across from the depot that today houses shops, galleries and restaurants. **In Rutland, Vt., "Trains Matter"**.

Amtrak Exhibit Train Begins its 2014 Tour

On March 1-2, the Amtrak Exhibit Train will begin its 2014 tour in Chandler, Ariz., at the Arizona Railway Museum. The Exhibit Train is the former 40th Anniversary Exhibit Train originally designed to celebrate the company's 40th anniversary in 2011. The train will tour the system stopping in communities to strengthen state and local partnerships, be present at station dedications and new service openings and at special events. The stops are an opportunity for members of the community to meet Amtrak representatives, build relationships and enhance the corporate image of Amtrak throughout the country.

The Exhibit Train allows visitors to take a free, self-guided tour and catch glimpses of Amtrak's past, present and future and its importance in communities across America. Since its inception, new displays have been added such as an interactive video sleeper tour, workable train signals, and video trivia questions while former favorites remain such as the horn display and locomotive stand.

This year, the Exhibit Train will stop in approximately 20 communities. At most stops, the train will be led by our Veterans' Locomotive, supporting our corporate hiring initiative that 25 percent of new hires be from the military by 2015 while showing support for our country's servicemen and women. While not all stops are finalized, the 2014 tour schedule can be found at Amtrak.com/Exhibit-Train.

We hope that every employee gets the opportunity to tour the train when it's at a nearby location.

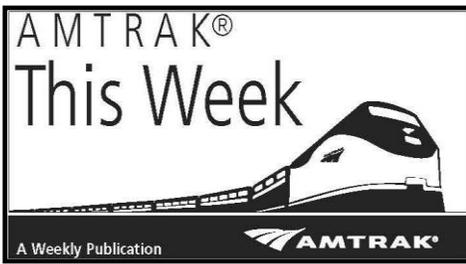
Case Studies Showcase Amtrak Stations and their Communities

Communities around the country have discovered that rail stations are vital assets. Since the launch of the Great American Stations Project in 2006, Amtrak has worked with several Amtrak-served communities interested in implementing station improvements ranging in all shapes and sizes. As they shared their stories, lessons learned and best practices, we recognized the value to other communities in collecting these observations in a set of short case studies.

Recently, eight new case studies were posted offering a quick "snapshot" of a station improvement project including: project overview, community benefits, keys to success, funding sources, and insight from project, municipal and civic leaders. The case studies include station improvement projects in Cut Bank, Mont., Culpeper, Va., Kingman, Ariz., Kirkwood, Mo., Brunswick, Maine, Elizabethtown, Pa., Cincinnati, Ohio and Hattiesburg, Miss.

To read the case studies, visit GreatAmericanStations.com.





Amtrak Service Returns to Denver Union Station

Effective Feb. 28, Amtrak passenger rail service returned to Denver Union Station located at 1701 Wynkoop Street, in Denver, Colo., after serving passengers since 2011 at a temporary location during the redevelopment of the historic station.

Construction is still underway at Union Station, and until it is completed, passengers can access the waiting room, ticketing and baggage office by following signs to the trackside of the building at the south end. From there, passengers will follow signs to the newly constructed passenger platform, under the large white canopy.

When construction is completed in July, passengers will access the Amtrak facility from the front of the building. Please note that the stop for Amtrak Thruway buses will be temporarily located on Wynkoop Street, across from Union Station and marked with signage.

All Aboard for National Train Day Volunteers!

National Train Day (NTD) will be on May 10 and celebrations will be held around the country. Especially important to the success at each celebration are our employee volunteers. This year, our goal is to increase employee participation by two percent over last year to a minimum of 525 employee volunteers. Our employee-only National Train Day website has just re-launched for 2014 and if you would like to volunteer, please visit TrainDay411.com and register. While on the site, be sure to see which co-workers were nominated and are featured as outstanding NTD volunteers. In addition, take the NTD Trivia Challenge for your chance to win exciting Amtrak-branded prizes, now through National Train Day.

Please note that National Train Day activities will be held on May 3 in Los Angeles, Huntington, W.Va., and in Toledo, Ohio.

Amtrak Employee Discount Available at Ford's Theatre

As part of an ongoing promotion with Ford's Theatre in Washington, D.C., employees can enjoy a "Friends and Family" 50 percent discount on tickets to "The 25th Annual Putnam County Spelling Bee." Performances are being held from March 14 – May 17.

The play follows six awkward adolescents through their daunting and hilarious championship quest. Along the way, they learn that there is more to life than winning a trophy. This charming coming-of-age tale also invites four volunteers from the audience to participate in each performance, ensuring new and unexpected comedy every night. The show is recommended for ages 12 and up.

For more information on the show visit Fordstheatre.org. To purchase tickets contact Rae Davidson at (202) 434-9533 or email rdavidson@fords.org

National Train Day Celebration Station...

The brick depot in Cary, N.C., built in 1996 and featuring a handsome clock tower, serves this fast-growing community located near the state's famous Research Triangle Park. The Cary area, first settled in the 1750s, gained important railroad connections a century later that fostered the town's development and incorporation. Cary is today noted for its bicycle-friendliness, excellent public safety and careful urban planning. **In Cary, N.C., "Trains Matter."**

PSSA Nomination Period is Now Open with a New Category Added – *Living our Values*

Nominations are currently being accepted for the 2014 President's Service and Safety Awards (PSSA) and we are excited to announce the addition of one new category to this year's awards. The Living our Values Award will recognize our employees for the outstanding ways that they exhibit Amtrak's core values of Commitment to Safety, Integrity, Spirit of Service, Desire to Improve, Respect, Entrepreneurial Spirit, Accountability, Humility and Forgiveness.

Don't delay - now is a great time to get started on your nomination forms. The PSSA nomination period runs through **Wednesday, April 30, 2014** and will not be extended beyond that date. Once the nomination period concludes, nominations will be reviewed for completeness and strength of information, so please make sure to make your nominations form as clear, concise and complete as possible.

Also, please remember to support the committee members as they work diligently to select this year's award recipients. We need everyone's help to ensure that we select the best of the best as 2014 President's Service and Safety Awards winners.

Winners will be selected in the fall and honored in November at a ceremony in Washington, D.C.

Nomination forms are posted on the Intranet and can be found in the Forms Library which is available by clicking "Library" then clicking "Forms." Questions can also be directed to committee members and/or 2014PSSA@amtrak.com.

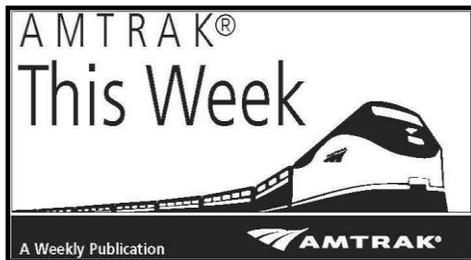
2014 Short Term Incentive Plan Announced for Non-Agreement Employees

The 2014 Short Term Incentive (STI) Plan Guide and FAQ's for non-agreement employees is now available for the plan year Oct. 1, 2013 through Sept. 30, 2014. The STI Plan is based on two goals that align with our strategic plan.

- **Financial Excellence** – This goal is 50 percent of the needed achievement and also provides the funding for the incentive. It will be achieved if we reduce our budgeted net operating loss of \$345 million to \$305 million, a \$40 million reduction.
- **Customer Satisfaction** – If we meet our financial goal the other 50 percent achievement will be based on our 2014 Customer Satisfaction Index (CSI) goal. The goal is measured on a sliding scale that ranges from 83.50 percent to 84.25 percent.

You can read more about the Amtrak 2014 Short Term Incentive Guide and FAQ's on the employee Intranet > Employee > Benefits as well as on our external Benefits website at www.Amtrakbenefits.com.

We are very excited to be offering this plan for the second year and hope our achievements far exceed our goals. Should you have any questions on the plan please feel free to contact the Employee Service Center at 888-694-7372 or email the compensation team at Compensationdept@amtrak.com.



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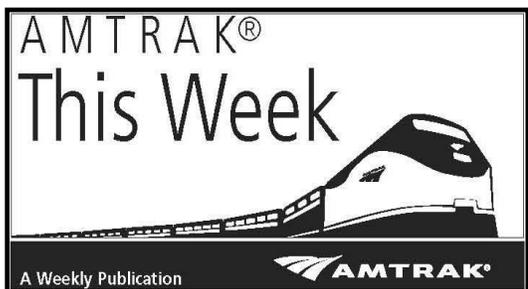
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Changes to Washington, D.C. Pass Bureau

In the past, the Pass Bureau office at the Amtrak corporate offices in Washington, D. C., had walk-up service hours for employees to obtain pass cards for themselves, their spouses and their dependents.

The Pass Bureau no longer issues pass cards. These are now produced and mailed weekly by an outside vendor, which uses data sent by the pass system.

Accordingly, since the Pass Bureau cannot produce cards immediately, there is no longer a paper form to submit to the Pass Bureau to obtain cards, and since most issues normally require research, walk-up service is no longer provided.

- To obtain pass privileges and new cards for spouses and dependents who do not yet have them, apply through the Amtrak Benefits web site at amtrakbenefits.com or call 800-481-4887 if you do not have computer access.
- For all other pass questions and pass card needs, please contact the Pass Bureau by email at passbureau@amtrak.com (recommended) or by phoning 202-906-3745.

All Aboard for National Train Day Volunteers!

National Train Day (NTD) will be on May 10 and celebrations will be held around the country. Especially important to the success at each celebration are our employee volunteers. This year, our goal is to increase employee participation by two percent over last year to a minimum of 525 employee volunteers. Our employee-only National Train Day website has just re-launched for 2014 and if you would like to volunteer, please visit TrainDay411.com and register. While on the site, be sure to see which co-workers were nominated and are featured as outstanding NTD volunteers. In addition, take the NTD Trivia Challenge for your chance to win exciting Amtrak-branded prizes, now through National Train Day.

Please note that National Train Day activities will be held on May 3 in Los Angeles, Huntington, W.Va., and in Toledo, Ohio.

New Long-Distance Advertising Campaign Begins

Amtrak has launched a new national advertising campaign targeting the millions of travelers that take car trips for leisure travel each year. The creative concept leverages the appeal of the automobile among the targets while emphasizing the benefits, amenities and power of an Amtrak train. The campaign showcases the amenities offered by long-distance trains thereby portraying the train as a unique and comfortable alternative to automobile road trips.

The ads were produced in two versions and feature a Superliner and Eastern long-distance train image. The three primary targets are seniors, families with young children and millennials (the majority born between 1980 – 1995), with the goal of the campaign being to attract new riders for Amtrak's long-distance trains. The advertising will also promote one-way sample fares between select cities to stimulate awareness, consideration and purchase.

Paperless Direct Deposit Receipt Now Available for Agreement-Covered Employees

As a part of our ongoing cost-saving initiatives coupled with our desire to be environmentally responsible, we invite all employees to opt out of having your Direct Deposit Advices (receipts) mailed to you. Now, all Amtrak employees can view and/or print their Direct Deposit Advices themselves directly from the company Intranet.

Along with our Amtrak non-agreement employees, all Amtrak Agreement-Covered Direct Deposit employees now have the ability to use the 24/7 web-based secured access to the Employee Information Portal (EIP) which maintains your payroll direct deposit advices.

Please note: If you are receiving an Earnings and Denial form (E & D) with your direct deposit, we are not able to put the E & D on the portal at this time.

In order to view and print your current Direct Deposit Advise, simply follow the instructions below:

To access from work:

- Click #1:** From your work PC go to the Amtrak Intranet and click on the Employee Information Portal (EIP)
Click #2: Click on BENEFITS and PAYMENTS
Click #3: Click on SALARY STATEMENTS

To access from home, smart phone or tablet:

- Click #1:** From Google type in <https://employee.amtrak.com> and log in
Click #2: Click on BENEFITS and PAYMENTS
Click #3: Click on SALARY STATEMENTS

Once you reach the Salary Statement tab, you will find your most current and prior Direct Deposit Advices.

If you have never logged in and don't know your password or need a password reset, please call the Amtrak Help Desk at 1-800-772-HELP or 1-800-772-4617.

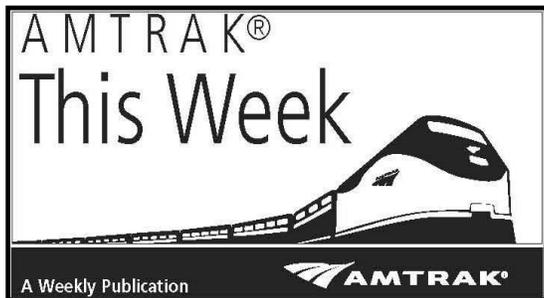
If you are interested in joining this "Going Green" initiative, please complete the "Paperless Payroll Option Form for Agreement Employees" which can be obtained from your local payroll office, by emailing payroll@amtrak.com or by calling the hotline at 1-866-247-2915. Once complete, you can send it by mail to: Amtrak Payroll Dept., 10 G Street NE, 3W-110, Washington, D.C., 20002, by fax to 202-906-4617 or by email to payroll@amtrak.com.

National Train Day Celebration Station in the Spotlight...

Colonel H. S. McComb, president of the New Orleans, Jackson, and Great Northern Railroad (NOJ&GN), chartered the city that bears his name in 1872 to house railroad shops. Five years later, the Illinois Central (IC) purchased a controlling interest in the NOJ&GN and the Mississippi Central; however, before these lines could be integrated into the IC, they had to be converted to standard gauge. By 1905, McComb also boasted an icing plant used to produce ice for refrigerated boxcars.

The McComb depot was built by the IC in 1901 and is known as a "combination" depot since it included passenger and freight functions. Today, it contains a passenger waiting room and the McComb Railroad Museum. **In Macomb, Miss., "Trains Matter."**

<http://www.greatamericanstations.com/Stations/MCB>



OSHA Programs Now Updated

Over the last six months several Occupational Safety and Health Administration (OSHA) programs have been updated to reflect new regulatory requirements and incorporate Amtrak's Operations department reorganization.

The Hazard Communication program has been updated to reflect the new Global Harmonization System which includes updated labeling, and the inclusion of Safety Data Sheets. The Respiratory Protection Program has been updated to include revised processes, NRPC forms and appendices. And finally, the Confined Space Program has been updated to reflect revised regulatory language and updated NRPC forms.

Please take a few minutes to follow the link to the Safety Resource Library to review and print these revised programs:

<http://wiki.corp.nrpc/display/SAFETY/Safety+Resource+Library>

There is also a Safety Bulletin at the following link that provides contact information if you have any questions or comments on the revised programs:

<http://wiki.corp.nrpc/display/SAFETY/Alerts+and+Bulletins>

National Train Day Celebration Station...

As the former capital of the Spanish province of Texas, San Antonio possesses a vibrant history and culture. The city was founded in 1718 by Father Antonio Olivares, who established the Mission San Antonio de Valero, better known as the "Alamo." Following the Mexican-American War and the American Civil War, San Antonio found prosperity as a center of the regional cattle industry. Rail service began in February 1877, and more than 8,000 people turned out to welcome the arrival of the Galveston, Harrisburg and San Antonio Railroad. The city soon became an important crossroads for numerous lines, including the Southern Pacific (SP), Missouri Pacific, Texas & Pacific, and Missouri Kansas Texas Railway.

Today, Amtrak uses a facility adjacent to the SP's famed Sunset Station, considered one of the most impressive in the South. Opened in 1903, it includes broad, unadorned stucco walls, an arcade and low-pitched clay tile roofs. Early visitors marveled at its many electric lights, giving it the nickname of "Building of 1,000 Lights." In 1972, it played a starring role in the film "*The Getaway*" with Steve McQueen and Ali McGraw. **In San Antonio, Texas, "Trains Matter."**

<http://www.greatamericanstations.com/Stations/SAS>

Editor's Note: Last week's National Train Day Celebration Station should have read Macomb, Miss.

Transit Benefit and Health Care Flexible Spending Account (FSA): Reminders for 2013 and 2014

Balances and Expenses from 2013

1. Transfer of Remaining 2013 Transit and Commuter Balances Complete: Any remaining balance you had in your WageWorks account for Transit and Commuter Benefits has been transferred to the P&A Group. You can check your balance on the [P&A Group website \(www.padmin.com\)](http://www.padmin.com).

2. Deadline for Remaining 2013 Health Care FSA Expenses: If you still have a balance in your 2013 Health Care Flexible Spending Account, the last date to incur eligible medical expenses was March 15, 2014. You must submit those expenses to WageWorks by April 15, 2014.

3. Eligible Expenses: Review the IRS list of eligible expenses in [Publication 502 \(www.irs.gov/publications/p502\)](http://www.irs.gov/publications/p502).

Using Your FSAs in 2014

1. Reimbursements for 2014: If you enrolled in a Health Care FSA or Limited Health Care FSA for 2014, you will use your P&A Group debit card for your eligible expenses or submit your expenses directly to the P&A Group. Remember, if you participate in a Consumer Directed Health Plan with a Health Savings Account for 2014 and also enrolled in a Limited Health Care FSA, your FSA is restricted to dental and vision expenses.

2. Transit Benefits for Metro's SmarTrip Card: If you live in the Washington, D.C., area and want your payroll contributions for 2014 to apply directly to an existing or new Metro SmarTrip card, you must provide your Metro SmarTrip card serial number to the P&A Group. This will ensure your payroll deductions are automatically applied to your Metro SmarTrip card.

3. Questions: Contact our New Administrator, P&A Group, at:

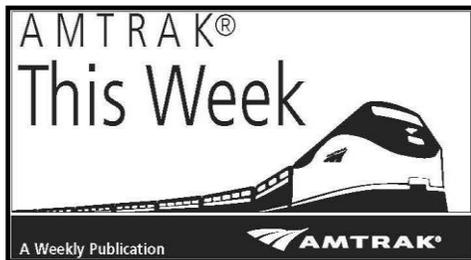
P&A Group Customer Service (Monday- Friday 8:30 a.m. – 8:00 p.m., ET) Phone: (800) 688-2611 or visit www.padmin.com.

Changes Coming for Child-Age Tickets

Effective **March 24, 2014**, the classification for the ages of children for Amtrak will change from 2-15 years of age to 2-12 years of age. Existing reservations made prior to March 24, 2014 will be honored at the current age; however if customers make changes they are subject to the policy in affect at the time of the new booking.

- This change will apply to all child passenger types, including those used for various membership discounts (such as AAA) and for other fares where there is a child half fare (disabled, mobility impaired, military, pass rider, etc.).
- The policy update does not affect Amtrak's unaccompanied minor policy; it remains the same.

No child 12 or under may travel unless accompanied by a passenger 18 years or older. Passengers between 13-15 years of age traveling alone must travel as full-fare unaccompanied minors.



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Please note that National Train Day activities will be held on May 3 in Los Angeles, Huntington, W.Va., and in Toledo, Ohio.

Changes Coming to Student Discount Programs

Effective April 2, 2014, changes will be made to the International Student Identity Card (ISIC) and Student Advantage membership discount programs.

The rail fare discount will change from 15 percent to 10 percent.

This matches the membership discount for (American Automobile Association) AAA and National Association of Railroad Passengers (NARP), which is already 10 percent.

The discount may only be booked online at Amtrak.com or on the mobile application. It will no longer be available for booking by calling 800-USA-RAIL or by going to a ticket office. The requirement to book at least three days before travel remains in effect.

Reservations made April 1, 2014, or earlier will be priced at the 15 percent discount level. However, if the passenger makes changes to such reservations on April 2 or after, the reservation will reprice at the 10 percent discount level.

For more details visit the company Intranet > How We Work > Daily Advisories > March 2014.

National Train Day Celebration Station in the Spotlight...

Portland Union Station was completed in 1896 through a partnership between the Northern Pacific, Union Pacific and Southern Pacific railroads. The centerpiece of the Romanesque and Queen Anne style building is the soaring clock tower; the famous "Go by Train" and "Union Station" neon signs were added in 1948. In 1987, the Portland Development Commission purchased Union Station and an adjacent rail yard. Since then, the building has been renovated inside and out, while the old rail yard was transformed into a popular residential and commercial district.

Today, Union Station anchors one end of the busy downtown transit mall and contains a passenger waiting room, shops, restaurant and offices. **In Portland, Ore., "Trains Matter."**

www.GreatAmericanStations.com/Stations/PDX

Metrolink Contract Extended

After successfully operating Metrolink Commuter service for the past four years, effective July 1, 2014, our contract to supply train and engine (T&E) crews for Metrolink will be extended for an additional three years. Metrolink is the commuter rail system linking six southern California counties over a 512 mile route system. In addition, the system has seven service lines with 55 stations, operating 169 week day trains and 44,000 daily boardings.

"The extension of our T&E contract with Metrolink not only strengthens our position as an operator in Southern California, it also builds partnerships with the agency and host railroad over whose track we operate the *Pacific Surfliner*, Amtrak's second busiest corridor service, as well as operate some long-distance services," says Michael Chandler, deputy general manager, Southwest region. The contract extension provides employment for 175 Amtrak employees.

Changes to Auto Train Amenities

In an effort to be good stewards of the federal funding we receive to operate, a number of steps are being taken to eliminate losses in our Food and Beverage department over the next five years. Some of the changes being made to accomplish this include the discontinuation of select amenities offered on *Auto Train*.

Effective March 14, the Sleeping car lounge was removed from *Auto Train* and replaced with an additional Coach car to allow greater seating capacity for our passengers. Additionally, complimentary wine served with dinner was discontinued as well as the on-board wine and cheese tastings for Sleeping car passengers. Passengers will continue to receive all regular meals in the dining car at no additional charge, and passengers may purchase cheese and cracker trays and other snacks, as well as liquor, wine and beer, in the Lounge car.

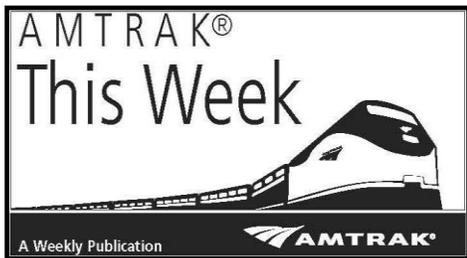
Additional revenue enhancing changes are anticipated. For complete details visit <http://wiki.corp.nrpc/display/arw/Auto+Train+amenity+changes>.

Focusing on Mental Health Can Improve Your Quality of Life

Mental wellbeing plays a critical role in positioning each of us to fully enjoy our lives at work and home. In fact, when people focus on their mental health, they are better able to develop and maintain meaningful relationships, progress in their career, make good life choices, manage life's natural ups and downs and move toward their full potential. With that in mind, it is important for each of us to take steps to ensure that we are free from addictions, excessive stress and worry, depression, anxiety and other psychological problems. By making good mental health a priority, we can feel increased life satisfaction and more productive at work and home.

The good news is your Employee Assistance Program (EAP) can help! We are here to be a confidential partner as you explore ways to care for your psychological wellbeing. EAP is a free and confidential resource available to all employees and their immediate family members.

Your EAP Counselor is a phone call away! Washington, D.C., (202) 906-3447, Philadelphia (215) 349-1487, New York (212) 630-7655, Boston (617) 345-7738, Chicago (312) 544-5254, Los Angeles (213) 891-3438, Jacksonville (904) 766-5133. Visit the EAP Website at <http://wiki.intranet.nrpc/display/EAP/Home>.



Amtrak Supports Opening of New Shore Line East Westbrook, Conn., Station

On March 25, Amtrak’s Deputy General Manager Fred Fournier and New England Superintendent Paul O’Mara joined Connecticut Department of Transportation Commissioner James Redeker, Westbrook First Selectman Noel Bishop and other members of the community to formally open the new \$14.4 million Westbrook, Conn., station serving Shore Line East customers. Amtrak has operated ConnDOT’s Shore Line East commuter service since its inception in 1990. Amtrak’s current contract with Shore Line East runs through 2016 and includes operational, mechanical and ticketing services. The combined access and commuter operations agreement generates approximately \$27 million in revenue annually for Amtrak. With over 640,000 annual Shore Line East riders system-wide, the new Westbrook Station provides for an additional connection point for commuters to access Amtrak’s Northeast Corridor and New Haven-Hartford-Springfield line.

Update: Veterans Hiring Initiative

In 2013, Amtrak developed a veterans hiring initiative with the goal that 25 percent of all new hires be veterans by 2015. This initiative is part of the Talent and Technology objective that supports our Strategic Plan to develop, acquire and retain talent with the skills and tools needed to carry out our mission and veterans play a big part in Amtrak’s recruitment goals. We value the leadership, reliability and high-tech skills veterans bring to Amtrak. Their ability to adapt to a dynamic environment, their dedication and focus to safety and their experience gained while on military duty directly contributes to meeting our company goals.

We are pleased to announce that through February 2014, almost 19 percent of all new hires are veterans. To reach our final goal, Human Capital has partnered with various veterans organizations such as Hiring Our Heroes, Recruit Military and Wounded Warriors to extend our hiring outreach. In September, two transportation-focused veterans hiring fairs are now being planned to take place in Philadelphia and Indianapolis in addition to the nearly 100 military career fairs that Amtrak will be attending throughout 2014-2015.

Amtrak’s commitment to U.S. veterans begins with our current employees who have bravely served and continue to serve our country, and we will continue our focus on hiring veterans in the future.

Amtrak Southwest Marketing Supports Long-Distance Service

Fans of the Arizona Diamondbacks will notice a new marketing partner this year. For the first time, Amtrak Southwest Marketing has entered into a sponsorship relationship with the Arizona Diamondbacks in support of our *Southwest Chief*, *Sunset Limited* and *Texas Eagle* long-distance trains. Amtrak signage will be visible on televised games that are broadcast throughout Arizona and Western New Mexico. Sponsorship elements include:

- First and third base rotating digital ads: one inning every game throughout the season
- Rotating digital ads behind home plate and in suites during one game per home stand
- Eighty-one 30 second pre/in/post radio spots during the season.

On Track Discussions for Non-Agreement Employees Begin April 1

Rating Managers and their employees can start holding their On Track Discussions (formerly called “Mid-Year Reviews”) on Tuesday, April 1. The deadline for holding these meetings is Friday, May 16.

The On Track Discussion is designed to review the employee’s progress on the commitments they set earlier this year. My Commitments include SMART goals, core competencies, job accountabilities, and optional developmental goals. Teleconference webinars for all non-agreement employees and managers will be held throughout this period to review important developments (e.g., new information on the role of core competencies) and answer questions. Teleconference details will be in next My *CareerTrak Update* on April 1. Find additional information about the Performance Conversations process at

<http://wiki.corp.nrpc/display/HR/Performance+Conversations>.

Empire Builder to Operate on Modified Schedule

Effective April 15, *Empire Builder* trains will operate on a modified schedule, with most of the change affecting passengers between St. Paul, Minn., and Portland, Ore., or Seattle.

The eastbound *Empire Builder* trains leaving Seattle (Train 8) and Portland (Train 28) will originate three hours earlier than they do today. The trains are combined leaving Chicago and St. Paul (Trains 7/27) and are separated at Spokane, with about 90 minutes added to the current westbound schedules between St. Paul and Seattle or Portland. Schedules between St. Paul and Chicago are largely unchanged.

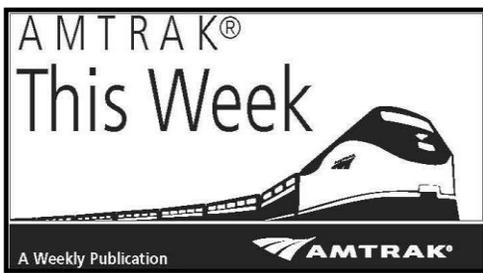
“We are working closely with BNSF Railway Co., which owns the tracks and controls the dispatching of the *Empire Builder* trains between St. Paul and the West Coast, in order to publish a schedule that accounts for the freight train congestion and the condition of the BNSF-owned infrastructure,” said Jim Brzezinski, route director for the *Empire Builder*. “We will assess the ability of BNSF to dispatch the *Empire Builder* with better reliability on this schedule, with further schedule changes possible in June.”

National Train Day Celebration Station in the Spotlight...

In 1791, the English founded a settlement on the St. Johns River at a spot where cattle could cross. In 1822, a year after Spain ceded Florida to the United States; the town was renamed for the first military governor, General Andrew Jackson. Hoping to boost trade and promote development, the state legislature chartered the Florida Atlantic and Gulf Central Railroad (GA&GC) in 1851. The first phase of the project—finished in 1860—connected the port of Jacksonville with inland Alligator Town, later known as Lake City. The GA&GC was extensively damaged during the Civil War and then changed hands several times until it became part of the Seaboard Air Line Railroad.

In the late 19th century, Jacksonville became a popular winter resort for the rich and famous, who arrived by steam boat and later by railroad. New York movie-makers also noticed the city’s warm climate and exotic locale; more than 50 silent films were made in the area.

In [Jacksonville, Fla.](#), “Trains Matter.”



New Report Highlights Importance of Northeast Corridor Rail Network to the U.S. Economy

The Northeast Corridor Infrastructure and Operations Advisory Committee released a new report today on the economic impact of the Northeast Corridor mainline, illustrating the importance of Amtrak services and infrastructure on the regional and national economy. *The Northeast Corridor and the American Economy* report details key economic, transportation and demographics trends determining that the Northeast Corridor rail network is vital economic engine contributing to the prosperity and mobility of the country.

Amtrak owns and maintains 363 miles of the 457-mile NEC rail network, stretching from Washington, D.C., to Boston, Mass., and connecting eight states and the District of Columbia. Its impact extends nationally and globally as it serves 750,000 daily commuters and intercity passengers, in addition to freight movement. It strengthens communities; alleviates traffic congestion; and brings people to jobs and recreation, clients to businesses and goods to market. A key report finding shows that NEC commuter passengers alone contribute about \$50 billion a year to the national economy and that a loss of the NEC for a single day would cost nearly \$100 million in transportation-related impacts and productivity losses.

The Northeast Corridor and the American Economy report was produced in response to a Congressional mandate established in the Passenger Rail Investment and Improvement Act of 2008, commonly referred to as PRIIA, which directs the NEC Commission to submit a report to Congress on the role of the NEC in supporting economic activity and opportunities for the NEC to enhance economic development. The full report can be accessed here: <http://www.nec-commission.com/reports/nec-and-american-economy/>.

Reminder: PSSA Nominations Being Accepted Through April 30

Nominations are currently being accepted for the 2014 President's Service and Safety Awards (PSSA) and we are excited to announce the addition of one new category to this year's awards. The Living our Values Award will recognize our employees for the outstanding ways that they exhibit Amtrak's core values of Commitment to Safety, Integrity, Spirit of Service, Desire to Improve, Respect, Entrepreneurial Spirit, Accountability, Humility and Forgiveness.

Don't delay – The PSSA nomination period runs through **Wednesday, April 30, 2014** and will not be extended beyond that date. Once the nomination period concludes, nominations will be reviewed for completeness and strength of information, so please make sure to make your nominations form as clear, concise and complete as possible.

Also, please remember to support the committee members as they work diligently to select this year's award recipients. We need everyone's help to ensure that we select the best of the best as 2014 President's Service and Safety Awards winners.

Winners will be selected in the fall and honored in November at a ceremony in Washington, D.C.

Nomination forms are posted on the Intranet and can be found in the Forms Library which is available by clicking "Library" then clicking "Forms." Questions can also be directed to committee members and/or 2014PSSA@amtrak.com.

Reminder: National Train Day Volunteers Still Needed!

National Train Day (NTD) will be on May 10 and celebrations will be held around the country. Especially important to the success at each celebration are our employee volunteers. Our employee-only National Train Day website has just re-launched for 2014 and if you would like to volunteer, please visit TrainDay411.com and register. While on the site, be sure to see which co-workers were nominated and are featured as outstanding NTD volunteers. In addition, take the NTD Trivia Challenge for your chance to win exciting Amtrak-branded prizes, now through National Train Day.

Please note that National Train Day activities will be held on May 3 in Los Angeles, Huntington, W.Va., and in Toledo, Ohio.

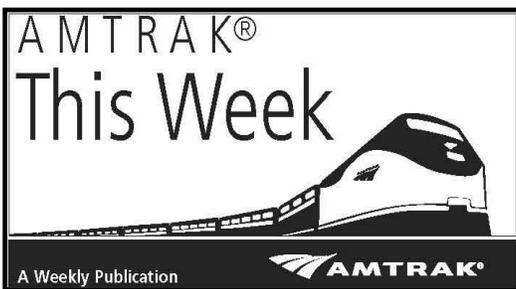
Make Every Day Earth Day

Earth Day, held annually on April 22, is a day filled with events to inspire environmental protection. Visit the [U.S. Environmental Protection Agency's Earth Day Take Action](http://www.epa.gov/earthday) website to find out what you can do to make every day Earth Day. You can find local opportunities to volunteer, read daily environmental tips and even pledge to commit five actions to help protect the environment.

National Train Day Celebration Station in the Spotlight...

Recently highlighted in *Architectural Digest*, Seattle King Street Station was constructed in 1906 by the Great Northern Railway. The distinctive clock tower, inspired by the bell tower on the Piazza San Marco in Venice, Italy is a Seattle landmark. Some of the station's most remarkable features include elaborate plasterwork, marble wainscot and mosaics. In the late 1960s the interior was modernized according to period tastes, which meant covering many of the decorative finishes. Cosmetic renovations and modernization of services began in 2003; three years later, the Seattle City Council formalized an agreement to purchase the station from the Burlington Northern Santa Fe Railway. The multi-year rehabilitation project included seismic retrofitting, installation of sustainable systems such as geothermal wells and restoration of the station's grand public spaces.

Today, the station is a crossroads for important downtown neighborhoods, including the Commercial, International, and Stadium Districts, as well as world-renowned Pioneer Square. ["In Seattle, "Trains Matter."](#)



Reminder: On Track Discussions (Formerly called “Mid-Year Reviews”) are Underway Now Through May 16

It's time for rating managers and their employees to start holding their On Track Discussions (formerly called “Mid-Year Reviews”). The deadline for holding these meetings is Friday, May 16.

The On Track Discussion is designed to review the employee's progress on the commitments they set earlier this year. My Commitments include SMART goals, core competencies, job accountabilities and optional developmental goals. Webinars for all non-agreement employees and managers will be held throughout this period to review the process, introduce new information on the role of core competencies and answer questions.

For more information and details related to:

- The webinars (e.g., dates), visit the Performance Conversations page at <http://wiki.corp.nrpc/display/HR/Performance+Conversations>.
- Core Competencies and On Track Discussions (e.g., vignette illustrating how to frame the conversation) visit the Competencies Page at <http://wiki.corp.nrpc/display/HR/Competencies>.

All Aboard! Volunteers Needed for National Train Day

National Train is May 10. This year's theme is “Trains Matter” and celebrations will be held across the system. To ensure their success, volunteers are vital. To register as a volunteer at a National Train Day event near you, visit TrainDay411.com. All volunteers will receive a complimentary T-shirt and lunch.

Please note that NTD will be held on May 3 in Los Angeles, Toledo, Ohio and in Huntington, W.Va.

National Train Day Celebration Station in the Spotlight...

The area now occupied by Huntington was a natural resting point on the Ohio River for settlers moving westward over the Appalachian Mountains. Huntington, named after Collis P. Huntington, President of the Chesapeake and Ohio Railway (C&O), was founded in 1869 as the location for the railroad's westernmost terminal. In 1873, the first C&O locomotive steamed into town, completing a long-sought connection between the Atlantic Seaboard and the Ohio River Valley. With access to raw materials and strong transportation links, Huntington grew into a manufacturing hub. Rail car construction, steel production and coal transport were supplemented by glass-making, nickel production and other industries.

[**In Huntington, W. Va., Trains Matter!**](#)

Enhanced Consumer Security on Amtrak.com

On April 13, Amtrak and Cardinal Commerce partnered to provide consumer authentication services for Amtrak's online business, enhancing payment security for our passengers booking tickets on Amtrak.com. The service, 3D Secure, is more commonly marketed as “Verified by VISA” and “MasterCard Secure Code” and will screen Visa and MasterCard sales on Amtrak.com, removing the responsibility of any fraud losses on those transactions from Amtrak.com. The checkout for consumers may look a little different, but their transactions will be much more secure. Currently, the majority of Amtrak.com ticket revenue is charged through VISA and MasterCard.

By incorporating the consumer authentication service into our online ticket purchases, we will realize increased sales through a reduced amount of card declines by issuers and reduced chargebacks costs.

FY14-FY18 Strategic Plan

Our FY14-FY18 Strategic Plan is designed to guide us to where we are going as a corporation over the next several years. Our **Mission** is why we are here: “Delivering intercity transportation with superior safety, customer service and financial excellence.” Our **Vision** is what we want to be, and what we look like when we are successful: “Moving America where it wants to go.” Together, with common purpose and focused effort, we can make this vision a reality and become our customers' first choice for intercity passenger rail transportation.

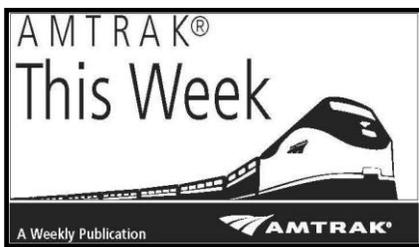
To secure our standing as a national asset, our Strategic Plan focuses on three key themes and goals:

1. **Safety and Security:** Set the standard for safety and security in the transportation industry to ensure that every passenger and employee goes home injury-free every day.
2. **Customer Focus:** To acquire and retain the most satisfied customers of any travel company in the world.
3. **Financial Excellence:** To be profitable on an operating basis and be good stewards of capital in order to secure our long-term viability as a company.

In the coming months, we will be working to translate the Strategic Plan into specific objectives, measures and initiatives for your departments. In the meantime, read our [Strategic Plan, reference summary](#) and [frequently asked questions](#) to become familiar with the components of the plan. These materials can be found on the employee Intranet homepage under the “Strategic Plan” tab. If you have any questions regarding the Strategic Plan, please contact [Amtrak Strategic Plan@amtrak.com](mailto:AmtrakStrategicPlan@amtrak.com).

Earth Month: Disposing of Household Hazardous Waste

Unused household products such as paint, cleaners, oil, batteries and pesticides that may contain ingredients harmful to the environment are known as household hazardous waste (HHW). Products that contain potentially hazardous ingredients require special care when you dispose of them. Improper disposal of these wastes can pollute the environment and pose a threat to human health. Many communities in the United States offer a variety of options for conveniently and safely managing HHW. Check your municipal or county web pages or visit Earth911.com to find a drop off location near you.

**Amtrak Strategic Plan FY14-FY18: Safety and Security Theme**

Our Amtrak Strategic Plan is designed to make progress toward three strategic goals focused on three themes: **Safety and Security**, **Customer Focus** and **Financial Excellence**.

Safety and Security Goal:

"To set the standard for safety and security in the transportation industry to ensure that every passenger and employee goes home injury-free every day."

Our goal is that every Amtrak employee and every Amtrak passenger will go home at least as healthy, safe and secure as when they came to work or entered one of our stations, shops or offices. Our goal also extends to our neighbors, including those who live, work, travel or play near our right-of-way or any other Amtrak property. Progress towards our Safety and Security goal will be measured two ways:

- Safe-2-Safer Contact Rate and
- Passenger Injuries per hundred million passenger miles
(**NOTE:** *These measures have been refined from what was originally presented in the FY14-FY18 Strategic Plan*).

Among the achievements that show our commitment to safety is the expansion of the Safe-2-Safer program, which encourages us all to adopt safer behaviors and reduce the risk of injury across the system. Amtrak also plays a role with Operation Lifesaver, which works with railroads and communities to reduce collisions, injuries and fatalities at highway grade crossings.

Employees are encouraged to read our [Strategic Plan, reference summary](#) and [frequently asked questions](#) to become familiar with the components of the plan on the company Intranet homepage under the "Strategic Plan" tab. If you have any questions regarding the strategic plan, please contact [Amtrak Strategic Plan@amtrak.com](mailto:Amtrak.Strategic.Plan@amtrak.com).

Drug & Alcohol Policy Reminder

Amtrak is a drug- and alcohol-free workplace and it is the responsibility of all employees to be knowledgeable about Amtrak's policy and procedures for maintaining a safe work environment for employees and our customers. Please read the following documents found on the company Intranet under Safety → Health → Health and Medical Services:

- Amtrak Drug and Alcohol Policy 7.3.0 and Guidelines
- 49 CFR Part 40 Procedures for Transportation
- 49 CFR Part 219 - Control of Alcohol and Drug Use (Federal Railroad Administration)
- 49 CFR Part 382- Controlled Substance (Federal Motor Carrier Safety Administration)
- Workplace Drug and Alcohol Testing Programs

In addition, Amtrak encourages employees to support the Drug Enforcement Administration's *National Prescription Drug Take-Back Day* on Saturday, April 26. On this day government, community, public health and law enforcement partners will work together to collect expired, unused and unwanted prescription drugs. To locate local community prescription drug collection sites, visit www.GetSmartAboutDrugs.com and click the "Got Drugs?" icon, or call 1-800-882-9539. The service is free and anonymous.

As a reminder, employees taking prescription medications that have the potential to interfere with the safe performance of their job duties must complete form NRPC 3133 "Authorization to Work with Medications," and submit it to Health Services Medical. For more information, call 215-728-2389 or leave a message on Health Services Drug and Alcohol Program's confidential Employee Hotline at 202-906-2255.

Customer Experience Delivery and Training Survey

Starting on April 23, all Amtrak employees will be invited to participate in our *Customer Experience Delivery and Training Survey*.

Your feedback to this questionnaire is vital and strongly encouraged, and will be instrumental in cultivating improvements to the Amtrak customer experience as well as employee training programs.

All individual survey responses will be confidential. To ensure your anonymity, your completed survey will be mailed directly to WBA Research, an independent market research firm. WBA Research will not share your answers with anyone at Amtrak, and will only report on unidentifiable results for total employees and groups of 30 or more. Active full-time and part-time Amtrak employees are urged to participate in the following ways:

- **Agreement employees** will be mailed a survey packet to their homes, which will include a paper copy of the questionnaire and a pre-addressed return envelope. The return envelope indicates that postage is pre-paid, and employees will not incur any postage costs.
- **Non-agreement employees** will be emailed a website link at their work email address to complete the survey online. The email will originate from "Amtrak and WBA Research" / invite@survey.wbanda.com, and will have "Amtrak Customer Experience Delivery and Training Survey" in the subject line.

"This survey is very important in supporting Amtrak's Customer Focus strategic goal because it offers employees a unique opportunity to provide critical insights on improving the customer experience and customer service training programs" says Tom Hall, Amtrak chief of Customer Service.

All survey responses are due by May 12.

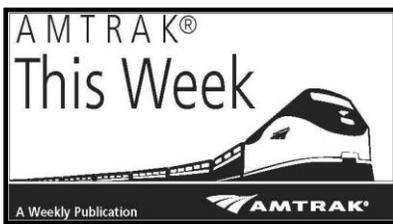
Northeast Earth Day Celebrations

Amtrak is receiving the benefit of a Diesel Emissions Reduction Act (DERA) grant. Awarded through the Environmental Protection Agency (EPA) National Clean Diesel Funding Assistance Program, the award is being used to replace the existing diesel engines in two switcher locomotives with GenSet engines for use at our Washington, D.C. (Ivy City) yard. This effort is a partnership with the Metropolitan Washington Council of Governments (MWCOG) and the Brotherhood of Locomotive Engineers and Trainmen / District of Columbia – State Legislative Board (BLET / DCSLB) and represents a labor, management and regional neighborhood collaboration supporting local and regional air quality and environmental sustainability. GenSet engines are also in use in California and Illinois.

To celebrate this new technology, an event will be held on Earth Day, April 22. The event will start at 11:00 a.m. in the Starlight Room of Washington Union station. Once invited speakers have finished their remarks, attendees will be escorted out to Track 17 for a photo opportunity with the new engine. In addition, an Earth Day Fair will be held in the station from 9:00 a.m. – 3:00 p.m.

At our Philadelphia 30th Street Station, the fourth annual Earth Day Fair is also scheduled for April 22. Through a partnership with the EPA, the fair has grown exponentially and this year will include over 50 tables staffed by representatives from various organizations including the Sustainable Business Network, Green Roof Works, Clean Air Council, the Red Cross and Zip Car. The event will run from 9:00 a.m. to 2:00 p.m., and is open to the public and to all employees.

Through our sponsorship and participation in events such as these, Amtrak demonstrates that as a corporation we are responsive to the environmental issues and concerns that are important to our passengers, employees and the public.



AirTrain Newark Service to be suspended for Repairs

Effective May 1 and continuing through mid-summer, rail service to and from Newark Liberty International Airport station (EWR) will be suspended to allow the Port Authority of New York and New Jersey to perform critical repair work to AirTrain, which links the rail station to the airport. Substitute shuttle bus service will be available in both directions between Newark Penn Station (NWK) and the airport.

Passengers should utilize the normal booking methods (Amtrak.com, Quik-Trak, Amtrak mobile app, etc.) to and from EWR. For passengers going to the airport, the system will indicate rail travel to Newark Penn station and a connecting service to the airport. For passengers leaving the airport, the system will indicate connecting service from the airport to Newark Penn station and rail service to their destination.

Amtrak passengers traveling to the airport will detrain at Newark Penn Station, where Port Authority shuttle buses will provide service from the station to each airport terminal. Shuttle service will be free of charge to passengers who present the bus driver with a ticket/travel document designating travel to Newark Liberty International Airport (EWR).

Amtrak passengers at the airport will board Port Authority shuttle buses to Newark Penn station, where they may board the train. Shuttle service will be free of charge to passengers who present the bus driver with an Amtrak ticket/travel document designating travel from the airport to Newark Penn station. Passengers may board any available shuttle bus and will not need to wait for the scheduled departure printed on their ticket. Personnel and signage will be available at Newark Penn station and at the airport to provide assistance and direction.

Passengers may also purchase shuttle bus tickets at New Jersey Transit ticket vending machines located at NWK and at each airport terminal.

Reminder: Send in your PSSA Nomination Submissions

The 2014 President's Service and Safety Award (PSSA) nomination period runs through **Wednesday, April 30**, and will not be extended.

Nomination forms are posted on the Intranet and can be found in the Forms Library which is available by clicking "Library" then clicking "Forms." Questions can also be directed to committee members and/or 2014PSSA@amtrak.com.

Reminder: On Track Discussions for Non-Agreement Employees

Rating managers and their employees should be scheduling their On Track Discussions (formerly called "Mid-Year Reviews"). The deadline for holding these meetings is Friday, May 16. Information about the Performance Conversation process can be found [here](#).

Amtrak's Drug & Alcohol Policy Expanded to Non-Agreement Employees

Recently, it was announced that Amtrak's Drug and Alcohol Policy will expand the random drug testing program to cover non-agreement employees in "safety sensitive" positions. An email was sent to all non-agreement employees on April 15. If you are a non-agreement employee and did not receive the email, please contact the Health Services group at HSDA@amtrak.com. More information will be forthcoming.

National Train Day News

In celebration of National Train Day, Amtrak employees can register to receive a free copy of 'Train Simulator 2014 – Amtrak Edition', courtesy of Dovetail Games! Visit dovetailgames.com and register at www.train-simulator.com/amtrak. To volunteer at a National Train Day event near you, register at trainday411.com.

Update: Strategic Incentive Plan

In FY13, a Strategic Incentive Plan was introduced to non-agreement employees. The program allows for defined short-term incentive awards (STI) based on our corporate objectives with a financial metric set by our board of directors to reduce our operating loss. For FY14, funding will only be available if we achieve our goal of reducing the net operating loss to the \$305 million financial target.

Through the first six months of the fiscal year (October – March), actual results are significantly ahead of the operating loss target. The operating loss target through March is \$160 million, but the actual loss through March is \$113 million. This means that Amtrak has achieved a loss that is \$47 million better than the mid-year target – an impressive 29 percent favorable performance.

While ticket revenue has come in less than expected due to lower ridership, increased reimbursable revenue has helped offset the shortfall. Expenses have been favorable due to strong management of benefit costs, lower host railroad incentive fee payments for Amtrak (due to poor host railroad on-time performance), and lower than expected fuel prices.

Despite the very favorable first half performance by the organization, the operating and corporate budget analysts in the organization have submitted an aggregate forecast that produces a year-end adjusted loss of \$318 million. This loss is \$13 million over the STI target of \$305 million. If that occurs, there will be no STI bonus payment.

For the remainder of the year, all employees need to focus on their individual and team objectives, continue to eliminate unnecessary costs, seek ways to operate more efficiently and support those who face the customers to help them improve customer service. If no action is taken by individuals and departments, Amtrak's second half operating loss (April –September) is projected to be nearly twice that of the first half (an 81 percent increase).

Together, we can continue on the same track we've established through March and not give back the hard earned gains we've achieved year-to-date.

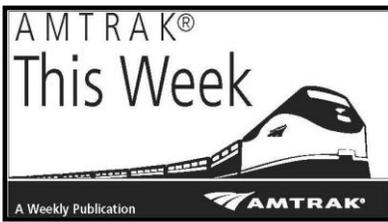
Amtrak Supports See Tracks? Think Train! Safety Campaign

Amtrak has joined Operation Lifesaver Inc. (OLI), the Association of American Railroads and other railroads in raising awareness about safety near railroad tracks through *See Tracks? Think Train!*, a national campaign seeking to educate the public about the deadly consequences of trespassing on railroad property and failure to obey grade crossings signs and signals. *See Tracks? Think Train!* was triggered in part by increases in trespassing and grade crossing deaths and injuries along railroad rights-of-way. According to the Federal Railroad Administration (FRA), a person or vehicle is hit by a train every three hours.

"Education and outreach are critical in helping the public understand the importance of railroad safety," said Amtrak Chief Safety Officer Michael Logue. "Amtrak is more than a railroad. We're responsible each day for moving thousands of people around the U.S. If we fail to accomplish this mission, nothing else matters. This campaign is 100 percent aligned with our No. 1 priority; safety."

According to OLI, *See Tracks? Think Train!* highlights common risks drivers and pedestrians take each day, such as trying to beat a train at a grade crossing or trespassing on railroad property. Pedestrians and drivers often do not realize how dangerous it is to walk on or near railroad tracks, or how long it takes the average train to stop. It can take a mile or more for a fully loaded freight train to come to a full stop, making it difficult for railroad engineers to avoid collisions in emergency situations.

Amtrak is one of several partners with OLI, a national, non-profit safety education group working to eliminate deaths and injuries at railroad crossings and along railroad rights of way. The organization has programs in all 50 states, and has trained volunteers who provide free safety presentations to community groups, school bus operators, truckers and student drivers to raise awareness of the dangers around railroad tracks and trains.



Amtrak Labor & Employment Law Newsletter Now Available

The latest edition of the Amtrak Labor & Employment Law Newsletter, "On the Right Track," is now available. You can find this and past editions of the newsletter under Law Department publications on the Law Department Intranet page, located under the How We Work tab on the main Amtrak Intranet page. Items in this issue include:

- What does the Windsor decision mean for employees at Amtrak with a same-sex spouse?
- Even when "lifting" is traditionally required for a job, it may not be an essential job function
- Domestic violence leave in New Jersey
- Employees can challenge employment actions under grievance procedures as well as under FRSA
- Medical conditions that are episodic and mostly under control may be disabilities under the ADA
- Can employers enforce conflict of interest rules that cover an employee's spouse even in states where marital status discrimination is prohibited?

This newsletter is not designed to provide legal advice, but to make you aware of new and emerging issues that may impact the work you do every day. If you have any questions, please contact one of the attorneys listed in the newsletter.

Carry-on Pet Pilot Program Begins in Illinois

Effective today, May 5, Amtrak and the Illinois Department of Transportation will launch a Carry-on Pet pilot program, welcoming pet dogs and cats aboard the *Illinois Zephyr* and *Carl Sandburg* between Chicago and Quincy, Illinois.

Passengers must begin the first leg of their trip in Chicago, Naperville or Galesburg. Advance reservations are required and a surcharge of \$25.00 will be assessed for each travel segment. Pets will be accepted in carriers no larger than 19"L x 14"W x 10.5"H, and the maximum weight of the pet and carrier is 20 pounds. The carrier must be placed under the seat of the pet owner, and pets must remain in their carriers at all times. No more than four pets are reserved per train, and only one pet per passenger is allowed. One pet car will be designated on each train.

Trains 380-383 operate to and from Chicago, LaGrange, Naperville, Plano, Mendota, Princeton, Kewanee, Galesburg, Macomb and Quincy, Ill. The pilot program is scheduled to be continuously reviewed and end in November, 2014. The policy for service animals on trains remains unchanged. Other restrictions apply. The complete policy is available at <http://www.amtrak.com/carry-on-pet-pilot>.

Reminder: Amtrak Information Security Awareness Training

The 2014 Amtrak Information Security Awareness training is available via the Training section of the Employee Information Portal. **This is a mandatory course that is to be completed by employees and contractors who have an Amtrak e-mail account.** The training lasts approximately one hour and will cover securely accessing Amtrak's Internet, computers, networks, emails and tips for handling security breaches. Please note, the training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed annually. For additional information and instructions please visit: <http://wiki.corp.nrpc/download/attachments/5591/FAQ+SecAwarenessCBT+2012.pdf?version=3>

Employee Appreciation at Amtrak

As a company, Amtrak appreciates the hard work and dedication of our employees every day. Recognizing that each department has its own high volume times, this year, instead of selecting one specific day of celebration for the entire company, we are asking team leaders to select a day between Aug. 1 and Sept. 30 that works best as an employee appreciation day for their work unit/facility. More information will be forthcoming about Employee Appreciation celebrations as we get closer to August.

In addition, as part of Human Capital's commitment to employee recognition, greeting cards have been developed for supervisors and managers to use to say "thank you" or "good job" to an employee who has pitched in on a project, had a great idea for improving work processes, went beyond the call of duty to be helpful to a customer or demonstrated that he/she is living our corporate values. There are 20 different varieties of cards, including one to welcome aboard new employees. All cards have the Amtrak logo printed on them. Managers and supervisors can order greeting cards through the Western Folder catalog in eTrax. To view the cards visit <http://wiki.corp.nrpc/display/HR/Employee+Relations>.

Amtrak Strategic Plan FY14-FY18 – Customer Focus Theme

Our Amtrak Strategic Plan is designed to make progress toward our three strategic goals focused on three themes: Safety and Security, Customer Focus and Financial Excellence

Customer Focus Goal:

"To acquire and retain the most satisfied customers of any travel company in the world."

To achieve our customer focus goal, we need to develop a culture aligned around meeting and exceeding customers' needs and expectations. If you work at Amtrak, you serve the customer or serve Amtrak colleagues who serve the customer. Ultimately, our ability to satisfy our customers will affect our ability to achieve our financial targets.

In support of our Strategic Plan, various efforts to improve our customers' experience and demand for our services are underway. We want to know what you think about the current state of our customer focus so distribution of a confidential Customer Experience Delivery and Training Survey to all employees began on April 23. The feedback collected from this survey will be instrumental in making and monitoring improvements to the Amtrak customer experience as well as employee training programs. The survey responses are due by May 12.

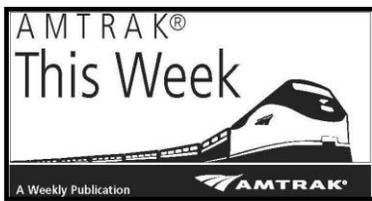
Employees are encouraged to read our [Strategic Plan, reference summary](#) and [frequently asked questions](#) to become familiar with the components of the plan in the Intranet homepage under the Strategic Plan tab. If you have any questions regarding the Strategic Plan, please contact Amtrak.StrategicPlan@amtrak.com.

Discount Admission Tickets Available to Streamliner at Spencer

From May 29-June 1, employees attending the [Streamliner at Spencer](#) event at the N.C. Transportation Museum can save \$5.00 off the price of admission of up to four tickets.

The Amtrak employee discount code for the Streamliner at Spencer event is Amtrak14. This code needs to be entered in the "Offer Code" box, followed by a valid email address. The discount is valid on day passes, night photo passes or the preview day passes. It is not valid for the Celebration at the Station dinner.

Amtrak employees can also call for tickets at (704) 636.2889, ext. 237 or 257. *Please note:* Tickets will not be mailed. Employees will receive a confirmation email, which will be used when picking up their lanyard/tickets at the on-site Will Call booth. When picking up tickets, Amtrak employees will need to show a valid Amtrak id card.



National Train Day Celebrated Across the Country

This past weekend, 313 communities in 50 states and the District of Columbia held activities celebrating the seventh annual National Train Day (NTD). Repeating last year's theme, "Trains Matter," the events championed the importance of trains - freight, commuter and long-distance passenger service - across the country.

This year, three National Train Day celebrations were held on May 3 in Los Angeles, Toledo and in Huntington, West Virginia. The Los Angeles event coincided with the 75th anniversary of Los Angeles Union Station where Metro, Metrolink and Amtrak California partnered for the celebration. Attendees were entertained by Choo Choo Bob, the Ladd McIntosh Swing Orchestra and the Los Angeles Muses among others. At the station, our Veterans' Locomotive was available for photo opportunities as was the 7.5 foot Times Square Kissing Statue, which honors the men and women of the armed forces who achieved victory in World War II. In that era, Union Station and trains played a major role in moving troops across the country. In Toledo, attendees were treated to the music of "Cannonball" Paul, the crooning conductor, and his sidekick "Carolina Red." The pair sang and played railroad favorites including the Wabash Cannonball, The Rock Island Line, Casey Jones, and Night Train to Memphis. In Huntington, visitors were serenaded by an acappella trio. At all three locations, train enthusiasts were given the opportunity to view Amtrak railcars as well as privately owned luxury train and/or freight cars.

On May 10, the rest of the country held NTD celebrations. Highlights this year included short excursion rides for attendees in Washington, D.C., Chicago and in Rutland, Vermont. At 17 event celebrations including San Antonio, Kansas City, Jacksonville, St. Paul and Emeryville, attendees enjoyed touring Amtrak train equipment. In Philadelphia, our Track Geometry car which measures track alignment was on display as was our Catenary Geometry car which contains scientific instruments that measure the height and alignment of the overhead catenary wire that provides power to electric trains. In Longview, Texas, the Amtrak Exhibit Train was available for tours and complemented the dedication of the newly remodeled multi-modal station. At 17 NTD celebrations, a local or state dignitary was on site to kick-off their community's event.

This year's NTD partners included Operation Lifesaver that promoted its new "See Tracks? Think Train" campaign. Amtrak Vacations offered a rare look at historic and unique rail train equipment and Chuggington Depot featured arts and crafts for children. In addition, Dovetail Games offered a free download of the Amtrak *Pacific Surfliner* version of the hit game "Train Simulator 2014". Amtrak employees can receive their free download through June 1 at dovetailgames.com and register at www.train-simulator.com/amtrak.

From our smallest depots to our largest city stations, especially important at each celebration was our employee volunteers. This year, over 500 employees volunteered. Thank you to everyone that made this year's National Train Day a huge success and for representing Amtrak as only you can, as proud employees, and it showed.

New Leave Management Resources Available on the Intranet

The Human Capital Employee Service Center (ESC) Leave Management Team has been working diligently to create process improvements that will allow us to "Put the Customer First". With that in mind, the ESC team has recently developed and published **Leave Management Frequently Asked Questions** on the dedicated Intranet page along with links to the Railroad Retirement Board (RRB) and Department of Labor websites. These resources have been provided proactively to inform employees and managers of their rights and responsibilities under the FMLA and Amtrak leave policies.

To view the newly created documents, please follow the link below: <http://wiki.corp.nrpc/display/HR/HCESC+Leave+Management+Administration>

Amtrak Strategic Plan FY14-FY18 – Financial Excellence Theme

Our Amtrak Strategic Plan is designed to make progress toward three strategic goals focused on three themes: Safety and Security, Customer Focus and Financial Excellence.

Financial Excellence Goal:

"To be profitable on an operating basis and be good stewards of capital in order to secure our long-term viability as a company."

This means that we will seek to make an operating profit. Our goal is that revenues we receive from those who pay to ride our trains, those who pay us for transportation services and from other businesses to which we provide support, will exceed our operating cost and those operating profits will contribute to meeting Amtrak's capital investment requirements.

How each of us works every day affects our financial results. Perhaps you are thinking, "What can I do to affect the bottom line?" We can all look around us to see how we can focus on our individual and team objectives, continue to eliminate unnecessary costs and seek ways to operate more efficiently.

Progress towards our Financial Excellence goal will be measured two ways:

- 1) Operating ratio – which is our operating cost divided by our operating revenues.
- 2) Adjusted net income or loss – our bottom line results.

Employees are encouraged to read our [Strategic Plan, reference summary](#) and [frequently asked questions](#) to become familiar with the components of the plan on the Intranet homepage under the Strategic Plan tab. If you have any questions regarding the Strategic Plan, please contact Amtrak.StrategicPlan@amtrak.com.

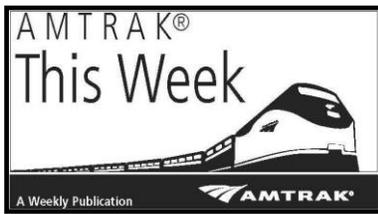
New Interview System to Begin

Human Capital is pleased to announce that Amtrak will be adopting a new interviewing system called Targeted Selection.

Targeted Selection is a comprehensive, proven and accurate behavior-based interviewing system that will standardize and improve the way we conduct our hiring process. The benefits of the Targeted Selection interviewing system are:

- Provides a more structured, efficient and consistent process allowing hiring managers to make better hiring decisions.
- Increases the hiring manager's interviewing skills and confidence through the use of a consistent and targeted hiring process; asking behavioral based questions and using the Situation Task Action Result (STAR) concept to ensure that we obtain complete and objective job-relevant information.
- Increases job acceptance rates.
- Improves employee morale by hiring the right person, for the right job.
- Provides hiring managers with the security and ability to interview confidently, while gathering data that predicts future job performance.

Targeted Selection training will begin in June with an initial group of hiring managers to be selected for the 7.5 hours Targeted Selection training. These hiring managers will receive a notification from their management informing them of where and when to attend, and how to enroll. Future classes will include additional hiring managers and others involved in the hiring process. The enrollments will be through an open enrollment process, with similar enrollment information.



May 19, 2014

Amtrak Police Office of the Year Announced

Amtrak Police Department (APD) Officer Eric Taveras from the APD New York Division's Criminal Investigation Unit has been named APD Officer of the Year for 2013.

"Officer Taveras was chosen for this prestigious award for his significant contributions in protecting the Amtrak community," said Chief of Police Polly Hanson. "His persistence and unwavering professionalism is worthy of recognition, and we are honored to present him with this award."

Amtrak Chief of Police Polly Hanson, Amtrak Board of Directors Member Albert DiClemente and Amtrak President and CEO Joe Boardman presented the award to Officer Taveras for his significant contributions which include 18 background investigations, acting as primary investigator on 18 criminal cases and participating in the execution of three search warrants.

In August 2013, Officer Taveras initiated a credit card fraud/identity theft investigation involving the fraudulent purchase of Amtrak tickets. Taveras and other officers made contact with the suspect who was traveling on board a train with a companion. During the investigation, it was determined that both parties knew that the tickets were purchased with an unauthorized credit card. The companion was also found to be in possession of credit card information of 15 other victims along with text messages implicating both in the crime. Both were arrested and charged accordingly.

In another case, the officers from the New York Command received information from the Massachusetts State Police that a violent fugitive was traveling aboard an Amtrak train from Massachusetts to New York with a final destination of Kissimmee, Florida. The suspect was wanted in connection to an attempted murder and 14 armed robberies of pharmaceutical stores of Oxycontin/Oxycodone pills with estimated value of over \$400,000. Officer Taveras located the suspect in the Amtrak waiting area where he and other officers confirmed his identify. Officer Taveras placed the suspect into custody and facilitated the investigation by participating with the Massachusetts State police in drafting subsequent warrants.

Officer Taveras has been employed with the Amtrak Police Department since 1996 and has worked in patrol and investigations. He was also awarded "Officer of the Month" for June and August in 2013.

Complimentary Newspapers to be Discontinued on all Long-Distance Trains

Effective June 9, all complimentary newspapers currently distributed to our long-distance sleeping car passengers will be discontinued, coinciding with the release of our new system timetable. An estimated cost saving of approximately \$282,000 (on an annualized basis) will be realized from this effort, supporting our Financial Excellence goal of reducing costs to improve the company's financial bottom line.

Lost Emails? Important Information Regarding your Amtrak Emails

Recently, our IT department began migrating to a new email system in order to improve performance, reduce operating costs and comply with Amtrak's Records Management Policy. Many Amtrak employees believe that they may have lost protected emails during the recent migration. This is not the case.

Please note that any email over 90 days old that was protected in one of the seven User Directed Archive (UDA) Retention folders gets automatically moved to the new Archival mailbox located on the left hand-side of your Outlook screen with the name (Archive – your_email@amtrak.com). You will need to open this new mailbox by clicking on the triangle next to it.

You protect your emails by moving them into the UDA folders or by applying the necessary policy as outlined in the email you received from the Email Migration Team once your migration was complete.

Remember, the 90 days delete rule is enforced every day; therefore any email that is not protected (moved over) will be permanently deleted once it becomes 90 days old.

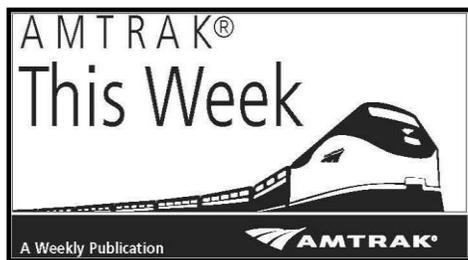
New Public Arts Project Designed to Enhance the Northeast Corridor Landscape

Last week, the city of Philadelphia Mural Arts Program put the finishing touches on a public art project designed for Amtrak's Northeast Corridor. Created by critically acclaimed Berlin-based visual artist Katharina Grosse, *psychylustro* has transformed one of Philadelphia's major transportation thoroughfares with a series of seven bright, bold installations along the city's rail gateway between 30th Street and North Philadelphia stations.

This large-scale, site-specific public artwork, visible primarily to passengers on Amtrak (traveling between Philadelphia and New York), SEPTA Regional Rail (Chestnut Hill West and Trenton lines) and New Jersey Transit (Atlantic City line), is a temporary installation that will transform over time as the elements reclaim the space. The work unfolds in a series of seven passages — from vast, dramatic warehouse walls to small buildings and stretches of green spaces — meant to be framed through the windows of the moving train, creating a real-time landscape painting that explores shifting scale, perspective and the passage of time.

Of the project's unique title, Curator Elizabeth Thomas explains: "The title *psychylustro* combines ideas of the psyche and illumination to convey the work as a landscape of the mind. The project aims to frame viewers' railway journey and intensify the experience of their surroundings."

With nearly 34,000 daily viewers along that stretch of the Northeast Corridor, the installation is a portal for new audiences to experience contemporary art, transforming a routine train journey into a voyage of the imagination. This program is made possible by a cooperative effort with our NEC IID, Engineering, Real Estate, Corporate Communications and Legal departments. More information on the artwork is available at www.muralarts.org/katharinagrosse.



April Revenue Figures

Our April revenue figures have been tallied and for April FY14, ticket revenues of \$186.5 million were seven percent ahead of last year and one percent (+\$2.7 million) ahead of budget. Only a few smaller service disruptions impacted April's performance in comparison to previous months. Also, the Easter holiday travel period fell in both March and April last year, while this year the entire holiday travel period was in April.

For Amtrak FYTD14 (Oct. – April), ticket revenues of \$1.2 billion were five percent ahead of last year and down slightly, -0.9 percent of budget.

NEC Track Work to Begin

On June 2-20, track work is planned on the Northeast Corridor (NEC). This work will result in improving our on-time performance allowing for trains to travel along certain sections of the NEC at speeds of up to 125 mph.

To accommodate the needed work, slight schedule adjustments will be made. There is a minor change to one MARC midday train and no impact to Amtrak's weekend service. Scheduled changes include:

- *Acela Express* trains (2104, 2158, 2160, 2166 and 2170) will depart five minutes earlier from our WAS, BWI and BAL stations.

Amtrak is issuing targeted communications to notify customers who may be impacted by the earlier *Acela* departures.

In addition, throughout the summer, several southbound *Acela Express* and *Northeast Regional* trains will arrive in Washington D.C., up to 13 minutes later than the normal scheduled times.

Update: MERS in the News

Amtrak's task force on serious communicable diseases/pandemic flu follows developing diseases that could affect Amtrak's employees and passengers. Recently, there have been reported cases of Middle East Respiratory Syndrome (MERS) imported into the United States by travelers from the Middle East. This is a developing situation, and at present the CDC considers the risk of infection to the general population to be low.

MERS was first reported in Saudi Arabia in 2012. MERS is caused by a Coronavirus and is also named MERS-CoV. It can cause a viral respiratory illness that can develop into severe acute respiratory distress.

The Center of Disease Control (CDC) continues to closely monitor the MERS situation. Amtrak recommends that all employees follow the CDC suggested everyday preventative actions to protect themselves from respiratory illnesses:

- Wash your hands often with soap and water for 20 seconds, and help young children do the same. If soap and water are not available, use an approved hand sanitizer.
- Cover your nose and mouth with a tissue when you cough or sneeze then throw the tissue in the trash.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact, such as kissing, sharing cups, or sharing eating utensils, with sick people.
- Clean and disinfect frequently touched surfaces, such as toys and doorknobs.

For more information on MERS visit <http://www.cdc.gov/>

Summer/Fall System Timetable to Take Effect

On June 9, the Summer/Fall Amtrak system timetable will be in effect. The cover of the new timetable features a dramatic photo of one of our new ACS-64 electric locomotive leading a southbound *Northeast Regional* train through Claymont, Delaware en route to Washington, D.C. The ACS-64 photo was taken by Gary Pancavage, director of Operations-High Speed Rail Mechanical, continuing our recent practice of featuring photos or artwork by Amtrak employees on the timetable cover.

The Summer/Fall system timetable highlights the *Empire Builder's* move from Midway Station to the newly restored Union Depot in St. Paul, and includes schedules for the new location. Also shown are seasonal summer weekend schedule adjustments to the *Pacific Surfliners* and the southbound *Ethan Allen* to accommodate traffic to racetracks at Del Mar, California and Saratoga Springs, New York.

The listing of Amtrak train and Thruway bus service locations that appears at the front of the system timetable has been streamlined, saving eight pages in the book. Supporting our [Strategic Plan](#) goal of Financial Excellence, this initiative will result in a total of 2.4 million less pages printed for the entire system timetable run. Each location now simply indicates station name, city code, timetable page and service symbols, with station address information no longer listed. The banner at the top of each page directs our customers to Amtrak.com for more complete station information.

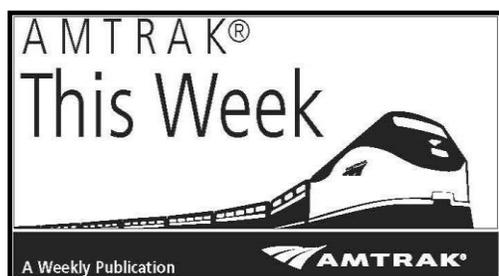
Safe-2-Safer Video Wins Award

The third video in our Safe-2-Safer series, which focuses on controlling exposures to oneself and others, has won a 2013 Communicator Award in the employee communications category. It will join the other two statues awarded for the prior Safe-2-Safer videos. The video features Amtrak President and CEO Joe Boardman and a number of employees from around the country who spoke passionately about the Safe-2-Safer program.

In addition, GreatAmericanStations.com, has won a Communicator Award of Distinction under the website category for transportation. The website features information and statistics on all of our stations and is used as a reference tool for urban planners, architects and historians. It is especially useful for station revitalization projects. In addition, recently, eight new case studies were posted offering a quick "snapshot" of a station improvement project including: project overview, community benefits, keys to success, funding sources, and insight from project, municipal and civic leaders.

The Communicator Awards are sanctioned and judged by the International Academy of Visual Arts, an invitation-only group consisting of top-tier professionals from acclaimed media, communications, advertising, creative, and marketing firms. It honors the continued pursuit of excellence in communications. To view the video, visit the company Intranet or click here:

<http://wiki.corp.nrpc/display/SAFETY/Safe-2-Safer>



Amtrak Sponsors Pride Events

Volunteers Needed in Washington, D.C., and New York

For the fourth straight year, Amtrak will be a presenting sponsor of the Green Village at the **Capital Pride Festival**. The Capital Pride Festival is the largest annual one-day event held in Washington, D.C., and attracts over 150,000 festival visitors. This year, festival attendees will learn about energy-efficient travel and our sustainability efforts to preserve the environment. The Capital Pride Festival will take place on Sunday, June 8 on Pennsylvania Avenue, N.W., from noon - 7:00 p.m.

On June 29, Amtrak will be an official sponsor of **NYC PRIDE 2014**, one of the largest LGBT Pride events in the nation. NYC's PrideFest will take place on Sunday, June 29 on Hudson Street between Abingdon Square and West 14th Street from 11:00 a.m. - 6:00 p.m. Visitors stopping by the Amtrak booth will enjoy activities and games and receive Amtrak branded promotional materials while learning about Amtrak service to more than 500 destinations.

On June 20-22, Amtrak will be a corporate sponsor of the **Baltimore Pride** celebration, a program sponsored by the Gay & Lesbian Community Center of Baltimore. Attended annually by an estimated 25,000 people, each of the main three days of this Pride weekend sees a different event in a different area of Baltimore. For event details visit the Gay and Lesbian Visitor web page of the Baltimore Convention and Visitors Bureau at www.baltimore.org.

In the **Pacific Northwest**, Amtrak is a proud sponsor and member of the Greater Seattle Business Association (GSBA). Members can get 15 percent off travel to any Pride event in the region: Portland June 14-15, Seattle June 28-29 and Vancouver August 3.

In addition, Amtrak employees will volunteer at the GSBA booth and pass out Amtrak branded promotional items as well as promote Amtrak service to more than 500 destinations. Event attendees will also have the opportunity to win free round-trip travel to any Pride event in Vancouver, Seattle or Portland.

Successful events are due in large part to our employee volunteers. If you are interested in volunteering at the Washington, D.C., or New York events, please contact Ann Owens at owensa@amtrak.com or 202.906.4404- ATS 777.4404. Especially needed are volunteers for afternoon shifts.

Great Food, Vibrant Atmosphere and Fair Prices...

The energetic red and purple decor Amtrak used in the early 1970s is on full display in this refurbished Lunch Counter car, which was most likely purchased from the Santa Fe. A close look at the price board reveals that coffee cost \$0.10 and sodas were \$0.30.

<http://history.amtrak.com/archives/refurbished-lunch-counter-car-1970s>

Amtrak Employee Discounts Available for Summer Fun

As summer unfolds, vacation planning begins, and this year Amtrak employees can take advantage of discounted ticket admission to attractions from coast-to-coast.

On the east coast, Hershey Park is offering discounted admission for employees and their families. Located in Pennsylvania, take a sweet trip to this theme park featuring 12 roller coasters and over 65 rides and attractions including over 20 kiddie rides. Visit <https://tinyurl.com/amtrak2014> and use Promo Code 12321. In addition, Busch Gardens in Williamsburg, Virginia, Orlando and Tampa, Florida, are offering Amtrak employees reduced admission tickets.

Going to NY? Baseball fans can take in a New York Mets game at an Amtrak Employee Night at CitiField. Discounted packages are available on June 14, July 4 and Sept. 12. Details can be found at <http://www.mets.com/amtrak>

For employees living in or visiting California, discounted admission to LEGOLAND® is available. Once there, dip in the Lion Temple Wave Pool and explore the SEA LIFE® aquarium. Additional California attractions offering Amtrak employee discounted admission include Knott's Berry Farm, the Aquarium of the Pacific in Long Beach, Castle Park in Riverside and SeaWorld in San Diego. Check out the Employee Store> Theme Parks & Attractions on the company Intranet for details.

Employees looking to explore the Grand Canyon can take advantage of special pricing on the Grand Canyon Railway and Hotel. Enjoy a scenic round-trip excursion from Arizona or if you're taking a RV to get there, enjoy a 20 percent savings at the Grand Canyon Railway's RV park and hotel. For reservations call 1-866-422-9724 and use Promo Code CDAMTRAK.

If you're thinking about sailing the high seas, Carnival Cruise Lines offers Amtrak employees special rates throughout the year. Choose from 4, 5, 6, and 7 day getaways from close-to-home ports to the beautiful destinations on the Bahamas, Caribbean and Mexico. For information and reservations, call 1-800-557-0863 Ext. 82317.

For those looking to take a drive and in need a rental car, choose one to fit your needs at a discounted price from Budget, Enterprise, Hertz and National. In addition, discounted Zipcar memberships are available

Additional information on these and other discount offers for Amtrak employees can be found in the [Employee Store](#) on our company Intranet under Employees > Employee Store.

Reminder: Short Term Incentive Updates Available Monthly

Every month an update on the Short Term Incentive (STI) program for non-agreement employees is posted on the Amtrak Intranet. The STI consists of a financial goal and a performance goal. The most recent updates on performance against goals can be found on the right hand side of the homepage by clicking on "STI" and "CSI". Specifics about how the STI plan works can be found by clicking on Employees >Benefits/Total Rewards.

June 9, 2014



New Look for Amtrak This Week & Amtrak Ink

Amtrak employees will notice a new look and distribution channel for *Amtrak This Week* and *Amtrak Ink*. Effective today, both employee communication vehicles have been enhanced with a more engaging and easier to read design to include smartphones.

In addition, a downloadable and printable version of both publications are included in these designs allowing for posting on bulletin boards where needed.

Announcing the New Retirement Website

Recently, Retirement Programs launched the [Retirement Website](#) for both agreement and non-agreement employees. The Retirement Website is your one stop shop resource for up-to-date information, forms and tools to help ease the retirement transition and simplify the retirement process.

Did you know?

- "The average age annuity being paid by the Railroad Retirement Board (RRB) at the end of fiscal year 2013 to career rail employees was \$3,080 a month, and for all retired rail employees the average was \$2,450. The average age retirement benefit being paid under Social Security was over \$1,270 a month."
- "Spouse benefits averaged \$915 a month under railroad retirement compared to \$615 under Social Security."

Source: Railroad Retirement Information – U.S. Railroad Retirement Board

It's never too early to begin retirement planning. To learn more, access the Retirement Website by visiting the [Human Capital Management Intranet page](#) on your work desktop and click on "Retirement" under Quick Links or enter the site through your personal device at <https://VPN.Amtrak.com>.



Station in the Spotlight...

Every summer, [Winona, Minnesota](#) hosts the famous Great River Shakespeare Festival, which attracts fans of the Bard from around the country. Founded in 1851, this Mississippi River settlement quickly grew into a major trade hub for lumber and wheat. Waterways offered routes into the interior while new railroads filled in the gaps. Winona's industrial and commercial wealth gave birth to a flowering of the arts, whose gifts continue to embellish the city. The downtown contains acclaimed examples of Prairie School architecture, and the Minnesota Marine Art Museum's collection features works by Vincent van Gogh and Georgia O'Keeffe.

Network Access Control Program in Progress



Network Access Control (NAC) is a networking and security solution that our Information Technology (IT) department will be implementing in the next few weeks. NAC is an additional layer of security that is needed on the Amtrak network in order to ensure that there are no compromises or security breaches to our business or to our customers. This service platform will allow only Amtrak authorized staff, vendors and partners on the network in a controlled manner and will deny access to anyone who shouldn't be on the network.

For the last several months, Amtrak IT Network Services has been creating "Profiles" associated with machines attaching to the Amtrak Network. This action has been taken to identify the types and locations of machines, for the purpose of categorization of computing devices into respective Profile groupings, which ensure approved business and revenue network devices are allowed onto the Amtrak network. An example of "Profile Groups" includes desktop computers, wireless devices, PDAs and Quiktrak machines. If a device in use has not been profiled, it will not automatically be allowed onto the network. This could include such devices as personal IPADS or cell phones. Once the rollout begins there will be processes in place for adding these types of business related devices in the event they were not profiled.

This month, work will begin on a pilot deployment for activating NAC network and security controls to all devices that connect to the Amtrak Network. This initial deployment will occur for Amtrak IT employees located within the 10 G St., N.E., building in Washington, D.C. A planned activation rollout is being developed on a state-by-state, building-by-building basis throughout Amtrak. Additional information will follow as the NAC project is rolled out.

Reminder: Concur/Travel Leaders Booking Tool Begins Today



Effective today, June 9, Concur Travel will replace Trip Manager as the online booking tool for Amtrak business travelers and travel planners. The new tool is easy to use and in addition to enhanced features and services, provides an innovative mobile application for booking anytime or anywhere. Access to the new booking tool can be found in the Employee Information Portal on the company Intranet and employees must have a valid Amtrak email address to access the Amtrak Business eTravel site. Please note that some traveler profile information such as credit card numbers and loyalty program account numbers may have to be reentered and your default WBS element must be entered. All business travel air fares, including Southwest Airlines, will now be applied and purchased directly on the Amtrak company credit card already stored in the system.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com

June 16, 2014



Sales Record – Amtrak.com generated **\$5,469,357** in sales on Monday, June 9, 2014, which now is the highest revenue day in the history of Amtrak.com. This performance was **\$32,643** or **0.6%** higher

than the previous record of **\$5,436,714** set on Monday, December 9, 2013.



Empire Service Rails to Recovery Program Launches

Amtrak has partnered with the New York State Department of Transportation and Voices of Hope, to launch *Empire Service Rails to Recovery*, a new program that provides a “Buy One – Get One Free” discounted fare on Amtrak *Empire Service* trains operating in New York state. The discounted fare is available to those customers who are traveling specifically for treatments for a life-threatening illness.

Tickets can be obtained solely through the Voices of Hope website at www.voicesofthecapitalregion.org where customers will register for the discount with the appropriate participating member agency of Voices of Hope. Once completing the necessary registration, the customer is then automatically directed to Amtrak.com where their travel can be booked and they will automatically receive the discount.

This program is made possible by the collaborative efforts of Amtrak’s Sales and Marketing, Government Affairs and Ecommerce departments.

Temporary Adjustment to Personal Rail Pass Policy

Amtrak *Acela Express* Train 2158, regularly scheduled to depart Washington at 9:00 a.m., is currently departing at 8:55 a.m. due to track work. Amtrak employee personal pass riders will be allowed on this departure through July 14.

Call for Washington, D.C., Area Donations

The Amtrak Headquarters Employee Committee in collaboration with the United Services Organization (USO) will be assembling 500 care packages to send to U.S. service members overseas.



You can also support the troops by donating supplies to be placed in the bags such as trial-size toiletries through June 18.

Washington, D.C. area drop off boxes are located on the third floor of 10 G Street N.E., the first floor of 60 Massachusetts Ave.,

N.E., the fourth floor of 40 Massachusetts Ave., N.E., and in the pantry at the REA building.



National Mall and Memorial Parks Partners with Amtrak Trails & Rails

For the past 14 years, Amtrak has partnered with the National Park Service (NPS) to offer innovative interpretive programs that connect people with natural and cultural resources in a non-traditional setting. The National Trails and Rails program reaches more than 600,000 passengers annually and consists of 19 Amtrak routes.

Recently, the National Mall and Memorial Parks, a unit of the NPS, developed a Trails & Rails program in which Washington, D.C., based Trails & Rails Guides ride select Amtrak *Northeast Regional* trains (typically trains 152 and 161) on Saturdays and Sundays between Washington and New York Penn Station. The guides promote and interact with Amtrak passengers about National Park Service sites along the Northeast Corridor (NEC). Armed with iPads and transportation apps, the guides can help provide passengers with travel information with regard to public transportation access from any Amtrak station along the NEC to national, state, local parks and other places of interest. The program encourages the use of Amtrak and public transportation as a green alternative to visit the parks.

The guides are located in the Café car and have maps and brochures on parks and places of interest. They are available to answer questions about specific areas or things of interest outside the train windows. The guides also periodically move about the train to see if passengers have any questions or need assistance.

This program began the week before the National Cherry Blossom Festival and ends the weekend after New Year’s Day. For more information about the Trails and Rails program [click here](#) or visit Amtrak.com.



Uniform Website Now Available

June 23, 2014

Uniformed employees in our Operations department now have another resource to learn about their uniform program - www.amtrakuniforms.com . Simply follow these

instructions to access the site:

- **Log-on** is the employee eight-digit SAP number
- **Password** is the employee's last name only (with initial capital letter),
- **Include** the employee's three-letter work location
- **Submit!**

This user-friendly website is designed to keep employees informed and up-to-date with sales, promotions and seasonal purchase reminders. On the left-hand side of the home page, employees can click on their appropriate uniformed craft to view required and optional components, available sizes, colors and pricing. Website tabs can help to answer frequently asked questions identify local uniform coordinators and provide sizing information.

Please remember: employees will still need to contact their local uniform coordinator to place a uniform order.

New Requirement for Commercial Vehicle Drivers (CDL and Non-CDL)

As of May 21, 2014, a new federal rule now requires that all commercial motor vehicle drivers' medical examinations must be performed by a National Registry of Certified Medical Examiners (NRCME) certified medical examiner. If the medical examiner finds that the person examined is physically qualified to operate a commercial motor vehicle in accordance with § 391.41(b), he or she must complete a certificate and include their national registry number. Medical examinations/certificates without this number are not acceptable. The original certificate is furnished to those examined before they leave the facility.

Please note: approved medical clinics may not have NRCME certified medical examiners on site at all times.

Since this is a new requirement, when a manager is scheduling a Department of Transportation / commercial motor vehicle exam at a medical clinic from the Amtrak approved clinic drop down box, please contact the clinic **prior** to scheduling the exam to ensure a NRCME certified medical examiner is available on site at the time of the appointment to complete the required certification.

Employee Retirement Website

The recently launched [Retirement Website](#) for both agreement and non-agreement employees is your one stop shop resource for up-to-date information, forms and tools to help ease the retirement transition and simplify the retirement process.

Here are the top five questions that future retirees are asking:

- What benefits can I expect from the U.S. Railroad Retirement Board?
- Am I eligible for a benefit under the Retirement Income Plan?
- Can I continue my medical coverage when I retire?
- What are my other retirement benefits?
- When do I apply for retirement and let my supervisor know my retirement date?

The resources located on the Retirement Website will help answer your questions and lead you on the path to making your retirement a reality. Visit the Retirement Website by visiting the [Human Capital Management Intranet page](#) on your work desktop and click on "Retirement" under Quick Links or enter the site through your personal device at <https://VPN.Amtrak.com>.



Reminder: Mandatory Information Security Awareness Training Needed Annually

The 2014 Amtrak Information Security Awareness training is available via the Training section of the Employee Information Portal. This is a mandatory course that is to be completed annually by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's Internet, computers, networks, emails and tips for handling security breaches. Please note, the training is a supplement to Amtrak's Computer Security and Usage Policy.

For additional information and instructions please visit: <http://wiki.corp.nrpc/download/attachments/5591/FAQ+SecAwarenessCBT+2012.pdf?version=3>

Summer of '74... All eyes were on Spokane, Washington in the summer of 1974 as it hosted a popular world's fair. An Amtrak display, visited by more than one million people, included cut-aways of various train accommodations. Amtrak also introduced the *Expo '74* a daylight all-coach train between Seattle and Spokane that accommodated the crowds for the duration of the fair.

<http://history.amtrak.com/archives/accommodations-display>

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Amtrak Employee Nominated for Environmental Award

June 30, 2014

At Amtrak, we are involved and innovative whenever and wherever necessary to do our part to preserve our planet. It is one thing to provide energy efficient transportation, and quite another to help find 21st century solutions to our environmental needs.

Each year, the Association of American Railroads presents the John H. Chafee Environmental Excellence Award to a railroad employee who has demonstrated the highest level of environmental stewardship during the previous year. This year, we are proud that Bob Costello, plant manager of our Delaware mechanical shops, was nominated for the award for his environmental contributions towards operating a safe and environmentally responsible railroad.

Over his 37-year career at Amtrak, Bob created a training program requiring all facility employees to receive instruction in storm water spill management and spill prevention, control and countermeasure regardless of job requirements. Five years ago, Bob began evaluating environmental performance in yearly employee reviews—becoming the first Amtrak plant manager to do so. Recently, challenged with closing Wilmington's antiquated steam plant, Bob suggested installing individual heaters in each building, effectively retiring central steam operation to give Amtrak a combined fuel and labor savings of over \$3 million annually. Join us in congratulating Bob on his nomination.



Post-Fireworks Train 1776 to Run Between WAS-NYP

On July 4, Amtrak will be operating a special post-fireworks train to allow passengers who wish to attend the National Mall Independence

Day celebration an opportunity to catch a train home following the memorable fireworks display. *Northeast Regional* Train 1776 will depart from Washington Union Station at 11:05 p.m., and make normal stops en route to New York. To read the media advisory, [click here](#).



Reminder: Submit Your Amtrak ID Photo

All Amtrak employee and contractor identification badges will be updated for both security purposes and increased efficiency onboard our trains. To receive a new id badge, an updated photo is required. Please note that most smart phones can take acceptable passport quality photos. All photos should be emailed or texted to the Smart ID team at IDrefresh@amtrak.com by **July 15**. All emails should include SAP number and full name in the subject line. For complete details, visit the company Intranet > How We Work > Smart ID or [click here](#).

Wire Theft Prevention Tips

The theft of signal and catenary wire, as well as material along the right-of-way impacts Amtrak financially and can create hazards that may put our passengers and employees at risk. The Amtrak Police and Engineering departments partnered to produce a list of tips to help address the theft of these materials along the right-of-way:

- **Stapling Wire**-Neutral lead wire, traction return wire and series fouling wire should be stapled down to wooden ties, if available, making it more difficult to remove wire.
- **Ordering New Wire**-When ordering new wire, request manufacturers stamp "Property of Amtrak" on the insulation. Even if it is stripped off, remains of the insulation at a suspect's location can be valuable.
- **Dumpster Locations**-In areas where scrap wire is being stored in a dumpster, the dumpster should be located in a designated area that can be secured with high security fencing whenever possible.
- **Vandal Proof Locks**-All dumpsters that are used to store wire and other materials should be equipped with vandal proof locks.
- **Security Cameras**-To deter theft and assist in identifying potential suspects, security cameras should be installed in compounds where wire is being stored.
- **Conduct Frequent Inventories**-Conducting frequent inventories of material stored in compounds will assist in detecting theft and prevent loss.

If you observe suspicious activity, or suspicious behavior, please call the Amtrak Police Department at (800) 331-0008 or call 911.

Where are the Pretty Pictures?

Amtrak This Week's new format includes pictures and graphics to make it more visually interesting. If you're having difficulty seeing those images in Outlook, follow these steps to view them.

1. In an open message that was sent from that email address (ecom@amtrak.com) or domain (anything with @amtrak.com), right click on one of the blocked items.
2. Once the pop-up menu appears, click "**Add Sender to Safe Senders List**" (will only work for ecom@amtrak.com) or "**Add the Domain @amtrak.com**" to **Safe Senders List** (this will work for all emails sent from a @amtrak.com email address).

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CSI- What is it?



At Amtrak, customer focus is a vital component of our Strategic Plan. Our Customer Focus goal is to acquire and retain the most satisfied customers of any travel company in the world.

We focus on building customer loyalty and repeat ridership to achieve this.

To keep focused on our goal, we use Customer Satisfaction Indexes (CSI) to measure our customers' perception of the service we provide. By surveying randomly selected Amtrak riders, we measure our customers' overall satisfaction, as well as specific service attributes such as information given about problems and delays, overall train cleanliness, friendliness/helpfulness of staff, and on-time performance on each route. By tracking changes in CSI scores over time, we can identify where we excel and where improvements are needed to enhance the customer experience. CSI improvement is indicative of improved customer satisfaction, which may lead to an increase in demand for our products and services.

We calculate CSI scores in a variety of ways, including an overall rating for the Amtrak system; average ratings for state-supported, long-distance and Northeast Corridor service scores; and ratings at the route level. Surveys ask riders to rate various service tributes on a 0 – 100 scale, with 100 being the best possible score. Passengers who rate their overall experience an 80 or higher are considered "very satisfied."

Our overall Amtrak CSI goal for FY14 is 84 percent. The score through April is 82 percent, which means that 82 percent of our surveyed customers were very satisfied with Amtrak. To view our most recent CSI scores and how we are tracking towards our fiscal year goal, visit the company Intranet and click on CSI in the [Tools and Performance Information window](#). Be sure to watch this space next week for strides being taken to increase CSI despite our recent challenges with on time performance.



B 12...Bingo!

In this photo taken in June, 1974, passengers enjoy playing Bingo in the Lounge car aboard the *Southwest Chief*. Though fashions may have changed, the popularity

of our long-distance Lounge cars remains a passenger favorite. See more retro photos from the [Documerica Project](#) on the National Archives website.



July 7, 2014

Amtrak Seeking New Acela Train Sets

With demand for high-speed rail service at record levels, Amtrak is moving to acquire new train sets to supplement and eventually replace our aging *Acela Express* equipment currently operating on the heavily-traveled Northeast Corridor (NEC).

In a Request for Proposals (RFP), Amtrak is seeking up to 28 next-generation high-speed train sets capable of meeting or exceeding current *Acela Express* trip times on the existing NEC infrastructure. The new equipment is intended to have 40 percent more seats per train than current train sets.

"The Northeast Corridor needs more high-speed rail capacity to help move the American economy forward," said President and CEO Joseph Boardman. "More and more people are choosing Amtrak for travel between Washington, New York and Boston. New equipment means more seats and more frequent departures to help meet that growing demand."

Amtrak's *Acela Express* service is as popular as ever. Ridership is up seven percent over last year and trains are often sold out, especially during peak periods. On 25 occasions so far in FY 2014, the number of daily trips on *Acela* topped 14,000. That's compared to only five such times in FY 2013 and is an indication of the value placed on the convenience and comfort of high-speed rail.

Current manufacturers of high-speed rail equipment, defined as manufacturers with equipment in commercial operation at speeds of at least 160 mph, will be eligible to submit bids.

Reminder: ID Photos Needed by July 15



All Amtrak employee and contractor identification badges will be updated for both security purposes and increased efficiency onboard our trains. If you haven't done so

already, please send your current photo via email or text to: IDrefresh@amtrak.com. You can use a digital camera or a personal phone. Please remember to include your SAP number and full name in the subject line. Badge distribution will begin in late summer and more information will be available shortly.

July 14, 2014



On-Time Performance: Controlling the Sometimes Uncontrollable

Running our railroad on time has been challenging in recent months, and especially so for our long-distance trains. Understandably, late trains are trying for our passengers as well as for our employees. As we strive to acquire and retain the most satisfied customers of any travel company in the world, late arrivals are often unavoidable and may result in dissatisfied passengers.

Last week in this column, we discussed the use of Customer Satisfaction Indexes (CSI) to chart our customer service performance. To measure CSI, passengers are selected at random to take the survey. These results provide an indication of where we excel and where improvements are needed to enhance the customer experience. Lately, one of the service attributes identified as a leader in customer dissatisfaction is on-time performance (OTP).

Recent CSI surveys reveal there are several attributes that, when proactively addressed, may lessen the dissatisfaction of passengers on board a delayed train. In some circumstances, these attributes have either helped increase the overall route CSI score or minimized the impact of lower customer satisfaction with OTP. Several of these attributes revolve around how we communicate with our passengers and include:

- Information given to passengers on board about problems and/or delays
- Clarity of announcements
- Friendliness/courteous manner of on-board crew

While numerous factors affect on-time performance, we have control in communicating with our passengers. To help keep passengers informed, several procedures are now being implemented.

For example, sometimes when there is a delay, the Conductor may find him/herself so engrossed in remedying the cause that pertinent information may not get communicated to our passengers or the other on-board crew members through no fault of his/her own. Car or Café Attendants who don't know what is causing a delay or when it might be resolved, have nothing to communicate to passengers. To help in these situations, plans are currently underway so that by mid-August, at least one other on-board employee on all trains will be provided with a cell phone that can receive the same operational alerts that the Conductors receive. That information can then be communicated to our passengers in a timely and consistent manner. Together, the on-board crew member teams are strengthened to ensure we take care of the passengers.

In those stations where people are waiting to board or pick up arriving passengers, station agents with email access have begun receiving emails when departure or arrival times change. In the future, our Station Ticketing and Reservation System (STARS) will be able to alert agents when trains are not on schedule. This will help to provide customers with better information and consistent status updates.

Communicating with our customers in a friendly and courteous manner helps lessen any potential negativity that a late train may invoke. By keeping our customers well informed, we help strengthen the overall customer experience and help strengthen overall customer satisfaction.

Introducing the Amtrak Culture Fit Assessment



Amtrak continues to improve the processes and tools we use to develop, hire and retain the best-qualified talent.

Later this month we will introduce the Amtrak **Culture Fit Assessment**, a tool that will help us evaluate how likely a job candidate will perform certain behaviors on the job that support the Amtrak culture: **being safe, providing excellent customer service, showing integrity and collaborating with others.**

When employees demonstrate the four behaviors measured by the **Culture Fit Assessment**, they bring to life our Core Values and enable Amtrak to achieve its Strategic Goals – the cornerstone of our organization's culture. Because the **Culture Fit Assessment** evaluates candidates on things that reflect our culture, candidates who do well are more likely demonstrate those behaviors and be a better fit with our culture than those who do poorly. This assessment, along with our other hiring tools such as technical aptitude tests and behavioral interviews, provide the insight we need to make hiring decisions that help move Amtrak forward.

About the Culture Fit Assessment

The assessment is web-based and will be given to internal and external candidates who apply for a job and meet that job's minimum qualifications. Specifically, the assessment will be given to (1) internal agreement-covered candidates who apply for a job that is being filled by Talent Acquisition (and therefore **does not** interfere with the established Bid and Bump process), (2) all internal non-agreement candidates and (3) all external candidates.

Introducing the Amtrak Culture Fit Assessment-continued

To learn more about the **Culture Fit Assessment**, please visit the "Human Capital Frequently Asked Questions" tab on the Human Capital Wiki site or email questions to HumanCapital@amtrak.com.

Snap, Submit, Update!

Current Smart IDs are set to begin expiring in January 2015 and will require updated photos. Please submit an updated photo of yourself **by tomorrow** to the Smart ID team in order to receive your new Smart ID. Simply snap a headshot, attach it to an email or text and submit it to the Smart ID team.

Submit your photo today to beat the **July 15** deadline and ensure continued access. The photo requirements are simple:

- All photos must have a white background and display a clear shot of the employee's/contractor's face (please no hats, sunglasses, etc.).
- Photos should include the full face view with a neutral facial expression and both eyes should be open.
- If you regularly wear glasses, please wear them in your photo.

All photos should be emailed or texted to the Smart ID team at IDrefresh@amtrak.com. In the subject line include your SAP number and your full name. Please submit photos by July 15.

Be sure to keep a look out for continued communication regarding the Smart ID rollout and distribution of the new badges.

As always, please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.

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July 21, 2014



OPERATION LIFESAVER®
Rail Safety Education

**Amtrak Operation Lifesaver Volunteers:
Call for Photos!**

Operation Lifesaver (OL) is the national non-profit organization created in 1972 to promote education, enforcement and engineering advancements designed to end collisions, deaths and injuries at highway-rail grade crossings and on rail property. Each year, through a network of Operation Lifesaver Authorized Volunteers (OLAVs) and trained instructors, presentations are delivered to more than one million people around the country. These presentations are made to school groups, driver education classes, community audiences, professional drivers, law enforcement officers and emergency responders.

Amtrak has a long history of collaborating with Operation Lifesaver. Dozens of Amtrak employees are already trained as OLAVs and have helped deliver Operation Lifesaver safety messages at special railroad events, internal and external training activities and presentations. Together, they have helped spread the word about trespassing and grade crossing safety.

Currently, we are in the process of updating the Operation Lifesaver portion of our company Intranet and we are in need of photos. If you are an Amtrak OLAV and would like to send a photograph of yourself participating in an OL presentation past or present, please send your photos to Barb Petito at petitob@Amtrak.com by Friday, August 29.



How to Receive Automatic Email Images

Amtrak This Week's new format includes pictures and graphics to make it more visually interesting.

To view the images in Outlook, follow these steps:

1. In an open message that was sent from that email address (ecom@amtrak.com) or domain (anything with @amtrak.com), right click on the phrase **Click here to download pictures,** located just above the **"FROM"** line of the email.
2. Once the pop-up menu appears, click **"Add Sender to Safe Senders List"** (will only work for ecom@amtrak.com) or **"Add the Domain @amtrak.com" to Safe Senders List** (this will work for all emails sent from an @amtrak.com email address).



Additional Thruway Bus Services Added

Effective July 14, multiple Amtrak Thruway bus routes went into service, providing increased connectivity for our passengers.

Amtrak Thruway Service	Amtrak Route
Williston - Billings - Bozeman - Butte – Missoula, Mont.	<i>Empire Builder</i>
Albuquerque - El Paso, Texas	<i>Southwest Chief</i>
Tuscaloosa - Selma – Mobile, Ala.	<i>Crescent</i>
New Orleans - Mobile – Montgomery, Ala.	<i>City of New Orleans</i>
Jackson, Miss. - Hattiesburg - Gulfport - Biloxi – Mobile, Ala.	<i>City of New Orleans</i>
Pittsburgh – Columbus, Ohio	<i>Capitol Limited, Pennsylvanian</i>



Amtrak Sponsors National Council of La Raza Conference

For the seventh straight year, Amtrak has supported the National Council of La Raza Annual (NCLR) Conference held this past weekend in Los Angeles. As a co-sponsor, an Amtrak booth was featured with family activities, including a prize wheel with giveaways, photos with a model Amtrak train and a bilingual conductor. This interactive booth provided entertainment for attendees as well as an opportunity to learn about Amtrak travel.

"This is one of Amtrak's most exciting partnerships," said Darlene Abubakar, senior director of National Advertising. "We understand the important connection with family and friends within the Latino community. Our partnership with NCLR provides a great opportunity for us to educate the community on the affordability of Amtrak travel and the wonderful services we offer to help stay connected. Thank you to our many employee volunteers who assisted at the conference and helped make our participation a success."

July 28, 2014



STI: June Financial Metrics Now Available

Every month, an update on the Short Term Incentive (STI) program for non-agreement employees is posted on the company intranet.

The STI consists of a financial goal and a performance goal. The financial goal is the adjusted operating loss of the company which can also be thought of as cash revenues minus cash expenses. The Board of Directors set the FY14 STI metric at \$305 million.

Through the first nine months of FY14 (October - June), actual results are significantly ahead of the adjusted operating loss target. The adjusted operating loss target through June is \$254 million, but the actual adjusted operating loss through June is \$153 million. This means that Amtrak has achieved a loss that is \$101 million better than the target - an impressive 40 percent favorable performance.

Due to the very favorable October through June performance, the operating and corporate budget analysts in the organization have submitted an aggregate forecast that produces a year-end adjusted loss of \$256 million. This loss is \$49 million under the STI target of \$305 million. If that occurs, participants would be eligible for an STI bonus payment. However, ultimately an STI bonus payment will be at the Board's determination and approval.

Specifics about how the STI plan works can be found on the [company intranet](#) by clicking on Employees >Benefits/Total Rewards. The most recent updates on performance against goals can be found on the right hand side of the homepage by clicking on "STI" and "CSI".



Carry-on Pet Pilot Expanded in Illinois

Last May, Amtrak and the Illinois Department of Transportation launched a Carry-on Pet pilot program, welcoming pet dogs and cats aboard the *Illinois Zephyr* and *Carl Sandburg* between

Chicago and Quincy, Illinois. To allow for further testing and customer feedback, the pilot program has now been extended through Sunday, April 26, 2015.

Recently, the Illinois Department of Transportation has requested that Amtrak start a Carry-on Pet pilot program on the Chicago-Carbondale corridor (*Saluki* service trains 390/391 and *Illini* service trains 392/393). This pilot program is valid for reservations August 4, 2014 – April 26, 2015 and valid for travel August 11, 2014 - April 26, 2015. View the complete policy at <http://www.amtrak.com/carry-on-pet-pilot>.



Employee Appreciation Day

Employee Appreciation Day will be celebrated at various locations in August and September. The purpose is for managers to thank their employees for the work they do day in and day out, helping us to achieve our company goals and satisfy our customers.

In addition to these celebrations, there is a way you can thank your co-workers for a job well done or wish them a happy Employee Appreciation Day with an e-card. Visit <http://mtmrecognition.com/ecards/amtrak> to view the e-card selection and for instructions.



Auto Train Boarding Changes

Effective September 1, all automobiles being carried on *Auto Train* must be checked-in by 2:30 p.m. This is a change from the current cut-off time of 3:00 p.m. The cut-off time will remain the same for motorcycles at 2:00 p.m., and priority vehicle offloading at 2:30 p.m.

Through August 31, if a passenger who has paid for Priority Vehicle Offloading checks in after 2:30 p.m., but before 3:00 p.m., the vehicle will be carried but will not be loaded into the Priority Vehicle Offloading auto carriers as they will already have been transferred to the train. The Priority Vehicle Offloading charge is not refunded.

Enhancements Being Made to Veterans Advantage Program

Amtrak continues to support service members through our partnership with Veterans Advantage. Membership in Veterans Advantage allows veterans and active duty military access to preferred pricing on goods and services throughout the country.

Effective August 15, Veterans Advantage members will be able to enjoy a 15 percent savings off the best available fare on most Amtrak trains for themselves and up to six qualifying travel companions traveling on the same itinerary. Qualifying travel companions are the cardholder's spouse and dependents age 22 years or younger. Restrictions apply and include *Acela Express* weekday service, First Class, Business Class, select Thruway bus services and sleeping accommodations. Enhancements also include the elimination of blackout dates and advance reservation requirements.

August 4, 2014



Meet us in St. Louis!

If you're in the St. Louis area or soon plan to be, make your way over to two local museums featuring Amtrak exhibits depicting our company's past, present and future.

Through October 31, the Children's Illustrated Art Museum will feature *All Aboard: Now and Then*. The exhibit showcases the history of trains through visual displays, interactive exhibits and model railroads. Amtrak will be prominently featured with a display of memorabilia including past route guides, brochures, promotional items and photographs. For museum details visit <http://www.stlciam.org/>

Through December 2015, the St. Louis Museum of Transportation is also featuring an Amtrak exhibit which includes Amtrak timetables, menus, china and vintage advertising. One shelf is devoted to the long-standing Amtrak-Missouri partnership, which was established in 1979 as a result of the discontinuance of the *National Limited* (New York/ Washington-Kansas City). Without that train, the busy St. Louis-Kansas City corridor would have had no passenger rail service so Missouri signed an agreement with Amtrak to help fund continued service. To mark the 30th anniversary of the partnership in 2009, the trains were collectively renamed the *Missouri River Runner*. For museum details visit <http://transportmuseumassociation.org/>.

Amtrak history is always on display at <http://history.amtrak.com>, with items from our company's beginning in 1971 to present day.



Reminder: Mandatory Information Security Training

The 2014 Amtrak Information Security Awareness training is available via the Training section of the Employee Information Portal. This is a mandatory course that is to be completed by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's internet, computers, networks, emails and tips for handling security breaches. Please note, the training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed annually. For additional information and instructions please visit <http://wiki.intranet.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=1>



Amtrak President and CEO Completes Southwest Chief Whistle-stop Tour

Recently, Amtrak President and CEO Joe Boardman met with state and local officials on a whistle-stop tour along the route of the *Southwest Chief*.

The tour, which began in Topeka, Kansas and ended in Albuquerque, New Mexico was designed to rally support and allow for meetings regarding the future of the route of the Amtrak *Southwest Chief* between Newton, Kansas and Albuquerque. Also onboard the train between Topeka and Dodge City were Kansas Secretary of Transportation Mike King and BNSF Railway Executive Chairman Matt Rose. Secretary King continued west to Garden City.

The Amtrak delegation also made a side trip by car to the Philmont Scout Ranch near Cimarron, New Mexico to meet with leaders of the Boy Scouts of America camp. This summer, more than 5,000 scouts and their leaders used the Amtrak service at Raton to reach the ranch. U.S. Sen. Martin Heinrich of New Mexico traveled with the group from Raton through Las Vegas. Representatives of U.S. Sens. Mark Udall of Colorado and Tom Udall of New Mexico met the train in La Junta and Lamy, respectively. In addition, New Mexico DOT Secretary Tom Church rode the train between Raton and Lamy.

Amtrak has been talking with leaders in Kansas, Colorado and New Mexico since April 2012 about the pending downgrades to this route, owned by BNSF Railway. At that time Amtrak proposed a plan to maintain the route for daily passenger train service and share the necessary capital investment among Amtrak, BNSF and the three states.

Without an agreement and capital investment, the end of service at acceptable Amtrak speeds in Western Kansas, Southeastern Colorado and Northeastern New Mexico is threatened for 2016. Due to track layouts, direct service to Albuquerque is also in some doubt if the Amtrak service is rerouted.

Amtrak supported the filing of a federal TIGER grant application by Garden City, Kansas and other communities that would preserve and improve the *Southwest Chief's* route in Kansas and Colorado and has pledged some matching funds. A decision on that grant is expected by this fall from the U.S. Department of Transportation.

Amtrak Government Affairs is continuing to work with all three states and each of the affected cities to keep the train on its historic route.

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Amtrak Initiates STB Investigation

On July 21, Amtrak filed a notice of intent with the U.S. Surface Transportation Board (STB) regarding Amtrak's request that the STB

investigate substandard handling of Amtrak trains by Canadian National Railway Company (CN). This action is being taken to improve on-time performance and reduce the delays experienced by Amtrak trains operating on tracks in the United States owned by CN. Amtrak operates passenger trains on CN-owned tracks in the South and Midwest, including state-sponsored routes in Illinois and Michigan.

Host railroads such as CN and others can be investigated and fined by the STB, which regulates business dealings and service within the railroad industry.

Amtrak originally brought a complaint against CN to the STB in January 2012 under a provision of the Passenger Rail Investment and Improvement Act (PRIIA) that enables the regulatory body to investigate poor performance of Amtrak trains. On-time performance of many Amtrak trains on tracks owned or controlled by CN continues to be less than 80 percent, which can trigger the obligation of the STB to investigate the causes of delay under federal law. The amended complaint will focus initially on substandard performance by CN on the corridor between Chicago and Carbondale, Illinois. Amtrak trains dispatched by CN on this route arrived on schedule barely half of the time in the first six months of 2014.

Poor on-time performance is unacceptable to Amtrak passengers, employees, management and other stakeholders. It creates a major inconvenience for our customers and impacts the business through decreased ridership, lost revenues and higher operating costs for Amtrak, and for the states that sponsor routes. It also impedes the ability of Amtrak to deliver on the mission of providing intercity transportation with superior safety, customer service and financial excellence.

Taxpayers and Amtrak's state train funding partners will also benefit from this action, since the states make the largest contribution to covering the cost of state-supported trains after revenue, which is the largest contributor to covering costs.

Lost revenue, along with higher operating costs arising from poor host railroad performance, increases Amtrak's federal and state subsidy needs.

August 11, 2014



Bringing Consistent Titles to Amtrak

What's in a title? A title should reflect the work you do without overstating it. It should indicate how you fit into the overall organization and within the industry. And, it should be consistent – employees who do similar work should have similar titles. This also helps us to understand how we can progress our careers. The Amtrak Career and Compensation Structure help us to do just that.

Currently, Amtrak has over 1,300 unique titles for its nearly 2,900 non-agreement employees. The job descriptions and titles for each of these jobs was reviewed and consolidated to establish the Amtrak Career and Compensation Structure. The structure combines similar job titles to create consistency – reducing the number of unique job titles by over 60 percent.

Human Capital worked with a cross-functional team to develop the Amtrak Career and Compensation Structure and establish consistent titles. The team worked closely with leadership and directors to review existing job documentation and consolidate job classifications and validate against the marketplace.

All Amtrak titles will have the same structure to ensure consistency and better align with titles commonly found in the marketplace. Amtrak's titles consist of three parts:

- **Level** – the hierarchical position within the Amtrak career structure (e.g., associate, specialist, senior specialist, etc.)
- **Function** – the job family or function to which the job is associated (e.g., Finance or Accounts Payable)
- **Organization Role** – the essence of the job – is it usually paired with a function to more fully describe the nature of the work (e.g., manager or analyst)

Level	Function	Organization Role
senior	telecommunications	analyst

Bringing consistency to our job titles will allow us to more accurately compare compensation to the marketplace and ensure we are offering competitive pay. When we compare jobs to the marketplace, it is important to have titles that are commonly found in the industry so an accurate comparison of compensation can be made. Consistent titles will also provide you with a clear picture of how you fit into the organization and the career development opportunities available to you.

Bringing Consistent Titles to Amtrak...continued

This fall, your manager will meet with you to review where your current role fits in the new structure and will let you know what, if any, title impact has occurred for you. If your title does change, this is in no way a reflection of individual performance rather it reflects the need for standardization so employees in every functional area and department at Amtrak can better understand how they fit into the broader organization.

If you have any questions or concerns, please feel free to reach out to a member of the Compensation team or the Human Capital business partner for your department. Watch this space for additional information about the Career and Compensation Structure in the coming weeks.

The hiring managers and others involved in the hiring process who are selected for the seven and one-half hours Targeted Selection education can look forward to a notification from their management informing them of where and when to attend, and how to enroll. The enrollments will be through an open enrollment process.



Targeted Selection Training to Resume

Human Capital is pleased to announce that education for the new interviewing system called Targeted Selection will resume starting August 13, with the first class being held at our Riverside Call Center.

Targeted Selection is a comprehensive, proven and accurate behavior-based interviewing system that will standardize and improve the way we conduct our hiring process. The benefits of the Targeted Selection interviewing system are:

1. Provides a more structured, efficient and consistent process allowing hiring managers to make better hiring decisions.
2. Increases the hiring manager's interviewing skills and confidence through the use of a consistent and targeted hiring process; asking behavioral based questions, and using the Situation Task Action Result (STAR) concept to ensure that we obtain complete and objective job-relevant information.
3. Increases job acceptance rates.
4. Improve employee morale by hiring the right person for the right job.
5. Provides hiring managers with the security and ability to interview confidently, while gathering data that predicts future job performance.
6. Improves the candidate's hiring experience because the interview is structured by STAR behavioral questions, addressing four critical aspects of success: knowledge, experience, competency, and personal attributes/motivational targets.

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August 18, 2014



eLearning Offers New Insights on Amtrak's Career and Compensation Structure

To help non-agreement employees make the most of the new Career and Compensation Structure, Amtrak has launched an eLearning tool to help you understand how to use the structure to guide your development at Amtrak. The eLearning tool will help you to understand:

- **Your Band/Zone** – Bands and Zones provide the foundation for the Career and Compensation Structure. Know how they are defined and how you can use them to define your path for development.
- **Your Development Opportunities** – The Career and Compensation Structure offers a dual career track within the D band: the Technical Track and Management Track. Explore what these two tracks are and how they may guide your development.
- **Your Compensation** – Every non-agreement position is mapped into the Career and Compensation Structure using one of two common marketplace practices: benchmarking to external surveys or slotting based on an evaluation of the job. Benchmark positions are those jobs within Amtrak with comparable external marketplace data which is then used to guide placement in the structure. Slotted positions do not have external marketplace data available but are slotted into the structure based on a number of factors including, but not limited to, functional knowledge, impact of position to the business, level of organizational influence, level of strategic formulation, department and organizational hierarchy and current salary.
- **Your Compa Ratio**- Understand how your pay compares to the marketplace by using the Compa Ratio. Compa Ratio is a comparison ratio that measures an employee's salary relative to the midpoint of the salary range. The midpoints of the range are an approximation of the marketplace median for like positions in that band/zone.

Access the eLearning tool today on the **Employee Information Portal>>Training>>under Course Catalog Management and Supervisory >>under Assigned Subject Areas Compensation>>Compensation again>>Compensation and Career Structure.**

If you have any questions or concerns about the Career and Compensation Structure, please feel free to reach out to a member of the Compensation team or the Human Capital Business Partner for your department. Watch this space for additional information about the Career and Compensation Structure in the coming weeks.



Beech Grove Employees Participate in Local Event

Last month, Amtrak supported the 2014 Indiana Black Expo Summer Celebration. Over three days, 20 Amtrak employees from our Beech Grove Maintenance Facility volunteered and staffed a booth, providing attendees the opportunity to learn about Amtrak travel.

During the Summer Celebration Expo, a special emphasis was placed on our *Cardinal* and *Hoosier State* services serving Indianapolis, Indiana.

In its 44th year, Indiana's Black Expo Summer Celebration showcases African American culture through concerts, exhibits and workshops. The Summer Celebration Expo's goal is to educate and uplift the growing, diverse Indianapolis community. Thank you to those employee volunteers who assisted at the Summer Celebration Expo and helped make our participation a success.

EFFECTIVE AUGUST 6, 1974



Adirondack Celebrates 40 Year Anniversary

August 5 marked the 40th anniversary of the *Adirondack* (New York-Albany-Montreal), which for much of its 381 mile journey follows the broad Hudson River and Lake Champlain's curving Western shore. To celebrate the day, Amtrak Marketing Manager Deb Sanderson, Amtrak Customer Service Supervisor Matt Kelley and NYSDOT Quality Assurance Inspector Charlie Poltenson greeted passengers on-board both the north and southbound *Adirondack* trains with a complimentary *Adirondack* souvenir tote, luggage tag and lapel pin. To learn about the history of the *Adirondack* visit: <http://history.amtrak.com/blogs/blog/celebrating-40-years-of-adirondack-service#sthash.b3nE5JBN.dpuf>



eTicket Eligibility Added to Select Amtrak Thruway Bus Services

Effective August 1, additional Amtrak Thruway bus services became eTicket eligible. These

routes include:

- *Silver Service* dedicated Thruway routes in Florida between Orlando and Ft. Myers, Tampa and Ft. Myers, and Jacksonville and Lakeland (bus schedules 6091, 6092, 6097, 6098, 6291, and 6292).
- *Capitol Limited* and *Lake Shore Limited* dedicated Thruway route between Toledo, Detroit, Ann Arbor, and East Lansing (bus schedules 6029, 6030, 6048, and 6049).
- *Cardinal* dedicated Thruway route between Charlottesville and Richmond (bus schedules 4050 and 4051).

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ATW, August 18, 2014, continued

eTicketing allows for an entire one-way or roundtrip reservation to connect to train reservations on most connecting Thruway buses. Customers at unstaffed bus stops will no longer have to order tickets by mail. For added customer convenience, eTickets can be displayed at no charge via the iPhone app or as a PDF depending on the mobile device.

Effective September 1, Amtrak Thruway bus service between Newport News and Virginia Beach will become eTicket eligible.



Reminder: Responses Needed for Amtrak Uniform Program Surveys

All Operations department uniformed employees are reminded to participate in Amtrak Uniform Program surveys – the Uniform Dress Shirt Survey or the Chef and Food Specialist Uniform Survey. Please note the following links for each survey:

- www.surveymonkey.com/s/AmtrakDressShirtSurvey (Train Service, Station Service, On Board Service employees)
- www.surveymonkey.com/s/AmtrakChef-FSUniformSurvey (Chef and Food Specialists only)

Please participate. Your opinion counts.



We Are Still Accepting Photos

Thank you to those who have submitted their updated photos to be used on new Amtrak identification badges. If you haven't already submitted your photo, **photos are still**

being accepted via email or text to IDrefresh@amtrak.com.

You can use a digital camera or a personal phone. Please remember to include your SAP number and full name in the subject line when submitting your photo.

Sending your photo helps Amtrak save costs and increase our photo collection efforts. Please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: *Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1*. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.

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August 25, 2014



Employee Appreciation Day

This year Employee Appreciation Day will be celebrated through September 30. The purpose is for managers to thank their employees for the

work they do day in and day out.

While celebrations will be held across the country, we have included a way you can thank your employees and co-workers for a job well done or wish them a happy Employee Appreciation Day with an e-card. Visit <http://mtmrecognition.com/ecards/amtrak> to view the e-card selection and for instructions. Managers will receive additional information about Employee Appreciation Day in the upcoming weeks along with action items for celebrating Employee Appreciation Day with your team.



Reminder: Changes to Amtrak Lodging Services

Amtrak has announced a new partnership with Travelliance, a full-service accommodations and transportation administration company. They will be replacing our current vendor, Corporate Lodging (CLC), beginning October 1, 2014.

This will bring changes to employee lodging procedures that will simplify the hotel booking and check-in processes. Reservations will be booked through a phone call to Travelliance (available 24/7/365) or electronically on their website.

Some minor changes to existing lodging procedures will be required by employees and include:

- CLC cards will be terminated and unavailable for use as of October 1, 2014 (12:01 a.m. Central Time)
- Employees will only need to show the hotel desk agent their Smart ID (employee badge)
- Hotels will verify reservations at check-in
- You will not be able to make reservations directly with hotels. If you currently contact hotels directly, you will now need to call Travelliance to book hotel rooms.

Amtrak will continue utilizing the same hotels as today, and Travelliance will be working with hotels in regard to future activity.

Please watch this space as additional information on this new program will be provided to all as the transition date approaches.



Common Myths about the Career and Compensation Structure

Questions and concerns come with any change. We are committed to providing you with the information you need so you can use the Career and Compensation Structure to support your career development at Amtrak. That's why we want to clear up some common myths about the Career and Compensation Structure:

“My job is changing” is FICTION. While titles may change as a result of the Career and Compensation Structure, the responsibilities of the job will not change. Creating consistency in titles will allow us to more accurately compare compensation to the marketplace and ensure we are offering competitive pay. If your title does change, this is in no way a reflection of individual performance. Rather it reflects the need for standardization so employees in every functional area and department at Amtrak can better understand how they fit into the broader organization.

“I’m getting a pay cut” is FICTION. Base salaries will not go down as a result of the Career and Compensation Structure. In fact, if your base salary is below the minimum point of the range for your band/zone, you will receive an increase in salary.

“New hires get paid more” is FICTION. The Career and Compensation Structure establishes salary ranges within each band where the entire range represents the marketplace and the midpoint is an approximation of the marketplace median based on jobs in similar markets. Employees move through the zone and are compensated based on their performance and skill level.

Employees in the low end of the range should have developing skills; toward the middle of the range their skills should be proficient; and at the top of the range they should have expert skills. During the Merit Award process, employees whose salary is below the midpoint may be given a larger increase compared to employees whose salary is above the market. This will move employees who are below the marketplace closer to the marketplace faster. We will also continue to differentiate pay based on performance – giving high performers larger increases.

“GEO pay is going away” is FICTION. With the Career and Compensation Structure, the location or region of a position no longer impacts a job title. However, this does not impact GEO pay. Amtrak will continue to review its GEO pay program through 2014.

For additional information and answers to your frequently asked questions (FAQ), refer to the FAQ document available on the company Intranet at <http://wiki.corp.nrpc/pages/viewpage.action?pagelid=306217004>.

If you have any questions or concerns about the Career and Compensation Structure, please feel free to reach out to a member of the Compensation team or the Human Capital business partner for your department.

Did You Know...?



Did you know that Amtrak offers many training courses in a variety of options to meet your needs? They include classroom, web-based and self-paced computer-based training with topics such as Amtrak Security Awareness Training and various computer skill enhancement classes.

Any request for external training should be submitted by the employee through eTrax. If you are taking an external course we recommend that you submit the request at least four weeks prior to class date. To create a Training Request, login to eTrax and select the **Create New Training Request** link on the left side of the page. This will launch the request process and prompt you to add in all necessary information including:

- Employee information
- Training information (type and name of training, training vendor, dates, cost, etc.)
- Justification

After the training request has been submitted, it will be sent to your supervisor/manager for approval in eTrax. Once approved, it will then be processed by the appropriate department. Please note that if there is a cost to attend training it will be billed back to your Cost Center.

After you have attended the training a copy of your certificate of completion along with the training objectives and course description should be sent to Training and Development (TrainingAndDevelopment@amtrak.com) to be included in your employee training record in SAP.



Reminder: Last Call for Amtrak Uniform Program Surveys

All Operations department uniformed employees are reminded to participate in Amtrak Uniform Program surveys – the Uniform Dress Shirt Survey or the Chef and Food Specialist Uniform Survey. Please note the following links for each survey:

- www.surveymonkey.com/s/AmtrakDressShirtSurvey (Train Service, Station Service, On Board Service employees)
- www.surveymonkey.com/s/AmtrakChef-FSUniformSurvey (Chef and Food Specialists only)

The survey will be **open through Friday, Aug. 29**. Please participate. Your opinion counts.



Reminder: We Are Still Accepting Photos

Thank you to those who have submitted their updated photos to be used for new Amtrak identification badges. If you haven't already submitted your photo, **photos are still being accepted** via email or text to IDrefresh@amtrak.com. You can use a digital camera or a personal phone. Please remember to include your SAP number and full name in the subject line when submitting your photo.

Sending your photo helps Amtrak save costs and increase our photo collection efforts. Please continue to adhere to the policies and instructions pertaining to the use of cell phones. The Amtrak corporate policy can be found on the company Intranet at: *Library > Policies > Amtrak Policy and Instruction Manual (APIM) > Operations > 3.23.1*. Employees who are governed by railroad operating rules (e.g., Locomotive Engineers, Conductors, Dispatchers, Track Car Drivers and Foremen, etc.) must continue to adhere to the operating rules and special instructions that apply to the use of electronic devices.



Safety Corner: New Safety Training Program Rolling Out

Amtrak is committed to safety with the understanding that the health and well-being of co-workers and customers come before all else. Currently, Amtrak is working with Strategic Safety Associates to conduct Train the Trainer classes in MoveSMART, a program designed to boost safe behavior at work and at home by encouraging judgment, motivation and personal control for safety. MoveSmart was first introduced to Amtrak in 1997 and was an overwhelming success with enthusiastic acceptance of the training by Amtrak agreement and non-agreement employees.

The first module of the training program is "Strength and Control" and addresses strains and sprains, identified as the leading injury statistic throughout Amtrak. Forty-two percent of all injuries are in this category which represents a 12 percent increase over FYTD 2013. In an effort to eliminate and reduce ergonomic related soft tissue injuries, this program utilizes techniques and strategies that increase useable strength, improve balance and control, increase body awareness and enhance judgment. It is designed to help reduce the frequency and severity of injuries incurred as a result of pushing, pulling, lifting, handling and repetitive work.

MoveSMART Train the Trainer classes are scheduled for September and employee training is expected to be rolled out in October 2014. The training will initially be delivered in new hire training, block training and boot camps with a goal of reaching all employees.



September is National Preparedness Month

Amtrak is committed to providing our employees with a safe and secure working environment and believes that many of the preparedness activities that are done at work can also benefit employees at home.

September is National Preparedness Month and a perfect time to prepare yourself and your family for a disaster by making an emergency plan.

As a member of Federal Emergency Management Agency's READY.GOV Alliance for the past three years, Amtrak's Emergency Management and Corporate Security department will be partnering with a number of organizations to host a series of National Preparedness Month events at stations across the country.

Additional preparedness suggestions to help you during a natural or manmade disaster at home, at work and in your community are available on www.ready.gov. Please take some time to read the information and share it with your family and friends.

During this month, we encourage all employees to make an emergency plan and practice it. For additional information, please visit one of our September events listed in the chart below or contact EMCS@amtrak.com.

National Preparedness Month Events

<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Regional Emergency Manager</u>
Sept. 3	11:00 a.m. – 6:00 p.m.	Boston – South Station	Steve Pugsley
Sept. 3	10:00 a.m. – 2:00 p.m.	King Street Station, Seattle	Lis Klute
Sept. 4	10:00 a.m. – 2:00 p.m.	King Street Station, Seattle	Lis Klute
Sept 10	6:30 a.m. – 10:30 a.m.	Providence Station	Steve Pugsley
Sept. 11	2:00 p.m. – 6:00 p.m.	Chicago Union Station	Gary Miller
Sept. 12	10:00 a.m. – 2:00 p.m.	New Orleans	Charlie Cox
Sept. 12	9:00 a.m. – 1:00 p.m.	San Diego	Dave Albert
Sept. 15	10:00 a.m. – 2:00 p.m.	Wilmington Station	Mac Mclean
Sept. 16	6:00 a.m. – 11:00 a.m.	Milwaukee Intermodal Transportation Station	Gary Miller
Sept. 16	10:00 a.m. – 2:00 p.m.	BWI Station	Mac Mclean
Sept. 17	10:00 a.m. – 2:00 p.m.	Baltimore Penn Station	Mac Mclean

Sept. 17	7:00 a.m. – 11:00 a.m.	Portland Station, Maine	Steve Pugsley
Sept. 17	TBA	New York Penn Station	Gary Hearn
Sept. 17	10:00 a.m. – 2:00 p.m.	Lancaster/Harrisburg	Brian McDonough
Sept. 17	TBA	Greensboro, North Carolina	Mike Stammel
Sept. 18	10:00 a.m. – 2:00 p.m.	New Carrollton Station	Mac Mclean
Sept. 19	10:00 a.m. – 2:00 p.m.	Philadelphia 30 th Street Station	Brian McDonough
Sept. 18	TBA	Fresno, California	Stacy Weller
Sept. 19	9:00 a.m. – 1:00 p.m.	San Luis Obispo California	Dave Albert
Sept. 19	TBA	Sacramento	Stacy Weller
Sept. 20	TBA	Sacramento	Stacy Weller
Sept. 22	TBA	Orlando,	Mike Stammel
Sept. 24	7:00 a.m. – 11:00 a.m.	New Haven Union Station	Steve Pugsley
Sept. 24	10:00 a.m. – 2:00 p.m.	Washington Union Station,	Steve Fruchtmann
Sept. 25	TBA	Charlotte, North Carolina	Mike Stammel
Sept. 27	10:00 a.m. – 3:00 p.m.	Olympia/Tumwater, Washington	Lis Klute



Electronic Customer Satisfaction Surveys to Replace Mailings

Amtrak is changing how we solicit and collect customer feedback. Since October 2013 we have been both mailing and emailing customer satisfaction surveys in order to gather comparative data on both methods. In FY15, Amtrak will only email Customer Satisfaction Index surveys (eCSI) to those who recently used Amtrak's services. This replaces the mailed surveys (CSI) that have been in use since May 1995.

Customer surveys are used to measure our customer's overall satisfaction or dissatisfaction on a particular train trip. This helps us identify areas of strength and areas that may need improvement in order to enhance the overall customer experience. The surveys form the basis for our Customer Satisfaction Index (CSI), which is one of Amtrak's key measures.

Some of the benefits of making this change include a shorter time between the customers' trip and their receipt of the survey since the responses are now emailed and eCSI is a less expensive surveying tool.

New Lodging Vendor Procedures

Beginning October 1, 2014, hotel lodging currently provided by Corporate Lodging (CLC) will now be provided by Travelliance. Most employees will not notice a change in the process as the majority of hotels will remain the same and room reservations will be done electronically on a nightly basis. However, this change will result in some new procedures that include:

- Please call Travelliance at 866-927-8010 with hotel reservation questions or issues. Please do not contact CNOC with any hotel needs or issues. This new booking process will be available for you beginning September 22, 2014, from 8 a.m. to 3 p.m. Central time; however, you will only be able to book hotels for stays after October 1, 2014.
- Hotel reservations may also be made via the Travelliance portal at <https://corpconnex.tvlinc.com>. This portal will also be available September 22, 2014, from 8 a.m. to 3 p.m. Central time and reservations for stay dates on or after October 1 can be made at that time. You will need a user name and password to log on to the Travelliance portal.
- After October 1, 2014, both the phone number and Travelliance portal will be available 24 hours a day.
- Employees will only need to show the hotel desk their Smart ID badge. Business line employees should know their job code as well as this may help identify you to the hotel in the event they do not have your name.
- Hotels will verify reservations at check-in using your Smart ID badge and job code.
- Transportation crews will have rooms reserved through the electronic booking process
- Engineering Supervisors and Foremen who require hotel rooms for their gangs will need to call Travelliance to reserve rooms. If possible, please call 24 hours in advance of your hotel dates or any changes in hotel reservations. You will not be able to call the hotels directly or you will be held accountable for paying the invoice from the hotel.
- The following employee groups can make hotel reservations via web (Travelliance Portal) or by calling Travelliance:
 - All management employees
 - Training department personnel who will be arranging hotels for others scheduled for any Operations training
 - Amtrak Police Department
 - Any employee approved for reverse lodging

Employees will no longer:

- Need CLC cards. Cards will be terminated and deactivated for use as of October 1, 2014 (12:01 a.m. Central time). Please turn your cards into your managers.
- You cannot make reservations directly with hotels. If you currently contact hotels directly, you will need to call Travelliance to book hotel rooms.

Additional information and training will be provided on how to use the Travelliance Portal as well as the information you will need when calling Travelliance to book a hotel room. Please keep an eye out for future dates for a webinar/question and answer sessions.



Your Manager and You: Constructive Conversations about Your Career at Amtrak

The Amtrak Career and Compensation Structure provides a consistent framework to help employees understand the core competencies they need to be successful in their role and identify development opportunities across the company. It also is a tool that you can use with your manager during your Performance Conversations – and throughout the year – to guide your development.

In the coming months, all non-agreement employees will be meeting with their managers to discuss the Career and Compensation Structure. Use this opportunity to reflect on your career at Amtrak.

1. **Evaluate** – Think about your current role at Amtrak.
 - Where does my current position fit into the company?
 - What are my strengths?
 - What do I need to continue to develop my skills?
 - What do you enjoy about your current position?
 - What do you not enjoy about your current position?
2. **Dream** – Think about where you see yourself in the future at Amtrak.
 - What are your career aspirations?
 - Do you want to manage people?
 - Do you want to build technical expertise as an individual contributor?
 - Do you want to explore other functional areas at Amtrak?
3. **Act** – Create a development plan to achieve your career goals at Amtrak.
 - What skills do I need to develop to reach my goal?
 - What experience do I need to reach my goal?
 - What learning and development opportunities exist?
 - Who can I talk to? Is there someone whose footsteps I can follow?

Before you meet with your manager, take the time to consider your career ambitions at Amtrak. Be ready to share this information with your manager so you can have a productive conversation about your career at Amtrak.

For additional information about the Career and Compensation Structure, visit:

<http://wiki.corp.nrpc/pages/viewpage.action?pageId=306217004>.

If you have any questions or concerns about the Career and Compensation Structure, please feel free to reach out to a member of the Compensation team or the Human Capital business partner for your department.

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FY15 My Commitments Extended to October 10

In order to provide us all with the time we need the FY 15 My Commitments deadline has been extended to October 10, 2014. As in FY14, FY15 My Commitments refer to SMART goals, developmental goals, core competencies and job accountabilities. Please enter your FY15 My Commitments in My CareerTrak by October 10. To help with the My Commitments process and answer your My CareerTrak questions, a series of webinars, 'Performance Conversations Workshops,' will be held on the following dates through October:

- Wednesday, September 3, 10:30 - 12:00 p.m. Eastern time
- Tuesday, September 9, 1:00 - 2:30 p.m. Eastern time
- Monday, September 15, 3:00 - 4:30 p.m. Eastern time
- Friday, September 19, 11:00 -12:30 p.m. Eastern time
- Wednesday, September 24, 2:00 - 3:30 p.m. Eastern time
- Tuesday, September 30, 11:00 -12:30 p.m. Eastern time
- Friday, October 3, 10:30 -12:00 p.m. Eastern time
- Monday, October 6, 1:30 - 3:00 p.m. Eastern time
- Wednesday, October 8, 12:00 -1:30 p.m. Eastern time

These interactive sessions will address questions about the process such as: What should I do if my manager has not cascaded his/her goals to me? How do Core Competencies play in to My Commitments? What actions do I (e.g. rating managers and employees) need to complete? Participants will be encouraged to ask questions about My Commitments that matter most to them. Use the following log-in information to attend one of these webinars:

Dial 1-866-209-1307

Enter passcode 9657457#

Click the following link to attend the virtual

meeting: <https://connect17.uc.att.com/amtrak/meet/?ExEventID=89657457>

For more information on these and other resources available to support you in setting your commitments, Check out the full version of the My CareerTrak Update on the My CareerTrak wiki site. If you have general My CareerTrak questions contact the Employee Service Center (ESC) by calling 1-888-694-7372.

Limited Schedule Change: Northbound Acela Express Trains

Starting September 2 through November 14, major railroad construction will occur near Aberdeen, Maryland. To accommodate this work, northbound *Acela Express* trains will depart earlier from Washington, BWI Thurgood Marshall Airport and Baltimore:

- All northbound *Acela Express* trains will depart Washington five minutes earlier.
- All northbound *Acela Express* trains will depart from BWI and Baltimore station between three and five minutes earlier.
- Schedules will not change at Wilmington or at any remaining stations on the route.

Most southbound trains will arrive at Baltimore, BWI and Washington up to eight minutes later than the times shown in Amtrak printed timetables.



Amtrak joins Federal, State and Local Officials to Support the Grow America Act

As most of our employees know, the Northeast Corridor (NEC) is a critical infrastructure asset for our country with 750,000 daily passenger trips on 2,200 trains. With increasing ridership comes increasing demands on our aging infrastructure. Currently two projects are advancing – the **New Jersey High Speed Rail Improvement Program (NJ HSRIP)** and the **Baltimore and Potomac Tunnel Replacement Project**, both designed to deliver the capacity and reliability improvements that are required on the busiest corridor in the Amtrak system.

Recently, Amtrak NEC leaders joined the Federal Railroad Administration (FRA), state and local elected officials to discuss these projects and reiterate how predictable, dedicated funding is essential for the future of rail infrastructure. This press tour initiative led by the FRA was designed to drive attention to the Congressional call to pass the GROW AMERICA Act - a four year, \$300 billion transportation bill that would invest \$19 billion in America's railroad system.

The **New Jersey High Speed Rail Improvement Program (NJ HSRIP)** and the **Baltimore and Potomac Tunnel Replacement Project** were highlighted as examples of infrastructure projects in the environmental review, design or construction phase that could be replicated or advanced swiftly should the necessary multi-year funding be secured.

- **New Jersey High Speed Rail Improvement Program (NJ HSRIP)**
The NJ HSRIP will improve service reliability for Amtrak intercity and commuter services by increasing capacity in support of more frequent train travel for Amtrak intercity operations as well as New Jersey Transit commuter operations. The program will create additional capacity to support the operation of two *Acela Express* trains per hour between New York and Washington.
- **Baltimore and Potomac Tunnel Replacement Tunnel**
The Baltimore and Potomac (B and P) Tunnel Replacement Project seeks to improve rail service and reliability, and gain crucial speed and capacity for Amtrak, MARC and freight users. Replacement of the 141-year-old B and P Tunnel will allow for increased speeds in the Baltimore region and will improve on-time performance. When completed, the project will help make Amtrak and MARC less susceptible to maintenance-related delays as a result of the aging infrastructure.

Learn more about [Amtrak's efforts to advance critical infrastructure improvements](#) along the NEC on Amtrak.com.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com



September is National Preparedness Month

Amtrak is committed to providing our employees with a safe and secure working environment and believes that many of the preparedness activities that are done at work can also benefit employees at home.

September is National Preparedness Month and a perfect time to prepare yourself and your family for a disaster by making an emergency plan.

As a member of Federal Emergency Management Agency's READY.GOV Alliance for the past three years, Amtrak's Emergency Management and Corporate Security department will be partnering with a number of organizations to host a series of National Preparedness Month events at stations across the country.

Additional preparedness suggestions to help you during a natural or manmade disaster at home, at work and in your community are available on www.ready.gov. Please take some time to read the information and share it with your family and friends.

During this month, we encourage all employees to make an emergency plan and practice it. For additional information, please visit one of our September events listed in the chart below or contact EMCS@amtrak.com.

National Preparedness Month Events

<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Regional Emergency Manager</u>
Sept. 3	11:00 a.m. – 6:00 p.m.	Boston – South Station,	Steve Pugsley
Sept. 3	10:00 a.m. – 2:00 p.m.	King Street Station, Seattle	Lis Klute
Sept. 4	10:00 a.m. – 2:00 p.m.	King Street Station, Seattle	Lis Klute
Sept 10	6:30 a.m. – 10:30 a.m.	Providence Station,	Steve Pugsley
Sept. 11	2:00 p.m. – 6:00 p.m.	Chicago Union Station	Gary Miller
Sept. 12	10:00 a.m. – 2:00 p.m.	New Orleans	Charlie Cox
Sept. 12	9:00 a.m. – 1:00 p.m.	San Diego	Dave Albert
Sept. 15	10:00 a.m. – 2:00 p.m.	Wilmington Station	Mac Mclean
Sept. 16	6:00 a.m. – 11:00 a.m.	Milwaukee Intermodal Transportation Station	Gary Miller
Sept. 16	10:00 a.m. – 2:00 p.m.	BWI Station	Mac Mclean
Sept. 17	10:00 a.m. – 2:00 p.m.	Baltimore Penn Station	Mac Mclean

Sept. 17	7:00 a.m. – 11:00 a.m.	Portland Station, Maine	Steve Pugsley
Sept. 17	TBA	New York Penn Station,	Gary Hearn
Sept. 17	10:00 a.m. – 2:00 p.m.	Lancaster/Harrisburg	Brian McDonough
Sept. 17	TBA	Greensboro, North Carolina	Mike Stammel
Sept. 18	10:00 a.m. – 2:00 p.m.	New Carrollton Station	Mac Mclean
Sept. 19	10:00 a.m. – 2:00 p.m.	Philadelphia 30 th Street Station	Brian McDonough
Sept. 18	TBA	Fresno, California	Stacy Weller
Sept. 19	9:00 a.m. – 1:00 p.m.	San Luis Obispo California	Dave Albert
Sept. 19	TBA	Sacramento	Stacy Weller
Sept. 20	TBA	Sacramento,	Stacy Weller
Sept. 22	TBA	Orlando,	Mike Stammel
Sept. 24	7:00 a.m. – 11:00 a.m.	New Haven Union Station	Steve Pugsley
Sept. 24	10:00 a.m. – 2:00 p.m.	Washington Union Station,	Steve Fruchtmann
Sept. 25	TBA	Charlotte, North Carolina	Mike Stammel
Sept. 27	10:00 a.m. – 3:00 p.m.	Olympia/Tumwater, Washington	Lis Klute



Electronic Customer Satisfaction Surveys to Replace Mailings

Amtrak is changing how it solicits and collects customer feedback. Since October 2013 we have been both mailing and emailing customer satisfaction surveys in order to gather comparative data on both methods. In FY15, Amtrak will only email Customer Satisfaction Index surveys (eCSI) to those who recently used Amtrak's services. This replaces the mailed surveys (CSI) that have been in use since May 1995.

Customer surveys are used to measure our customer's overall satisfaction or dissatisfaction on a particular train trip. This helps us identify areas of strength and areas that may need improvement in order to enhance the overall customer experience. The surveys form the basis for our Customer Satisfaction Index (CSI), which is one of Amtrak's key measures.

Some of the benefits of making this change include a shorter time between the customers' trip and their receipt of the survey since the responses are now emailed and eCSI is a less expensive surveying tool.

New Lodging Vendor Procedures

Beginning October 1, 2014, hotel lodging currently provided by Corporate Lodging (CLC) will now be provided by Travelliance. Most employees will not notice a change in the process as the majority of hotels will remain the same and room reservations will be done electronically on a nightly basis. However, this change will result in some new procedures that include:

- Please call Travelliance at 866-927-8010 with hotel reservation questions or issues. Please do not contact CNOC with any hotel needs or issues. This new booking process will be available for you beginning September 22, 2014, from 8 a.m. to 3 p.m. central time; however, you will only be able to book hotels for stays after October 1, 2014.
- Hotel reservations may also be made via the Travelliance portal at <https://corpconnex.tvlinc.com>. This portal will also be available September 22, 2014, from 8 a.m. to 3 p.m. Central time and reservations for stay dates on or after October 1 can be made at that time. You will need a user name and password to log on to the Travelliance portal.
- After October 1, 2014, both the phone number and Travelliance portal will be available 24 hours a day.
- Employees will only need to show the hotel desk their Smart ID badge. Business line employees should know their job code as well as this may help identify you to the hotel in the event they do not have your name.
- Hotels will verify reservations at check-in using your Smart ID badge and job code.
- Transportation crews will have rooms reserved through the electronic booking process
- Engineering Supervisors and Foremen who require hotel rooms for their gangs will need to call Travelliance to reserve rooms. If possible, please call 24 hours in advance of your hotel dates or any changes in hotel reservations. You will not be able to call the hotels directly or you will be held accountable for paying the invoice from the hotel.
- The following employee groups can make hotel reservations via web (Travelliance Portal) or by calling Travelliance:
 - All management employees
 - Training department personnel who will be arranging hotels for others scheduled for any Operations training
 - Amtrak Police Department
 - Any employee approved for reverse lodging

Employees will no longer:

- Need CLC cards. Cards will be terminated and deactivated for use as of October 1, 2014 (12:01 a.m. central time). Please turn your cards into your managers.
- You cannot make reservations directly with hotels. If you currently contact hotels directly, you will need to call Travelliance to book hotel rooms.

Additional information and training will be provided on how to use the Travelliance Portal as well as the information you will need when calling Travelliance to book a hotel room. Please keep an eye out for future dates for a webinar/question and answer sessions.



Your Manager and You: Constructive Conversations about Your Career at Amtrak

The Amtrak Career and Compensation Structure provides a consistent framework to help employees understand the core competencies they need to be successful in their role and identify development opportunities across the company. It also is a tool that you can use with your manager during your Performance Conversations – and throughout the year – to guide your development.

In the coming months, all non-agreement employees will be meeting with their managers to discuss the Career and Compensation Structure. Use this opportunity to reflect on your career at Amtrak.

1. **Evaluate** – Think about your current role at Amtrak.
 - Where does my current position fit into the company?
 - What are my strengths?
 - What do I need to continue to develop my skills?
 - What do you enjoy about your current position?
 - What do you not enjoy about your current position?
2. **Dream** – Think about where you see yourself in the future at Amtrak.
 - What are your career aspirations?
 - Do you want to manage people?
 - Do you want to build technical expertise as an individual contributor?
 - Do you want to explore other functional areas at Amtrak?
3. **Act** – Create a development plan to achieve your career goals at Amtrak.
 - What skills do I need to develop to reach my goal?
 - What experience do I need to reach my goal?
 - What learning and development opportunities exist?
 - Who can I talk to? Is there someone whose footsteps I can follow?

Before you meet with your manager, take the time to consider your career ambitions at Amtrak. Be ready to share this information with your manager so you can have a productive conversation about your career at Amtrak.

For additional information about the Career and Compensation Structure, visit:

<http://wiki.corp.nrpc/pages/viewpage.action?pageId=306217004>.

If you have any questions or concerns about the Career and Compensation Structure, please feel free to reach out to a member of the Compensation team or the Human Capital business partner for your department.

FY15 My Commitments Extended to October 10

In order to provide us all with the time we need the FY 15 My Commitments deadline has been extended to October 10, 2014. As in FY14, FY15 My Commitments refer to SMART goals, developmental goals, core competencies and job accountabilities. Please enter your FY15 My Commitments in My CareerTrak by October 10. To help with the My Commitments process and answer your My CareerTrak questions, a series of webinars entitled, 'Performance Conversations Workshops' will be held on the following dates through October:

- Wednesday, September 3, 10:30 - 12:00 p.m. Eastern time
- Tuesday, September 9, 1:00 - 2:30 p.m. Eastern time
- Monday, September 15, 3:00 - 4:30 p.m. Eastern time
- Friday, September 19, 11:00 -12:30 p.m. Eastern time
- Wednesday, September 24, 2:00 - 3:30 p.m. Eastern time
- Tuesday, September 30, 11:00 -12:30 p.m. Eastern time
- Friday, October 3, 10:30 -12:00 p.m. Eastern time
- Monday, October 6, 1:30 - 3:00 p.m. Eastern time
- Wednesday, October 8, 12:00 -1:30 p.m. Eastern time

These interactive sessions will address questions about the process such as: What should I do if my manager has not cascaded his/her goals to me? How do Core Competencies play in to My Commitments? What actions do I (e.g. rating managers and employees) need to complete? Participants will be encouraged to ask questions about My Commitments that matter most to them. Use the following log-in information to attend one of these webinars:

Dial 1-866-209-1307

Enter passcode 9657457#

Click the following link to attend the virtual

meeting: <https://connect17.uc.att.com/amtrak/meet/?ExEventID=89657457>

For more information on these and other resources available to support you in setting your commitments, Check out the full version of the My CareerTrak Update on the My CareerTrak wiki site. If you have general My CareerTrak questions contact the Employee Service Center (ESC) by calling 1-888-694-7372.

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Learn more about [Amtrak's efforts to advance critical infrastructure improvements](#) along the NEC on Amtrak.com.

September 8, 2014



Safety First: New Measurement System in Place

Amtrak is committed to safety with the understanding that the health and well-being of co-workers and customers comes before all else. At Amtrak, we now measure serious injuries and fatalities (SIF) through a new system-wide process. In addition to meeting the Federal Railroad Administration and the Occupational Safety and Health Administration injury classification requirements, SIF implements a progressive approach making classification decisions based on **potential** injuries. Currently, our system has a SIF rating of 0.5, with an ultimate target of zero.

The new SIF process is intended to reduce or eliminate SIF by reducing inherent risk, making the management controls more effective or changing the accepted norm of work practices in the organization. When we classify based on outcomes, we are creating a lagging metric, but when we classify based on potential we are creating a leading metric. And more importantly, we are taking action before someone gets seriously injured, rather than after the injury occurs.



Have You Met Your Annual Requirements?

The 2014 Amtrak Information Security Awareness training is available in the Training section of the Employee Information Portal. This is a mandatory course that is to be completed by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's Internet, computers, networks, emails and tips for handling security breaches. Please note, the training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed by September 30, 2014. For additional information and instructions please visit: <http://wiki.intranet.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=1>



New Lodging Procedures and Webinar Information

Beginning October 1, 2014, hotel lodging currently provided by Corporate Lodging (CLC) will be provided

by Travelliance. Most employees will not notice a change in the process as the majority of hotels will remain the same and room reservations will be processed electronically on a nightly basis. This change will result in some new procedures that include:

- Call Travelliance at 866-927-8010 with hotel reservation requests, questions or issues. Please do not contact CNOC with any hotel needs or issues. This new reservation process will be available beginning **September 22**, however; you will only be able to reserve hotels for lodging on or after October 1.
- Hotel reservations may also be made via the [Travelliance Portal](https://corpconnex.tvlinc.com) at <https://corpconnex.tvlinc.com>. The portal will be available September 22 for reservation requests on and after October 1. You will be given a user name and password to log on to the Travelliance Portal.
- After October 1, both the phone number and [Travelliance Portal](https://corpconnex.tvlinc.com) will be available 24 hours/7 days a week.
- Employees will only need to show the hotel desk their Amtrak employee ID. Business line employees should know their job symbol as this may help identify them with the hotel in the event they do not have their name.
- Hotels will verify reservations at check-in using the employee badge and job code.
- Transportation crews will have rooms reserved through the electronic booking process.
- Engineering supervisors and foremen who require hotel rooms for their gangs will need to call Travelliance to reserve rooms. As much as possible, please call 24 hours in advance of your reservation to make adjustments or to cancel. **Employees should not to call the hotels directly or they will be held accountable for paying the invoice from the hotel.**

CLC cards will be terminated and unavailable for use as of October 1, 2014 (12:01 a.m. Central Time). Managers should please collect and destroy as many of the CLC cards as possible.

Travelers should no longer make reservations directly with hotels. Instead, they should contact Travelliance for reservations beginning on or after October 1.

The following employee groups can make hotel reservations via Web ([Travelliance Portal](#)) or by calling Travelliance:

- All management employees
- Training department personnel that will be arranging hotels for others scheduled for any Operations Training
- Amtrak Police Department
- Any employee approved for reverse lodging

To assist in making hotel reservations by phone at 866-927-8010 and/or through the portal, there will be **several webinars which will provide complete instructions** for working with Travelliance. Please try to attend any one of the following sessions being provided:

September 10, 15, 17, 22, 24 and 29

All sessions are held from 10:00 a.m. – 11:00 a.m. and 3:00 p.m. – 4:00 p.m., Eastern Standard Time.

To access the webinar please use the following:

- **Toll-Free** (US and Canada): 800-768-2983. Use Access Code: 7671111
- **Meeting**
URL: <https://www.callinfo.com/prt?host=level3&an=8007682983&ac=7671111>
- **To Test Your Computer:** <http://test.callinfo.com/?host=level3>
Use Access Code: 7671111

Participants will be required to enter their name and no other information is required.

Using this online tool will be vitally important to ensuring your hotel needs are addressed. We hope you find a convenient time to log on to the webinar for this important information session.



Glory Days in White River Junction, Vermont

Between 1848 and 1865, five railroads laid tracks along this bend in the Connecticut River, thereby giving birth to [White River Junction](#).

Opened in December 1937, the current depot was built as a union station to serve the Central Vermont and Boston and Maine (B and M) railroads. The building is a fine example of the Georgian Revival, and the cupola features a weathervane with a small engine and tender. During the mid-20th century, the station was

especially busy during football season when rambunctious crowds passed through on their way to games at nearby Dartmouth.

Today the streets close to the station are active with new shops, restaurants and art studios. North of the depot, visitors can see a vintage 1892 4-4-0 steam locomotive built for the B and M. Learn more about the White River Junction station at <http://www.greatamericanstations.com/Stations/WRJ>.

On September 13, the [Amtrak Exhibit Train](#) will be in White River Junction for the 22nd annual [Glory Days Festival](#). Attendees are invited to take a free tour of the Exhibit Train between 10:00 a.m. – 4:00 p.m. and learn about our company's past, present and future. In addition, festival goers can enjoy a model train show, children's activities and live entertainment.



Amtrak Labor and Employment Law Newsletter

The latest edition of the Amtrak Labor and Employment Law newsletter, "On the Right Track," is now available. You can find this and past editions of the newsletter under Law department publications on the [Law Department](#) Intranet page, located under the How We Work tab on the main Amtrak Intranet page.

Featured in this Issue

- EEOC Issues Publications Providing Guidance on Religious Dress and Grooming
- After Harassment: Judging the Employer Response
- Employee's Friends may be Protected by Civil Rights Act
- New Philadelphia Law Requires Pregnancy Accommodations
- Accommodation of Work Goals for Disabled Employees
- When Charging Discrimination, Employees Can Point to Others with Different but Comparably Serious Offenses

This newsletter is not designed to provide legal advice, but to make you aware of new and emerging issues that may impact the work you do every day. If you have any questions, please contact one of the attorneys listed in the newsletter.

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To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com

September 15, 2014

The National Domestic Violence

HOTLINE

**Safety First: Domestic Violence –
There is a Way Out**

Recently, disturbing high-profile events have brought [Domestic Violence](#) to the forefront of the minds of many Amtrak Employees. The unfortunate reality that relationships can become so destructive is unsettling to many of us. It is a good time to reeducate ourselves, and reinforce our resolve to stand up for those who are victims of this senseless type of violence. Domestic Violence does not discriminate and it affects all parts of society, including our friends, family or coworkers.

Amtrak stands firm in its resolve to stand up against domestic violence and support all of our employees. The [Employee Assistance Program](#) is committed to providing confidential assistance to any employee or family member who has been a victim of domestic violence.

It is important that we bring attention to this issue because so many victims remain silent. Domestic violence affects the workplace in a number of ways. Absenteeism, impaired job performance and loss of experienced employees are only some of the costs that companies bear as a direct result of this behavior.

Domestic violence happens when one person exerts power or control over a current or past intimate partner or family member. Victims often feel fear and are intimidated. Physical or psychological injuries or even death can be the result. Domestic violence attacks can be physical, sexual, psychological or financial.

If you have been a victim of domestic violence you are not alone. Domestic violence affects people of every age, gender, sexual orientation, race, religion, income and education. Nearly one in four women and 11.5 percent of men have reported at least one episode of domestic violence in their lifetime. Help is available.

To get help or more information on Domestic violence, please contact [Amtrak's Employee Assistance Program](#): Mid-Atlantic Division (Washington, D.C.) – 202-906-3447, Mid-Atlantic Division (Philadelphia) – 215-349-1487, Northeast Division (New York) – 212-630-7655, Northeast Division (Boston) – 617-345-7738, Central Division (Chicago) – 312-544-5254, Southwest/Pacific Division (Los Angeles) – 800-453-9557, Southern Division (Jacksonville)—904-766-5133, or the [National Domestic Violence Hotline](#) at (800) 799-SAFE (7233).



Reminder: Have You Met Your Annual Requirements?

The 2014 Amtrak Information Security Awareness training is available via the Training section of the Employee Information Portal. This is a mandatory course that has to be completed by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's Internet, computers, networks, emails and tips for handling security breaches. Please note, this training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed by September 30, 2014. For additional information and instructions please visit: <http://wiki.corp.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=2&modificationDate=1410194376317>



How Amtrak's Career Level Guide Helps You Chart Your Career Path

With the introduction of the Career & Compensation Structure comes a variety of tools to help you chart your career path at Amtrak. One of those tools is the [Career Level Guide](#), which describes the responsibilities for Career Professionals (C Band), Management and Technical Leads (D Band) and Executives (E Band).

You can use this guide as reference to:

- **Understand Your Role** – Determine where your role fits in and know what is expected for your band/zone. Talk with your manager to discuss what is most applicable and relevant to you as the descriptions provided are for general reference.
- **Know Your Impact on the Business** – Every employee at all levels of the business makes an impact on our organization. Reflect on how your position makes an impact to our business.
- **Identify Development Opportunities** – Assess how your skills and experience match the expectations for your role. Determine what skills and experience you need to excel in your role and progress to the next level.
- **Guide Performance Conversations** – Talk with your manager about how your role fits in to the organization and how you would like to progress your career at Amtrak. Together, create a plan to develop the skills and experience you need to reach your career goals.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com

To access the Career Level Guide and other resources for the Career & Compensation Structure, visit:
<http://wiki.corp.nrpc/pages/viewpage.action?pageId=306217004>.
If you have any questions or concerns about the Career & Compensation Structure, please feel free to reach out to a member of the Compensation team or the Human Capital business partner for your department.



11th Civic Conversation Held in Memphis

On Sept. 11, our Government Affairs and Corporate Communication department held their 11th Civic Conversation in Memphis, Tennessee. The conference was attended by local, city, state and federal officials.

As part of the [Great American Stations](#) project, Amtrak hosts Civic Conversations in an effort to inform communities about station renovation and to build partnerships with those considering and working to revitalize the stations Amtrak serves. The focus of the Memphis event was the *City of New Orleans* and *Texas Eagle* routes to include 21 Amtrak-served communities in Illinois, Kentucky, Tennessee, Mississippi, Louisiana, Texas, Arkansas and Missouri.

Discussions at the Civic Conversation included:

- How to get started with a project and an introduction to Amtrak contacts
- Compliance with the Americans with Disabilities Act (ADA)
- Possible federal and private funding sources
- Case studies of successful station projects
- Amtrak station planning guidelines and
- Historic preservation regulations

These forums serve as an invaluable tool to educate attendees on the importance of Amtrak as an economic driver in communities across the country.



Amtrak K-9 Team Wins Competition Event

Last month, Los Angeles K-9 Officer Robert Solomon-Billings and his K-9 partner Pal, participated in the prestigious Transportation Security Administration sponsored "Reno K911" training and competition event held in Reno, Nevada. Over 25 federal, state and local K-9 teams participated in multiple training scenarios simulating VIP movements, bomb threats and K-9 sweeps. The K-9 sweeps included moving and stationary baggage, offices, baggage rooms and trains.

Also at the event were Amtrak Police Department instructors, who delivered K-9 first aid training and provided the group with a moving train-search scenario between Reno and Truckee, California.

K-9 Officer Solomon-Billings and Pal placed second in the luggage sweep, sweeping 80 pieces of luggage in 10 minutes and successfully located two explosive devices. During the bus sweep competition, K-9 Officer Solomon-Billings and Pal placed first and located two explosive devices. In addition, the Amtrak K-9 team placed first in the overall competition with a grand total of 298 points out of a possible 300 points available for the two timed events.

Congratulations on a winning performance.

September 22, 2014



Safety First: Knockout Strains and Sprains

Are you ready to rumble? The Safety Process Focus Team (PFT) is asking for everyone's assistance defeating our number one safety opponent: sprains and strains. With 41 percent of all injuries occurring in this category for FY14 (to date), the PFT team has put together a knockout initiative to annihilate this opponent. Let's get ready to rumble Amtrak employees, and land a "Knock Out" on all strains and sprains injuries.

Throughout FY15, the Safety PFT team will keep us well informed on how well we are doing towards our goal to end FY15 with 15 percent fewer injuries than in FY14. So let's get this championship bout with sprains and strains started.

Event Overview- *Here's how we'll keep score...*

- There will be 12 rounds, one for each month during FY15. If and when Amtrak delivers a "Knock Out," another match will take place for the following month.
- Blows to opponents will land after the round/month is calculated. Calculations are based by a percentage basis:
 - One – five percent reduction lands a **Job**
 - Six – ten percent reduction is a **Upper Cut**
 - 11-15 percent reduction is a **Knock Down** standing eight counts
 - 16 percent or more is a **Knock Out**

Completing an [Ergo Checklist](#) self-assessment before the start of FY15 will help ensure we land some blows to sprains and strains. Supervision and the Safety PFT will be of assistance with corrective actions from the checklist also available on the company Intranet under Safety → Safety.



Reminder: Have You Met Your Annual Requirements?

The 2014 Amtrak Information Security Awareness training is available in the Training section of the Employee Information Portal. This is a mandatory course that must be completed by employees and contractors who have an Amtrak e-mail account. The training lasts approximately one hour and will cover securely accessing Amtrak's Internet, computers, networks, emails and tips for handling security breaches. Please note, this training is a supplement to Amtrak's Computer Security and Usage Policy.

The training must be completed by September 30, 2014. For additional information and instructions please visit: <http://wiki.intranet.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=1>



Amtrak Reinforces its Commitment to Preserve the Environment

Today, Amtrak President and CEO Joe Boardman will participate on a transportation panel at the *On Track for Clean and Green Transport Climate Change* event at the future Moynihan Station in New York. This event will bring together high level stakeholders to discuss the role of sustainable transport as a solution to climate change. Mr. Boardman will reinforce Amtrak's dedication to preserving the planet.

Our accomplishments to date are many. They include installing **energy-efficient lighting** at our facilities, realizing **reduced locomotive fuel consumption** by installing anti-idling devices and the recently purchased [ACS-64](#) — electric locomotives equipped with **regenerative braking**. Our investment in the future and our commitment to the environment is real.

To learn more about [Amtrak's environmental practices](#), visit the company Intranet> Safety→ Environmental.



Reminder: New Lodging Vendor Reservations Start October 1

Beginning October 1, Travelliance will begin providing hotel lodging that is currently provided by Corporate Lodging (CLC). To make reservations or if you have questions/issues about an existing reservation:

- Call Travelliance at 866-927-8010
- Hotel Reservations may also be made via the Travelliance Portal at <https://corpconnex.tvlinc.com>.
- Both the phone and portal will be available September 22, for reservations requests occurring on and after October 1. You will be given a user name and password to log on to the Travelliance portal.
- **After October 1, both the phone number and [Travelliance Portal](#) will be available 24 hours/7 days a week, 365 days a year.**

The following employee groups can make hotel reservations via Web ([Travelliance Portal](#)) or by calling Travelliance:

- Training department personnel that will be arranging hotels for others scheduled for any Operations training
- Amtrak Police Department
- Any employee approved for reverse lodging
- Management employees – this is an addition to and not a replacement of the existing Concur system

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To assist in making hotel reservations by phone at 866-927-8010 and/or through the [Travelliance Portal](#) there will be several webinars complete with step-by-step instructions for use. Please try to attend any one of the following sessions being provided. All sessions are Eastern Standard Time.

- Sept. 22: 10:00 a.m. -11:00 a.m. and 3:00 p.m. - 4:00 p.m.
- Sept. 24: 10:00 a.m. -11:00 a.m. and 3:00 p.m. - 4:00 p.m.
- Sept. 29: 10:00 a.m. -11:00 a.m. and 3:00 p.m. - 4:00 p.m.

To access the webinar please use the following:

Toll-Free (US & Canada): 8007682983/**Access Code:** 7671111
Meeting URL:

<https://www.callinfo.com/prt?host=level3&an=8007682983&ac=7671111>

Test Your Computer: <http://test.callinfo.com/?host=level3>

Access Code: 7671111

Participants will be required to enter their name, no other information is required.

Please keep in mind that in the future *employees will no longer:*

- Need CLC cards. Cards will be terminated and unavailable for use as of October 1 (12:01 am Central Time). Please collect and destroy as many of the CLC cards as possible.
- Do not make reservations directly with hotels. If you currently contact hotels directly, you will need to call Travelliance to reserve your hotel rooms. If you do contact the hotels directly we will not have a record of the trip and cannot reimburse the hotel for your stay.
- Please do not contact CNOC with any hotel needs or issues.

Using this online tool will be vitally important to ensuring your hotel needs are addressed. Please find a convenient time to log on to the webinar for an important information session.



iLMS Newsletter Now Available

Integrated Labor Management System (iLMS) is one of the first projects of the Operations Foundation Program, a capital program that will begin to implement some of the foundational and high priority initiatives identified by key stakeholders in the Operations department. Amtrak is undertaking the iLMS project to modernize our current labor management systems and processes. iLMS will provide a more efficient way to manage labor across departments and crafts by optimizing assignments, payroll and crew management.

Some of the key benefits that the iLMS project plans to achieve are:

- Reducing operating ratio and minimizing operating cost
- Modernizing position and employee management
- Maximizing utilization of employee resources to ensure proper staffing levels and job assignments
- Streamlining data access to employee information during emergency situations
- Reducing train delays due to staffing issues
- Providing employees self-service tools

To learn more about the iLMS project, read the [iLMS Quarterly](#), a newsletter available on the company Intranet and designed to provide you with updates on project progress and accomplishments.



Washington Ballet and Delaware Theatre Company Offer Discounted Tickets to Amtrak Employees

Employees living in or visiting the Washington, D.C., area may take advantage of a marketing partnership with the [Washington Ballet](#) and enjoy a ten percent discount on tickets for the upcoming 2014 – 2015 season. Performances are held at various locations throughout Washington, D.C., and include:

2014 Performances:

Petite Mort	October 22-26
The Nutcracker	November 29 - December 28

2015 Performances:

Sleepy Hollow	February 18-22
Swan Lake	April 8-12, 2015
ALICE (in Wonderland)	May 6-10 and May 16-17
Tour-de-Force: Serenade	May 13-15
The Sleeping Beauty	May 30-31

To purchase tickets, use promo code AMTRAK at any ticket purchasing outlet: www.ticketmaster.com, via telephone 202.362.3606 x605 or at the box offices at the Kennedy Center, Harman Center for the Arts or Warner Theater. For more details visit the [Employee Store](#) on the company Intranet

For employees living in or visiting the Wilmington, Delaware area, the award winning [Delaware Theatre Company](#) (DTC) produces a diverse season of plays, including musicals, new works and the classics. In addition, DTC attracts professional actors and artists from Broadway and regional theatres across the country. Based on the long-term marketing alliance with Amtrak, Amtrak employees can enjoy a limited number of complimentary** and exclusive 20 percent off discounted tickets for the 2014-2015 season.

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The Delaware Theatre Company is located on the Riverfront in Wilmington, Delaware, a short walk from the Amtrak Station and just off I-95's MLK Blvd exit.

Delaware Theatre Company 2014-2015 Performance Schedule:

2014 Performances:

Love Letters	September 17 – October 5
Rest, in Pieces	November 5 – 23
My Mother's Italian, My Father's Jewish, & I'm Home for the Holidays	December 3 – 21

2015 Performances:

Nora	February 4 - 22, 2015
Because of Winn-Dixie	April 8 – May 3, 2015
The Male Intellect: An Oxymoron	March 5-8, 2015
The Book of Moron	March 12-15, 2015

To receive your complimentary or reduced price tickets, please follow these instructions and use the following coupon codes:

- AMTRAKLOVE (Complimentary tickets for "Love Letters")
- AMTRAKRIP (Complimentary tickets for "Rest, In Pieces")
- AMTRAKHOLIDAYS (Complimentary tickets for "My Mother's Italian ...")
- AMTRAKNORA (Complimentary tickets for "Nora")
- AMTRAKWD (Complimentary tickets for "Because of Winn Dixie")
- AMTRAKMORON (Complimentary tickets for "The Book of Moron")
- AMTRAKDUBAC (Complimentary tickets for "The Male Intellect")

The codes above can be used online at <https://tickets.delawaretheatre.org> or by calling the Delaware Theatre Company's Box Office at (302) 594-1100.

Codes are valid for all productions during DTC's 2014-2015 season.

To book online: select production, select performance, select seats, when the site displays your order enter the appropriate coupon code above in the box below your tickets; the site will take you back to the performance selection page with the message indicating that your price has been adjusted.

If you do not receive the message that your price has been adjusted when using any of the applicable Amtrak100 Coupon Codes, it means the limited allotment of complimentary tickets for that production has been filled. Instead, use Coupon Code Amtrak20 for the exclusive Amtrak 20 percent discount. Click shopping cart and complete your transaction.

****Complimentary tickets are limited to four per employee for all to enjoy.**



New Depot Open in Hermann, Missouri

Recently, city officials, residents and representatives from Amtrak, the [Missouri Department of Transportation](#) (MoDOT) and Union Pacific Railroad gathered to cut the ribbon on the city's new depot and transportation museum. The building replaces a small shelter constructed in 1991 when *Missouri Service* (now the *Missouri River Runner*) trains began making regular stops at Hermann.

The depot was funded through various resources, including a federal [Transportation Enhancement](#) (TE) grant matched with local funds. Administered by MoDOT, TE grants are meant to "help expand transportation choices and the transportation experience" through a dozen activities including landscaping and scenic beautification, historic preservation and creation of pedestrian and bicycle infrastructure. The Dierberg Educational Foundation, a local non-profit organization that supports projects to preserve the region's cultural heritage, also contributed funds for depot construction, as did the city of Hermann.

[Hermann](#), founded by German immigrants in the 1830s, remains proud of its origins and hosts numerous cultural festivals throughout the year. Due to its close proximity to St. Louis, the city is popular with day-trippers, many of whom take the train. In FY13, more than 18,500 travelers began or ended their journeys at the Hermann station.

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Amtrak's Career & Compensation Structure—now being launched throughout the company—establishes consistent titles across the organization, organized into bands with zones defined by the market. The Amtrak Career & Compensation Structure provides a framework for us to achieve our compensation philosophy and guiding principles found [here](#) by ensuring each non-agreement position is defined by a band/zone, competencies, knowledge, skills and abilities. From there, we are able to review and validate the marketplace values of each position to ensure it is competitive. We ensure equity by providing a transparent process in how we define Amtrak's compensation zones for each position using the market median as the anchor for salary zone midpoints.

Compa ratio is a term new to Amtrak, but one that the Human Capital discipline routinely uses across industries to describe how an employee's base salary compares to the midpoint of the salary zone. If an employee's compa ratio is less than 100 percent, their base salary is considered below the midpoint and in the **developing** part of the zone. If an employee's compa ratio is greater than 100 percent, their base salary is above the midpoint and in the **expert** part of the zone.

You can calculate your **compa ratio** by dividing your base salary by your zone's midpoint. For example, an employee in the C2 Band receives an annual base salary of \$60,500. The midpoint for the C2 Band is \$65,000. The employee's compa ratio is 93 percent ($\$60,500/\$65,000 = .931$ or 93.1 percent). The employee is paid seven percent below the midpoint and is in the developing part of the zone.

Throughout the months of October and November, following approval from leadership, managers will be meeting with all non-agreement employees to review the [Amtrak Career & Compensation Structure](#) and share a personalized compensation statement with each employee that will include the new band/zone, title, salary range and compa ratio.

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If you have any questions or concerns about the Career & Compensation Structure, please feel free to reach out to a member of the Compensation team or the Human Capital business partner for your department.



Safety Corner: MoveSMART Training Now Available

As part of the MoveSMART program designed to boost safe behavior at work and at home, 26 instructors have now been trained to teach the first module, “Strength & Control”. The Strength & Control module addresses strains and sprains, identified as the leading cause of injury throughout Amtrak.

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Memphis Central Station Celebrates 100 Year Anniversary

On October 4, [Memphis Central Station](#) will celebrate its 100 year anniversary with a public celebration hosted by the [Memphis Railroad and Trolley Museum](#), located in the station. During the 20th century, Memphis became a major railroad hub, playing host to a number of regional and national railroad companies. Central Station has hosted passenger trains running under the Illinois Central, Yazoo and Mississippi Valley, Chicago, Rock Island & Pacific, St. Louis-San Francisco and Amtrak flags. Today, Central Station is served daily by the *City of New Orleans*, with connections to taxi services, city buses and the historic Memphis trolley system.

The [Amtrak Exhibit Train](#) will also be present to complement the anniversary festivities. The train will be open to the public for free tours on October 4 from 10:00 a.m. – 5:00 p.m. and on October 5 from noon – 5:00 p.m. In addition, on October 3, the train will welcome local area school groups.

On Saturday, a Canadian National locomotive cab tour will allow visitors to climb up the locomotive's front steps and enter into the cab through the nose door. Guests will be able to sit in the engineer's seat, pose for pictures and ask the engineer questions. Other scheduled equipment on display from the five Class 1 railroads that serve Memphis will be the Norfolk Southern Exhibit Car and locomotive, and BNSF, CSX and Union Pacific locomotives.



Writers Selected in Amtrak Residency Program

Last week, 24 members of the literary community were selected as the first group of writers to participate in the [#AmtrakResidency](#) program. The program will host the writers as they work on the writing projects of their choice in the unique workspace of a long-distance train, over the next year.

The 24 residents offer a diverse representation of the writing community and hail from across the country. They were selected based on their desire to work on their craft in an inspiring environment, and the originality, creativity and quality of their writing samples.

Starting in October, approximately two writers per month will travel round trip on pre-selected long-distance trains, with writers

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covering all of our 15 long-distance routes. A complete list of selected residents and bios can be found on the [Amtrak blog](#).

The program received more than 16,000 applications, of which a group of semi-finalists was reviewed by a [panel](#) representing the literary community including published author Alexander Chee, Amtrak Vice President of Government Affairs and Corporate Communications Joe McHugh, Random House Editor Samuel Nicholson and Director of Literature for the National Endowment for the Arts Amy Stolls.

The #AmtrakResidency program was launched after overwhelming social media interest in Amtrak's long-distance service as a creative inspiration, following the residency test-run by Manhattan-based writer [Jessica Gross](#), whose piece, "Writing The Lake Shore Limited" was published by the Paris Review. For more information on the Amtrak Residency program, visit blog.amtrak.com or follow [#AmtrakResidency](#).

a Washington, D.C., Metro station and almost no one paid attention. The story appeared in the Washington Post and won a Pulitzer Prize.

Now Bell hopes to capture a much larger audience with a goal to promote music education. He will be accompanied by nine students that he mentored. He also has a new album debuting the same day and an upcoming HBO special.



Discounted Microsoft Home Use Program Suspended

The Microsoft Home Use Program (HUP) that allowed Amtrak employees to purchase MS Office for a nominal price has been removed from the [Employee Store](#) on the Intranet. The contract with Microsoft that covered the program has expired, and no replacement program has been announced.



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Management employees should still use Concur for their travel needs as directed by policy. Management personnel with Corporate Lodging or CLC cards, please note that Travelliance is an option for making hotel reservations in addition to Concur. It does not replace Concur.



Violinist Scheduled to Serenade Washington Union Station

For those passing through Washington Union Station's main hall on September 30, be sure to catch Grammy Award winning violinist Joshua Bell, who will be using the station as a backdrop for a public performance scheduled at 12:30 p.m. In 2007, Bell played for spare change in

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The program received more than 16,000 applications, of which a group of semi-finalists was reviewed by a [panel](#) representing the literary community including published author Alexander Chee, Amtrak Vice President of Government Affairs and Corporate Communications Joe McHugh, Random House Editor Samuel Nicholson and Director of Literature for the National Endowment for the Arts Amy Stolls.

The [#AmtrakResidency](#) program was launched after overwhelming social media interest in Amtrak's long-distance service as a creative inspiration, following the residency test-run by Manhattan-based writer [Jessica Gross](#), whose piece, "Writing The Lake Shore Limited" was published by the Paris Review. For more information on the Amtrak Residency program, visit blog.amtrak.com or follow [#AmtrakResidency](#).



Discounted Microsoft Home Use Program Suspended

The Microsoft Home Use Program (HUP) that allowed Amtrak employees to purchase MS Office for a nominal price has been removed from the [Employee Store](#) on the Intranet. The contract with Microsoft that covered the program has expired, and no replacement program has been announced.



Reminder: Travelliance to Start October 1

To make Amtrak business travel reservations or if you have questions/issues about an existing reservation:

- Call Travelliance at 866-927-8010
- Hotel Reservations may also be made via the [Travelliance Portal](https://corpconnex.tvlinc.com) at <https://corpconnex.tvlinc.com>.

Management employees should still use Concur for their travel needs as directed by policy. Management personnel with Corporate Lodging or CLC cards, please note that Travelliance is an option for making hotel reservations in addition to Concur. It does not replace Concur.



Violinist Scheduled to Serenade Washington Union Station

For those passing through Washington Union Station's main hall on September 30, be sure to catch Grammy Award winning violinist Joshua Bell, who will be using the station as a backdrop for a public performance scheduled at 12:30 p.m. In 2007, Bell played for spare change in a Washington, D.C., Metro station and almost no one paid attention. The story appeared in the Washington Post and won a Pulitzer Prize.

Now Bell hopes to capture a much larger audience with a goal to promote music education. He will be accompanied by nine students that he mentored. He also has a new album debuting the same day and an upcoming HBO special.



All Aboard the 2014 Amtrak Autumn Express

October 6, 2014

Due to popular demand, the Amtrak "Autumn Express" excursion is back. Come along for a historic train ride departing from and returning to Philadelphia 30th Street Station on Saturday and Sunday, November 8 and 9. Travel through small towns, historic tunnels, see key landmarks and experience rare mileage along a route in Pennsylvania that hasn't seen regular passenger service in decades.

Enjoy fall foliage during a rare trip beginning with the Philadelphia Highline above and across the Penn Coach Yards and mainline. Travel along the Schuylkill River and through the countryside that only freight trains travel now. You will pass through the Flat Rock Tunnel constructed in 1836-1840 (one of the oldest in the country) and the Black Rock Tunnel constructed in 1838, the third oldest tunnel still in use in this country. After a brief stop in Harrisburg, the "Autumn Express" will take you back to Philadelphia via Hershey and Reading while travelling through scenic Montgomery, Chester, Berks, Lebanon and Dauphin counties.

Tickets go on sale Thursday, October 9 at 10:00 am ET on [Amtrak.com](http://www.amtrak.com), and are sure to go fast. Reserve your seats quickly.

- The "Autumn Express" departs Philadelphia at 9:45 a.m. and returns at 6:00 p.m.
- Tickets are \$129 for adults and include a boxed lunch (turkey sandwich, chips, water and cookie) and souvenir tote bag.
- Children 2 - 12 ride for half price and receive a boxed lunch and tote bag.
- Seating is limited for this unique opportunity.
- Employee/Retiree Rail Pass not valid.



Chicago Union Station Featured in Architecture Festival

On October 18-19, the [Chicago Architecture Foundation \(CAF\)](http://www.chicagoarchitecturefoundation.org) will be presenting Open House Chicago, a free behind-the-scenes look at many of the city's great places and spaces with 150 buildings open to the public. Participants can explore repurposed mansions, hidden rooms, sacred spaces, private clubs, iconic theatres, offices, hotels and more.

This year, [Chicago Union Station](http://www.chicagoarchitecturefoundation.org) (CUS) will be a tour site during the weekend festival. CUS is the only example in the United

States of a "double-stub" station, where 24 tracks approach from two directions and most do not continue under or through the station. The building is clad in Bedford limestone quarried in Indiana. Together with the approach and storage tracks, the entire station facility takes up nearly ten city blocks.

During Open House Chicago, event goers will gain behind the scene access which will include the long-vacant Women's Lounge, located just off of the Great Hall and the Union Gallery.

For more information visit <http://www.openhousechicago.org/site/426/>



Ebola Virus Update

Recent news reports reveal that the Ebola virus outbreak continues in West Africa and that the first case of an individual infected with Ebola was reported in the United States.

Infection with Ebola virus requires direct contact with blood or body fluids of an infected person. Ebola is not spread through the air. Symptoms include fever, weakness, muscle pain, headache and sore throat, followed by vomiting, diarrhea, rash, and in some cases, bleeding.

As with all infectious illnesses, one of the most important preventive practices is careful and frequent hand washing. Cleaning hands with soap and water removes potentially infectious material from one's skin. Hands should be cleaned before preparing food, eating or touching one's face, and after handling soiled material (e.g. used tissues, lavatory surfaces), coughing or sneezing and using the toilet. Hand sanitizers may be used in addition or when soap and water are not available and hands are not visibly soiled.

If an Amtrak passenger develops the symptoms described above, and has a history of travelling to Africa or contact with an individual infected with Ebola within the past three weeks then:

- Keep the ill passenger separated from the other passengers as much as possible (three to six feet).
- Avoid all contact with blood or body fluids, and isolate any contaminated area. Use of disposable gloves is recommended for any contact with an ill passenger or his/her luggage. Remember, gloves are not intended to replace proper hand hygiene. Immediately after contact, gloves should be carefully removed and discarded and

hands should be cleaned with soap and water and/or a hand sanitizer. Gloves should not be washed or reused.

- Contact CNOC so arrangements can be made to have the ill passenger detained and met by local emergency medical personnel.

Amtrak's procedure for employees who have contact with blood or body fluids can be found [here](#) on the company Intranet.



Amtrak Launches New System Safety Dashboard

On September 30, the Amtrak System Safety department launched the [Amtrak System Safety Dashboard](#). Located on company Intranet at Safety > Safety > Safety System Dashboard, the dashboard will allow all Amtrak employees to view Amtrak's safety metrics and progress each month as data becomes available. The dashboard currently reflects how the organization was aligned prior to last year's Operations reorganization. Work is currently being done on updating the Amtrak Safety Information System, which when completed, will accurately reflect how the company is aligned today.

The dashboard is a combination of leading and lagging safety indicators which are familiar to most employees. Also included on the dashboard is the Serious Injury or Fatality (SIF) metric indicator. Recently developed by Amtrak, the SIF metric indicator will measure those injuries that have the potential to become a serious injury or lead to a fatality. This metric is an outgrowth of discussions with CSX Transportation and their Life Altering Index and the emphasis they place on these types of injuries.

Using SIF as a leading indicator will enable responsible parties to develop an action plan focused on preventing injuries with potentially serious consequences.

Training for managers and supervisors on how to report a SIF has been ongoing over the last few months and our Human Capital department is working on developing a computer based training module.

Amtrak will use Fiscal Year 2014 data as the baseline for a SIF ratio. To learn how the SIF ratio is calculated, view the System Safety Dashboard Summary on the company Intranet or [click here](#).

If you have suggestions for improving the System Safety Dashboard, please contact System Safety at CentralReporting@Amtrak.com.



Anniversary Celebrations Held for Two Amtrak Michigan Services

On Oct. 1, Amtrak [Blue Water](#) service between Port Huron and Chicago celebrated its 40th anniversary. The onboard celebration included an extra café car, offering more table seating, commemorative gift bags and refreshments. Volunteer hosts were available in each car to hand out gifts and answer passenger questions.

Recent improvements to the service include free Wi-Fi service and bicycle racks in the café car. A new station in East Lansing is expected to open next year, offering a larger waiting room and additional parking. The [Blue Water](#) service has a steady annual ridership with more than 150,000 passengers each year.

The [Blue Water](#) 40th anniversary event was sponsored by the [Blue Water Coalition/Shore to Shore](#), Amtrak and the Michigan Department of Transportation (MDOT), which sponsors the route.

Last month, [30 years](#) of the [Pere Marquette](#) Amtrak service was celebrated with a special event. The [Pere Marquette](#) travels between Grand Rapids, Michigan and Chicago, with stops in Holland, Bangor and St. Joseph/Benton Harbor.

The [Westrain Coalition](#), Amtrak and MDOT, which provides state support for the route, promoted the 30th anniversary event with a bilevel Superliner train, including a special "theater car" at the rear of the train for better viewing; an opportunity to win free round-trip tickets at stations and commemorative gift bags and refreshments.

Approximately one-half hour prior to regularly scheduled train departure, 30th anniversary ceremonies were held at each city and included local mayors and other city leaders, as well as MDOT and Amtrak officials.



Boston Back Bay Station to Become Unstaffed

Effective Oct. 8 and until further notice, the [Boston Back Bay](#) Amtrak ticket office will close, and Amtrak personnel will not be available at the station to assist with ticketing, baggage or other services. Amtrak trains will continue to serve the Boston Back Bay station, according to the normal published schedule. The closure is due to a ventilation issue within the ticket office.

Boston South Station

- Passengers who require ticketing services from an agent and passengers who are paying for their

tickets with cash should use Boston South Station or other staffed stations.

- Passengers who need assistance with luggage or other passenger services should use Boston South Station or other staffed stations.
- Unaccompanied minors will not be permitted to travel to or from Boston Back Bay. Unaccompanied minors may, instead, use Boston South Station or other staffed stations.

Boston Back Bay Station

- Passengers boarding at Boston Back Bay are encouraged to print their travel documents before arriving at the station, or use their smartphone or other mobile devices to present their eTickets to the conductor on the train.
- Two Quik-Trak self-serve ticketing kiosks are available at the Boston Back Bay station for passengers to purchase and pick up their travel documents using a credit card.



Arm Yourself for Flu Season

Did you know that healthy adults can spread the flu virus *the day before* they feel sick? Help reduce the risk of flu for yourself, your family and those around you by getting the flu vaccine today. The Centers for Disease Control and Prevention (CDC) states that: "The single best way to prevent the flu is to get a flu vaccination each fall."

Amtrak is sponsoring flu shot clinics at many locations again this year. Please click [here](#) for the list of scheduled clinics.

If you missed the clinic at your location, the good news is that if you are covered by an Amtrak medical plan you can go to many pharmacies across the country to get a flu shot at no cost to you. You just need to show your medical card. Your dependents covered by the plan can follow the same process.

For more information on the flu vaccine, please visit the Amtrak Wellness Webpage on the Amtrak Intranet>Employees>Wellness.

In addition to a flu shot, keep in mind these helpful tips:

- Wash your hands often with soap and water. If soap and water is not available, use a hand sanitizer.
- Cover your nose and mouth with a tissue when you cough and sneeze. In addition, dispose of any used tissues in a proper trash receptacle. If tissues are not available, sneeze into your sleeve.
- Avoid contact with sick people. Recommended distance is three – six feet.
- Postpone travel when sick.



Top 10 Things to Know About the Career & Compensation Structure

Amtrak's new Career & Compensation Structure increases visibility into the knowledge, skills and abilities required to excel in individual functional roles and provides direct line of sight to future career paths and opportunities at Amtrak.

Here are 10 quick things you should know. The Amtrak Career & Compensation Structure:

1. Reinforces the four principles of Amtrak's compensation philosophy:
 - Marketplace Competitive
 - Pay for Performance
 - Career Progression & Growth
 - Transparency

2. Creates the same anatomy for all Amtrak titles to ensure consistency and better align with titles commonly found in the marketplace. Amtrak's titles consist of three parts:
 - Level – the hierarchical position within the career structure (e.g., Specialist)
 - Function – the job family or function to which the job is associated (e.g., Finance)
 - Organization Role – the essence of the job – is it usually paired with a function to more fully describe the nature of the work (e.g., Manager)
3. Establishes consistent titles, organized into bands with zones defined by compensation at the marketplace median. Through this process, we consolidated similar titles and reduced the number of titles at Amtrak by more than 60 percent.
4. Updates some Amtrak titles to more accurately reflect job content and marketplace best practice.
5. Defines the core competencies required for every non-agreement role at Amtrak. That way, you know the knowledge, skills and abilities you need to be successful and you can identify development opportunities to help you close any gaps.
6. Identifies the required behaviors, characteristics and abilities are outlined for each level based on Amtrak's core competencies.
7. Provides managers with a tool to guide their Performance Conversations and better support the development of their team. Each manager will conduct a one-on-one meeting with the members of their team to review a personalized statement that will outline their title, band, zone, compa ratio and the impact to their STI Target Incentive opportunity, if any.
8. Creates a consistent framework to evaluate the three key components of compensation across the company: base salary, merit awards and the Short-Term Incentive (STI).
9. Validates compensation zones by using the marketplace median as the anchor for the midpoint and built the range around that marketplace analysis.
10. Defines a salary range or zone that establishes the minimum, midpoint and maximum. The entire range is reflective of the marketplace and based on benchmarking data. The midpoint represents an approximation of the band's marketplace median compensation based on jobs in similar markets.

Human Capital developed the Amtrak Career & Compensation Structure with help from a cross-functional team. The team worked closely with leadership and directors to review existing job documentation and consolidate job classifications and validate against the marketplace. The Career & Compensation Structure was launched in Human Capital beginning in July, Corporate Support in September and Operations in October. The entire process will be completed by the end of November 2014.

Find out more:

<http://wiki.corp.nrpc/pages/viewpage.action?pagelid=306217004>



Reminder: Use Caution in Purchasing LED Lighting

LED lighting is an emerging lighting solution that has taken the lighting market by storm. This emergence is due to the bright white light it produces, its long burn life and the significant reduction in wattage compared to the traditional incandescent, High Intensity Discharge (HID) and fluorescent bulbs. While LED lighting has these advantages, the technology is still relatively new and is very expensive. Some technical issues are still being resolved, including how to disperse heat and how to distribute and reflect the light effectively.

While LED is the light source of the future, we must be very careful when purchasing LED fixtures, especially in higher wattages. There are manufacturers rushing their products to the marketplace that DO NOT meet sound lighting practices and are not providing the proper light for operational and safety performance.

Amtrak's Utilities Management and the Engineering Design groups have been working together to research, test and specify LED lighting products for use in our stations and facilities around the country. Amtrak installed several hundred fixtures and have received positive feedback on the performance of these LED fixtures.

We are asking all facility managers, procurement buyers and other employees who specify and purchase lighting fixtures to contact John Tull at John.Tull@amtrak.com or our Engineering Design group before purchasing LED fixtures -- or any large fixtures orders over \$5,000. This is in conformance with [Amtrak's Utilities Processing policy](#), P/I 8.28.1, Section 5.5. In addition, the policy specifies that all major facilities should have an Energy Plan and perform an annual energy audit/evaluation as well as request capital funding to perform energy efficiency projects.

Proper specification of lighting fixtures will ensure the safety of our employees as well as the efficient use of our operating and capital dollars.



The Importance of Personal Protective Equipment

At Amtrak, safety is always job one. Across the railroad, different positions and crafts require personal protective equipment (PPE), and as its name implies, the equipment is for your personal protection.

If your job duties require PPE, please review your safety rule book to determine what equipment applies to you. Make sure the equipment is approved, fits and is not compromised in any manner.

Amtrak assesses work locations to determine if hazards are present and if protective equipment is required. In addition, the Occupational Safety and Health Administration has general requirements outlined in 29CFR 1910.132 which also applies to specific work functions and locations.

We have all heard "If you see something, say something" as it relates to security issues. This is also true when we observe risky behavior. If you see a co-worker performing an at-risk behavior, stop them and discuss the safe way. No one wants to see a fellow worker injured. Remember taking shortcuts and not following safety rules is dangerous.



New Legal Resources Available for all Employees

Have a Legal Question? In an effort to make more resources available to Amtrak employees, the Amtrak Law department has launched an updated Intranet page and is publishing a new newsletter.

The Intranet page contains a wealth of information of value for Amtrak employees who work in every department of the corporation, and employees can access the new page here: **Law Department Intranet.**

Amtrak employees can find answers to questions such as:

- What to do if an employee is contacted by an attorney or receives a legal document for litigation involving Amtrak;
- How to gain access to company bylaws; and
- Who to call if an employee needs to speak with an attorney about work-related legal questions.

In addition to the updated Intranet page, the Law department will be distributing a newsletter where topics of general legal interest will be addressed. The newsletter includes information about the legalities of Amtrak's business and a schedule of training sessions available to different employees. The newsletter will be found on the new Intranet page along with issues of the Labor & Employment newsletter that has been published for over fifteen years.

Visit the Law Department Intranet page under the How We Work tab on Amtrak's Intranet home page to check out the updated page, frequently asked questions, contact information and archived editions of the law newsletters.

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Discounted Tickets Available for Select XL Arena Events

Amtrak employees living in or visiting the Hartford, Connecticut area can purchase specially priced Comcast Coliseum Club tickets for select events at XL Arena. The Coliseum Club features 310 tiered seats overlooking the arena floor and a restaurant serving an array of gourmet prepared food and a full bar with five televisions.

The XL Arena hosts University of Connecticut basketball and hockey games, the Hartford WolfPacks and a variety of shows and concerts. To view the applicable schedule and instructions for ordering discount tickets, visit the [Employee Store](#) on the company Intranet.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com



Ebola Preparedness

Amtrak medical, public health, and emergency management teams continue to closely monitor recent developments regarding the Ebola virus.

For current information about Amtrak's preparations, answers to frequently asked questions and what you can do to help keep our passengers and employees safe, please refer to Amtrak's Ebola Update Intranet webpage. You can also go directly to the site <http://wiki.corp.nrpc/display/ebola/Home>. It will be updated regularly with current information.



New Amtrak IDs Coming Soon

Recently, all Amtrak employees and contractors submitted their photo to be used for their new Amtrak ID badges.

In the next few weeks, all Amtrak employees and contractors will receive notification on where and when to pick-up your new Amtrak ID badge through posters displayed throughout the workplace.

To pick up your new Amtrak ID badge, you must present your current Amtrak ID and a valid government photo ID for validation.

Remember, it is your responsibility to pick-up your new Amtrak ID badge. Amtrak ID badges will not be mailed.

When you receive your new Amtrak ID, you will need to carry both the old and new Amtrak ID at all times until the transitions to the new ID badge system are complete. This is scheduled to take place in mid-November. Once the new Amtrak ID system is active, all old Amtrak IDs will no longer work.

If you have questions or would like additional information, please visit the Amtrak Smart ID intranet site: <http://wiki.corp.nrpc/display/SmartID/Home>.

Please keep an eye out for the Amtrak ID pick-up location posters.



Lean Six Sigma Survey

This is an exciting time at Amtrak and the perfect time to get the word out about incorporating lean six sigma (LSS) and/or process improvement practices into your daily activities. LSS practices will help Amtrak further deliver Financial Excellence, one of our three strategic goals, through the elimination of process waste. Amtrak's ultimate goal is to create a culture of continuous improvement in order to

make us more efficient and cost effective, which will drive profitability.

The Human Capital department encourages you to take the [LSS Participation Survey](#), so that they can gather some information about your experiences with LSS and/or process improvement activities with Amtrak. If you have received training in the past (whether internal or external to Amtrak) please complete the survey by close of business on Nov. 4. If you are not familiar with LSS methodologies or have never received training as a green/black belt then there is no need for you to complete this survey. However, if you are interested in LSS please join the [Community of Practice \(CoP\)](#) group. This group meets monthly and will serve as a community to share current LSS and continuous improvement projects, experiences, tools, training and best practices.

You are urged to start thinking about how you can influence your LSS experience to impact the Amtrak Strategy. If we all work together as LSS practitioners it will help move each of us – and Amtrak as a whole – forward on our journey of continuous improvement. The objective is a full implementation of LSS as an important part of Human Capital's transformation of our organization.



Amtrak Law Department: 101

Did you know the Amtrak Law department handles over 1,000 legal matters each year?
From legal questions that arise in day-to-day

operations to matters pending in court, the Law department consists of nine various practice areas, each working in tandem to keep the railroad running. Here's a glimpse of each practice area within the department and their center of expertise:

- **Office of the Corporate Secretary** - The Office of the Corporate Secretary serves as the liaison between Amtrak's management and the Board of Directors
- **Corporate Affairs Group** - The Corporate Affairs group advises on commercial and regulatory issues. It is divided into two teams: the Commercial Transactions team and the Railroad Operations Support team.
- **General Litigation Group** - The General Litigation group handles any legal proceeding in which Amtrak is involved – from simple small claims to complex matters that involve constitutional issues or class-action lawsuits.
- **Claims Group** - The Claims group handles passenger claims, investigates all incidents, interviews the claimants and witnesses and collects facts and evidence to support Amtrak's defenses.
- **Freedom of Information Office** - Amtrak is subject to the Freedom of Information Act (FOIA) even though it is not a

federal agency. The FOIA Office handles requests for records submitted under FOIA and ensures that Amtrak meets the requirements set forth by Congress.

- **Records Information Management Group** -The Records Information Management group oversees the maintenance of all Amtrak business records, sets policies and develops and approves processes. This ensures compliance with legal and regulatory directives while maintaining the integrity of the records management system.
- **Environmental and Sustainability Group** -The Environmental and Sustainability group works to maintain environmental compliance and advance sustainability within Amtrak.
- **Public Health Group** -The Public Health group upholds proper food safety and sanitation standards by providing guidance on complying with applicable state and federal laws and regulations. They integrate sound principles and practices into Amtrak's daily business decisions and operations.
- **Office of Disciplinary Investigations** -The Office of Disciplinary Investigations is responsible for conducting all disciplinary investigations of agreement-covered employees except employees covered by the Fraternal Order of Police. It is staffed by Hearing Officers and Administrative Assistants who perform functions very similar to a civil court or alternative dispute resolution system.

To learn more about Amtrak's Law department read [Behind the Fine Print](#). "Newly launched to enhance employee understanding of the legal issues and laws that impact Amtrak, the newsletter provides informative and interesting articles that pertain to Amtrak and its unique business operations," said Byl Herrmann, Amtrak Managing Deputy General Counsel.

In addition to the newsletter, visit the Law department's web page on the company Intranet at: <http://epmoweb20p/sites/LDI/SitePages/Homepage2.aspx>

If you have a suggestion for future editions of *Behind the Fine Print*, please contact Richard Kim at: Richard.Kim@amtrak.com.



New Station Opens in Troy, Michigan

On October 14, representatives from the city of Troy, Amtrak, the Michigan Department of Transportation and other organizations, cut the ribbon on the new \$6.3 million Troy Transit

Center, which brings together the services of Amtrak, Suburban Mobility Authority for Regional Transportation (SMART) buses and taxis. Fully funded through a federal High Speed Intercity Passenger Rail grant, the new facility replaces the former station, an enclosed shelter, located across the tracks in Birmingham.

Designed by local architectural firm Neumann/Smith, the one story, 2,000 square foot brick building includes a waiting room and restrooms. Large expanses of glass allow natural light to flood the interior. Passengers may take advantage of free Wi-Fi and vending machines. A pedestrian bridge over the tracks allows access to the western platform and protects passengers

The Troy Transit Center is served by Amtrak *Wolverine* service, running daily between Chicago and Pontiac, Michigan. To learn more about the history of Troy and Birmingham, visit www.GreatAmericanStations.com.



Utilities Policy Reminder

Following proper utilities bill processing procedures is critical in ensuring prompt payment of invoices and preventing discontinued electricity, water and natural gas service due to non-payment of invoices. P/I Number 8.28.2 Section 5.0 will guide Amtrak managers via e-Trax to open or close utility accounts correctly, which is especially important when starting a new utility service.

If the procedure is not followed, the utility company will send the monthly invoice to the service location or our corporate headquarters. By the time the invoice gets to the right place, the utility company may have shut off service for non-payment or charged us late fees which could be up to 10 percent of the bill total. You may view the policy here:

<http://wiki.corp.nrpc/download/attachments/3585/8.28.1+Utilities+Processing.pdf?version=1&modificationDate=1302195448327>



Confidential Close Call Reporting System (C3RS)

Amtrak has many safety programs to help us reduce risk, the most common of which is Safe-2-Safer. Another program you may not be as familiar with is the Confidential Close Call Reporting System (C3RS). This is a Federal Railroad Administration (FRA) sponsored pilot program currently being implemented in the Transportation and Mechanical departments in select locations at Amtrak.

The Engineering department will be meeting soon to examine the feasibility of starting a C3RS pilot program of their own. The program encourages employees to confidentially share information about unsafe events with a third party. The National Aeronautic Space Administration (NASA) is the third party for this program.

Employees submit a close call report to NASA, who then interviews the employee to collect additional details, removes any information that could be linked to the employee and then shares the report with an Amtrak Peer Review Team (PRT). The PRT is

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a joint problem solving team comprised of management, labor and FRA representatives. The PRT identifies why the problem occurred and recommends corrective actions to management.

Learn more about C3RS and find the necessary forms on the Amtrak Intranet [Safety page](#). Remember if you see an unsafe condition or act, say something. Stay involved in your safety and the safety of your co-workers.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com



December 8, 2014

Please Pick Up Your Smart ID Today

The switch to the New Amtrak Smart ID badges occurred this past Saturday December 6, 2014.

All employees should have their new Amtrak Smart ID badge. It is your responsibility to pick up your new badge. If you haven't, the Amtrak ID Refresh team is offering you one last chance to do so. The team is in the Starlight Room today and will be there through Wednesday from 8:00 a.m. to 4:00 p.m.

Please note:

- Employees must present their current Amtrak ID badge for validation when picking up the new Amtrak ID badge.
- Contractors must present their current Amtrak ID badge and a valid government photo ID for validation.
- Information on the collection of old ID badges will be available soon.

If you have any questions about the new Amtrak Smart ID badges, please call the Smart ID Refresh Help Desk at **202-906-2239**. You can also email IDRefresh@amtrak.com with any questions.

NOTE: Your new Amtrak Smart ID badge may take a few minutes to register when you first swipe it. If it does not work the first time, please try again after one minute. If this continues, please call the Smart ID Refresh Help Desk at 202-906-2239.

2015

special employee advisory

December 9, 2015 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

At the meeting of the Amtrak Board of Directors this week, I informed them of my intention to retire from Amtrak in September 2016. At that time, I will have served nearly eight years as the President and CEO of our company. When I look back at this time, I see so many accomplishments and so many changes we made to make America's Railroad a stronger, safer and a more important part of our nation's transportation system.

For those of you who know me, you know a decision like this is something that I spent a lot of time considering. Yet, I think in the railroad business, all of us know when it's time to retire. I hear this often from you when I travel around the system. It's not easy to find people to work in an environment that is as demanding as running a railroad and providing good customer service. One of the reasons why I gave our Board notice so far in advance of my planned retirement is because I want them to have the time to think about the next leader they will select and have a chance to think about the kinds of qualities this leader will need as we move forward. Having served on the Board prior to my time as CEO, I know that the selection of a President and CEO of Amtrak is perhaps the single most important decision that a Board can make.

The other reason why I want to work well into 2016 is because there are things I want to get done on my watch and they include critical and important investments both in the future of our service and the safety of our railroad. Early next year, we expect to place an order for the next generation of high speed trainsets in North America. When they are delivered they will instantly add capacity and the newest technology available to our passengers. The introduction of that service will drive the future and the brand of Amtrak to new heights just as Acela did 15 years ago. I wanted very much to be a part of that accomplishment. I also want to make sure that by the time I left we had all the new ACS-64 electric locomotives delivered and operating. Finally, there will still be some work in 2016 to advance PTC implementation on sections of the railroad which we own outside of the NEC. As I have said, there is no greater contribution that my generation of railroaders can make to the safety of our industry than full implementation of PTC.

Amtrak is a remarkable story and it is so because of the people who work here--people who put their entire life's work into this company; people who go out in the middle of the night to rescue a train; people who deal with sick passengers; people who simply make a difference. I have tried to live and manage by these values as well. Over the next nine months, I expect to spend a large amount of my time at the facilities, crew bases and on the trains that we operate all around this country. We have an exciting future and I truly believe some of our best days lie ahead.

The Board has asked me to work closely with them in the selection of the new CEO. I am confident that the time I have given the Board they can



Produced by
Employee Communications

ecom@amtrak.com

special employee advisory

December 9, 2015 • Page 2 of 2

achieve the goal of selecting a good leader for this company and provide a level of transition that a company like Amtrak deserves. In the meantime, there is a lot of work that needs our attention and I ask you to stay focused and work safely.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

January 12, 2015 • Page 1 of 1

A Message from Stephen J. Gardner

Dear Co-workers,

I am pleased to announce an update to our organizational structure. As of January 1st, 2015, the Real Estate Development department has been realigned under NEC IID, reporting directly to Bob LaCroix, Deputy Chief of Development. This change helps unify our collective efforts to leverage our nationwide infrastructure, stations and other assets to improve quality and performance, gain strategic and financial value, and maximize net returns to Amtrak.

This combination is a critical step towards the evolution of a corporate development business line described in Amtrak's Strategic Plan, which is intended to serve as a steward of Amtrak's infrastructure and facilities, and responsible for leading the planning, development, acquisition, disposition, access arrangements and other functions related to such assets. Further actions related to standing up this new business line, including the development of its full scope and official final name, will come as the year progresses.

Please share this message with your teams and direct reports. We will continue to keep you informed as we reach other important milestones. Thank you for your support and continued hard work in supporting our mission and Amtrak's success.

Sincerely,

Stephen J. Gardner
Executive Vice President and Chief
NEC Business Development



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January 12, 2015 • Page 1 of 1

A Message from Stephen J. Gardner

Dear Co-workers,

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Sincerely,

Stephen J. Gardner
Executive Vice President and Chief
NEC Business Development



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March 3, 2015 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

It is with great sadness that I share with you the news of the passing today of our colleague, Amtrak engineer, Glenn Steele. Glenn was critically injured last week while performing his duties operating a Metrolink train from Ventura, CA to Los Angeles that struck a utility truck. That incident injured 28 passengers and two other Amtrak crew members, both of whom were treated and later released. The incident remains under investigation by the National Transportation Safety Board.

Glenn joined Amtrak in 1986 and worked as an engineer, spending most of his career at California's Metrolink. He was the longest tenured engineer among Metrolink operators, and was so highly regarded that he often was asked to train student engineers.

This is a difficult time for both Amtrak and Metrolink as we mourn the loss of one of our own. Please join me in extending our deepest sympathies to the Steele family. Please keep them, as well as Glenn's many friends and co-workers, in your thoughts and prayers.

Sincerely,



Joe Boardman
President and CEO



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February 2, 2015 • Page 1 of 1

Measles Update

Many of you may be aware that a passenger, later confirmed to have measles, traveled on the Empire Service train 283 from New York Penn Station to Rhinecliff, New York, on Sunday, January 25, 2015. Amtrak was notified of the incident last Friday evening by the New York State Department of Health (NYSDoH), in conjunction with a news release they distributed throughout New York.

https://www.health.ny.gov/press/releases/2015/2015-01-30_measles.htm

We worked closely with the NYSDoH and the Centers for Disease Control (CDC) throughout the weekend and followed their recommendations. We also distributed a message to employees along the Northeast Corridor so they were aware of Amtrak's response to the incident, and where they could go for further information. We encouraged our employees to follow up with their healthcare providers and to remain alert for symptoms over the next two weeks. We continue to monitor the situation.

This latest incident, as well as the recent rise in the number of reported cases of measles throughout the United States, should serve as a timely reminder for employees to review/verify their immunization status by checking their records with their healthcare provider.

Employees with questions about the measles virus should contact their healthcare provider or refer to the CDC website:

<http://www.cdc.gov/measles/index.html>

The safety of our passengers and crew members is our top priority. Our Public Health and Medical Teams actively monitor the latest developments on public health issues that have the potential to affect our passengers and crew. We never know when or where the next incident will occur, which is why we must be prepared. Those who work closely with passengers and customers especially should take the opportunity to review the protocols and plans Amtrak has in place for addressing contagious disease outbreaks, including measles.

These protocols and plans provide detailed instructions on how employees should interact with sick passengers and outline the steps for notifying appropriate parties within Amtrak. Employees can visit the Intranet public health page to learn about these protocols

<http://wiki.corp.nrpc/display/PublicHealth/Health+-+Public+Health>

Amtrak Public Health Staff members are also available should you have an urgent question regarding the management of an ill passenger or coworker:



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February 2, 2015 • Page 2 of 2

- **Victor Zare**, Amtrak Public Health Superintendent (Washington, DC) O: 202-906-3943; Cell: 703-856-9002
- **John Parke**, Director, Public Health Procedures and Assurance (New York) O: 212-630-7295; Cell: 732-740-2618
- **Russell Graham**, Regional Public Health Manager, Western Region (Los Angeles) O: 213-683-6936; Cell: 213-500-9022
- **Clayton Pape**, Regional Public Health Manager, Central Region (Chicago) O: 312-544-5595; Cell: 312-802-0590
- **Mark Petrillo**, Regional Public Health Manager, Northeast Region (New York) O: 212-630-6265; Cell: 917-692-7496

Thank you for your continued support and vigilance on matters affecting the safety and security of our passengers and colleagues.



special employee advisory

November 3, 2015 • Page 1 of 1

A Message from Joseph Boardman

Dear STI Participants,

I have some disappointing news that you are likely expecting at this point: We are not going to have a payout of our Short-Term Incentive (STI) plan for fiscal year 2015.

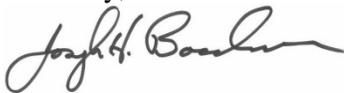
As I shared with you last week, we did not meet our financial or customer satisfaction targets for the year – and these were our two main incentive goals for 2015. The major reason why we are arriving at this outcome is our financial performance. At the start of the year, we committed to achieving a Normalized Adjusted Operating Loss of no worse than \$235M – and we fell \$59M short of our goal. We need to recognize that an important reason why we missed our financial target was due to a factor completely within our control – our operating expenses were much higher than originally planned.

We simply cannot have our expenses outpace our revenues at this rate to deserve an incentive payout. Looking at customer satisfaction, more than 77% of our customers who responded to surveys did say they were very satisfied with Amtrak – but this is essentially the same number as last year, and almost a full percentage point short of our FY 2015 target. Our customers have choices, and we need to keep getting better in making the case they choose Amtrak every time.

I share your disappointment in this result. I ask that you keep the faith in this program. We need to operate at a higher level as an enterprise. The best way to reach this level is to make sure we all feel a personal connection between ourselves and the company. Our STI program helps create this connection, by ensuring that part of our compensation is tied to our business results. I also ask that you take the long view. In years where we perform well and achieve our targets, we will be rewarded.

Building a strong year starts with today. Let's focus on 2016. Very soon, we will be sharing more detail on the FY 2016 STI program. In the meantime, I ask that you continue to work safely, take care of our customers, and help us be good financial stewards.

Sincerely,



Joe Boardman
President and CEO



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January 26, 2015 • Page 1 of 1

A Message from DJ Stadtler

Managers,

Please remind your employees to travel and operate safely, especially given this week's severe weather across different parts of the country. Employees need to be mindful of the conditions around them, keeping eyes on path and three points of contact when possible. Safety first.

Given the impact on mission requirements, managers should consult with their immediate supervisor before authorizing telework, liberal leave/vacation or modified work schedules for their teams.

Sincerely,

DJ Stadtler
Executive Vice President and
Chief Operations Officer



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January 31, 2015 • Page 1 of 1

Supervisors, please ensure this message is shared with your employees.

Amtrak was notified Friday evening by the New York State Department of Health (NYSDoH) that a passenger later confirmed to have measles traveled on the Empire Service train 283 from New York Penn Station to Rhinecliff, New York, on Jan. 25. Here is a link to the news release from the New York State Department of Health:

https://www.health.ny.gov/press/releases/2015/2015-01-30_measles.htm.

The safety of our passengers and crew members is our top priority. We've been working closely with the NYSDoH and the Centers for Disease Control (CDC), who have responsibility for notifying passengers and crew who were exposed to the virus.

Based on recommendations from the NYSDoH and CDC, we are not restricting our train or station crews from work. We have contacted the onboard crew for that particular train and encouraged them to follow up with their primary care physicians and to remain alert for symptoms over the next two weeks. We also recommend that any employee with questions about the measles virus contact their healthcare provider or refer to the CDC website: <http://www.cdc.gov/measles/index.htm>

Amtrak's Public Health and Medical Teams continue to monitor the situation closely. We will provide further updates as needed.



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January 6, 2015 • Page 1 of 2

A Message from Matt Hardison

Dear Co-workers,

Amtrak's 2014 National Train Day was widely regarded as a success, thanks to the hard work of our employees and volunteers across the nation. Over 313 communities held events across all 50 states including 153 events held at Amtrak stations. These local celebrations engaged more than 500 Amtrak employee volunteers and welcomed local community leaders and dignitaries across the nation as key speakers and participants. Trains, train travel, communities and Amtrak were all celebrated.

The growing success of National Train Day has made it clear that a one-day event does not do justice to the communities we support and the resources that an event like this demands. In 2015, the program is evolving from a single-day celebration to a traveling, multi-market experience that will take place one market at a time under the new name of **Amtrak Train Days**.

Amtrak Train Days (ATD) will focus on the Amtrak brand, integrate our Exhibit Train at many events and encourage target audiences to learn about Amtrak and try out our service. By spreading the program from spring until fall, we will be able to support each event more effectively and efficiently.

From spring until fall, ATD will demonstrate why "Trains Matter" by sharing with the local communities we serve the 'reasons to ride' the train. Amtrak Train Days will capitalize on a combination of tools - a dedicated tour of the Exhibit Train in select markets, an Amtrak experiential footprint at sponsored events, and an ATD Kit-in-a-Box toolkit to support local community celebrations.

Amtrak Train Days will officially kick off on May 9, 2015, in Chicago Union Station. This event will mark the first stop of the Exhibit Train tour. Local stations, partners and communities from across the nation will be invited to join in the national celebration of trains and train travel by hosting their own events. Importantly, all events **are not** expected to take place on the same day as has been done in the past, but they can be timed to coincide with other train festivals and community events. Amtrak will continue to offer event toolkits (ATD Kit-in-a-Box) to those who are interested and by request.

To promote your station and the route(s) that serve your community, the Amtrak Train Days team will once again work with you to coordinate a 2015 event to be held in your community. Whether on May 9, as part of the kick-off, or on another chosen date, you will receive support to:

- Partner with local businesses and universities who directly benefit from our stations and services to spread the "Trains Matter" message and encourage attendance to the local event.



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January 6, 2015 • Page 2 of 2

- Customize events to each region by incorporating route-specific elements that celebrate the specific train(s) serving each community.
- Capitalize on the ATD Kit-in-a-Box toolkits that will include Amtrak branded printed materials, posters, and giveaways. These resources will make it easier to promote your local event without additional publication or production expenses.

If you or someone in your community wants to hold an event, let us know. Amtrak's Train Days event team and agency, LeadDog Marketing Group, will reach out to you to share further Amtrak Train Days 2015 details to help you plan and coordinate your event.

We remain committed to driving train service awareness and ridership, reach new audiences in smaller communities nationwide and reinforce the importance, benefits and value of rail. This exciting next step will allow us to broaden our reach, deepen our conversation with existing and potential customers, and expand our presence in market.

We appreciate your ongoing participation and support in this important endeavor. If you have questions, please contact the ATD Program Manager, Jerome Trahan, by e-mail at TrahanJ@amtrak.com or by telephone at 202.906.4622.

Sincerely,

Matt Hardison
Executive Vice President and
Chief Marketing and Sales Officer



special employee advisory

January 6, 2015 • Page 1 of 2

A Message from Matt Hardison

Dear Co-workers,

Amtrak's 2014 National Train Day was widely regarded as a success, thanks to the hard work of our employees and volunteers across the nation. Over 313 communities held events across all 50 states including 153 events held at Amtrak stations. These local celebrations engaged more than 500 Amtrak employee volunteers and welcomed local community leaders and dignitaries across the nation as key speakers and participants. Trains, train travel, communities and Amtrak were all celebrated.

The growing success of National Train Day has made it clear that a one-day event does not do justice to the communities we support and the resources that an event like this demands. In 2015, we are evolving this program into a traveling, more community-centric day experience under the new name of **Amtrak Train Days**.

Amtrak Train Days (ATD) will focus on the Amtrak brand, support our business lines and services, and engage target audiences to learn about Amtrak and experience our service. By expanding this outreach program from spring until fall, we will be able to participate in a variety of community-planned events.

From spring until fall, ATD will demonstrate why "Trains Matter" by sharing with the local communities we serve the 'reasons to ride' the train. Amtrak Train Days will feature a combination of outreach tools - a dedicated tour of the Amtrak Exhibit Train in select markets, Amtrak employee guest speakers, media and event promotions, displays to experience Amtrak at sponsored events, and an ATD Kit-in-a-Box toolkit to support local community celebrations.

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January 6, 2015 • Page 2 of 2

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If you or someone in your community wants to hold an event, let us know. We will reach out to you to share further Amtrak Train Days 2015 details to help you plan and coordinate your event.

We are committed to driving continued support for Amtrak and ridership throughout our network. Amtrak Train Days helps us achieve these goals through strengthening community goodwill, reaching new audiences in Amtrak-served communities, and reinforcing the importance, benefits and value of rail.

We appreciate your ongoing participation and support in this important endeavor. If you have questions, please contact the ATD Program Manager, Jerome Trahan, by e-mail at TrahanJ@amtrak.com or by telephone at 202.906.4622.

Sincerely,

Matt Hardison
Executive Vice President and
Chief Marketing and Sales Officer

DJ Stadtler
Executive Vice President and
Chief Operations Officer

Joe McHugh
Senior Vice President and
Chief Government Affairs and Corporate Communications Officer



special employee advisory

January 6, 2015 • Page 1 of 2

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January 6, 2015 • Page 2 of 2

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If you or someone in your community wants to hold an event, let us know. We will reach out to you to share further Amtrak Train Days 2015 details to help you plan and coordinate your event.

We are committed to driving continued support for Amtrak and ridership throughout our network. Amtrak Train Days helps us achieve these goals through strengthening community goodwill, reaching new audiences in Amtrak-served communities, and reinforcing the importance, benefits and value of passenger train travel.

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Chief Marketing and Sales Officer

DJ Stadtler
Executive Vice President and
Chief Operations Officer

Joe McHugh
Senior Vice President and
Chief Government Affairs and Corporate Communications Officer



special employee advisory

December 9, 2015 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

At the meeting of the Amtrak Board of Directors this week, I informed them of my intention to retire from Amtrak in September 2016. At that time, I will have served nearly eight years as the President and CEO of our company. When I look back at this time, I see so many accomplishments and so many changes we made to make America's Railroad a stronger, safer and a more important part of our nation's transportation system.

For those of you who know me, you know a decision like this is something that I spent a lot of time considering. Yet, I think in the railroad business, all of us know when it's time to retire. I hear this often from you when I travel around the system. It's not easy to find people to work in an environment that is as demanding as running a railroad and providing good customer service. One of the reasons why I gave our Board notice so far in advance of my planned retirement is because I want them to have the time to think about the next leader they will select and have a chance to think about the kinds of qualities this leader will need as we move forward. Having served on the Board prior to my time as CEO, I know that the selection of a President and CEO of Amtrak is perhaps the single most important decision that a Board can make.

The other reason why I want to work well into 2016 is because there are things I want to get done on my watch and they include critical and important investments both in the future of our service and the safety of our railroad. Early next year, we expect to place an order for the next generation of high speed trainsets in North America. When they are delivered they will instantly add capacity and the newest technology available to our passengers. The introduction of that service will drive the future and the brand of Amtrak to new heights just as Acela did 15 years ago. I wanted very much to be a part of that accomplishment. I also want to make sure that by the time I left we had all the new ACS-64 electric locomotives delivered and operating. Finally, there will still be some work in 2016 to advance PTC implementation on sections of the railroad which we own outside of the NEC. As I have said, there is no greater contribution that my generation of railroaders can make to the safety of our industry than full implementation of PTC.

Amtrak is a remarkable story and it is so because of the people who work here--people who put their entire life's work into this company; people who go out in the middle of the night to rescue a train; people who deal with sick passengers; people who simply make a difference. I have tried to live and manage by these values as well. Over the next nine months, I expect to spend a large amount of my time at the facilities, crew bases and on the trains that we operate all around this country. We have an exciting future and I truly believe some of our best days lie ahead.

The Board has asked me to work closely with them in the selection of the new CEO. I am confident that the time I have given the Board they can



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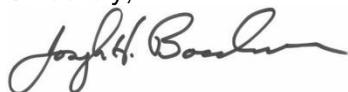
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December 9, 2015 • Page 2 of 2

achieve the goal of selecting a good leader for this company and provide a level of transition that a company like Amtrak deserves. In the meantime, there is a lot of work that needs our attention and I ask you to stay focused and work safely.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

March 3, 2015 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

It is with great sadness that I share with you the news of the passing today of our colleague, Amtrak engineer, Glenn Steele. Glenn was injured last week while performing his duties operating a Metrolink train from Ventura, CA to Los Angeles that struck a utility truck. That incident injured 28 passengers and two other Amtrak crew members, both of whom were treated and later released. The incident remains under investigation by the National Transportation Safety Board.

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Joe Boardman
President and CEO



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March 3, 2015 • Page 1 of 1

A Message from Joe Boardman

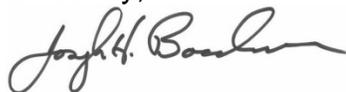
Dear Co-workers,

This afternoon, Amtrak Train 80, the *Carolinian*, struck a truck on the tracks at a grade crossing approximately 30 miles north of Rocky Mount, NC. The train was operating from Charlotte to New York. There were 212 passengers and eight crew members on board.

Local police and EMS responded to the scene. Initial reports are that several passengers have been injured and taken to local medical facilities for treatment. Thankfully, none of the injuries appear life threatening at this time. We will update you if the situation changes.

There is an ongoing investigation into the incident.

Sincerely,



Joe Boardman
President and CEO



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March 26, 2015 • Page 1 of 1



A Message from Joe Boardman

Amtrak faces high—and rapidly rising—costs to fund our pension and retiree medical plans. These retirement benefits have historically been generous, yet they have also positioned Amtrak as an outlier compared to our competitors.

These facts have led us to the conclusion that our company can no longer sustain the growing financial burden of our retirement benefits.

Based on thorough analysis of current and projected costs to our business, as well as ensuring Amtrak's continued financial health, we have identified some necessary actions. These changes will help stabilize our rapidly rising benefit costs, help us re-invest in our business and people and position us to more effectively compete for (and win) new business. These changes are consistent with other companies in our industry and other for-profit companies.

Even after these changes are implemented, Amtrak will still offer a strong and attractive Total Rewards package to our employees.

The Amtrak Board of Directors recently approved the following changes to Amtrak's retirement program for non-agreement employees and non-agreement retirees:

1. Amtrak Retirement Income Plan (Pension)

Amtrak will "freeze" benefit accruals in the Amtrak Retirement Income Plan on June 30, 2015 for eligible, non-agreement employees. Following this date, employees will not accrue additional benefits under the plan, but they will not lose any benefit earned to date. Benefits through the Railroad Retirement Board (RRB) will continue unchanged.

2. Retirement Savings Plan – 401(k)

Amtrak will increase its maximum company match on employee contributions. Beginning with the July 3, 2015 paycheck, Amtrak will match employee contributions dollar for dollar, up to 7 percent – an increase from the current 5 percent company match.

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March 26, 2015 • Page 2 of 3

3. Retiree Medical

Amtrak will continue to provide access to comprehensive retiree medical coverage for all retirees and most employees, but how this coverage is provided and paid for will change:

* **Post-age 65 Coverage** – Beginning July 1, 2015, current eligible post-age 65 retirees will no longer be enrolled in the existing Amtrak medical plan options. Instead, Amtrak will provide an annual subsidy to current eligible post- age 65 retirees and, upon retirement, to eligible employees who were age 50 or older on July 1, 2015 to help them purchase post-age 65 coverage through a private health insurance exchange. Medicare will continue to be the primary source of medical benefits.

	Annual Subsidy
Current Retirees (as of June 30, 2015)	\$4,800/retiree and \$4,800/spouse
Employees Age 50 and Over on July 1, 2015	\$4,800/retiree and \$2,400/spouse
Employees Under Age 50 on July 1, 2015	Access only – retiree pays the full cost

* **Pre-age 65 Coverage** – Amtrak will provide the same pre-age 65 medical coverage available today to retirees and, upon retirement, to eligible employees age 50 and over on July 1, 2015. Amtrak retirees will continue to share the cost for coverage. Employees under age 50 on July 1, 2015 will have access to pre-age 65 medical coverage, but will pay the full cost for coverage.

* **Eligibility** – The eligibility for the retiree medical plan will also change from age 55 with five years of service to age 55 with 10 years of service, or to age 60 with five years of service for those who retire on or after July 1, 2015.

If you were hired or transferred from an agreement position to a non-agreement position on or after April 1, 2013, you are not eligible for the Amtrak Retirement Income Plan or the Retiree Medical Plan. As a result, the changes to these plans do not impact you. However, you will be eligible for the increased company match into the Retirement Savings Plan – 401(k).



special employee advisory

March 26, 2015 • Page 3 of 3

Amtrak will continue to make a substantial investment in our retirement program—including Amtrak’s contributions to the Railroad Retirement Board (RRB) benefits and the increased 401(k) match. These changes provide us with a more predictable way of managing risk and funding of our program while continuing to provide a competitive retirement benefits program. Amtrak continually evaluates its benefit offerings to ensure its competitive position and ability to attract and retain talent, and reserves the right to modify its benefit offerings at any time and for any reason.

What Happens Next

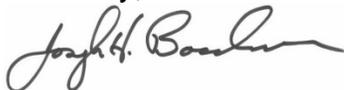
This letter is only a summary of the upcoming benefit changes. In the coming weeks, we will provide additional information about online tools, webinars, face-to-face meetings and one-on-one counseling to help you evaluate your options and make decisions on planning for your financial future.

Pension benefit statements will be mailed by the week of April 6, 2015 to non-agreement employees who are eligible to retire as of June 30, 2015. Generally, to be eligible to receive your Retirement Income Plan benefit, you must meet the minimum age (55) and Amtrak service (five years) requirements or be age 65.

Specially trained representatives are available to answer your questions about the 2015 Amtrak Retirement Program Changes. If you have any questions, please contact the Amtrak Benefit Service Center at 800-481-4887 (Monday – Friday, except holidays, 8 a.m. – 6 p.m., Eastern Time).

Thank you for your support as we implement this critical change for our business.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

March 30, 2015 • Page 1 of 1



A Message from Joe Boardman

Dear Co-workers,



I'm proud to share that Amtrak has been named to the first-ever "[America's Best Employers 2015](#)" list issued by *Forbes* magazine. We're honored to be recognized on this list of the 500 largest corporations and institutions representing the private and public sectors in the U.S..

In the field of transportation and logistics, we're in the good company of respected organizations including CSX, Union Pacific, BNSF Railway, Norfolk Southern and Southwest Airlines.

Selection to the list was determined through an anonymous survey in which more than 20,000 people were asked how likely they were to recommend their employer to someone else, as well as suggest other employers in their industry.

We were also recently recognized on the annual "Military Friendly[®] Top 100 List" published in *G.I. Jobs[®]*, *Military Spouse* and *Vetpreneur* magazines and on the "2015 STEM JobsSM Approved Employer" list by Victory Media, which connects professionals in transition with education and career opportunities.

In my more than six years as the head of Amtrak, I have met many of you in our offices, stations, shops and onboard trains. Your thoughtful suggestions for improving Amtrak never cease to amaze me and are true signs of your dedication to the company and our success.

Listening to you leaves a strong impression of our workforce and its motivations. Amtrak employees are diverse, multitalented and welcoming. We are continuously improving America's Railroad[®] by leveraging the expertise of the people who know our business and our industry best: you.

Amtrak is integral to a rich American railroad tradition that dates back almost two centuries. It's not hard to find employees whose parents, grandparents and other relatives were involved in the industry. Once part of the railroad family, you remain so forever.

Based on this proud past and present, we are laying the groundwork for the passenger rail system of the future. Our vision incorporates renewed infrastructure, next-generation equipment, reimagined stations and an enhanced customer experience.

Produced by
Employee Communications

ecom@amtrak.com

special employee advisory

March 30, 2015 • Page 2 of 2

Employees are at the heart of our mission. Only by working together under a united vision can we move America where it wants to go and achieve our goals of superior safety, customer service and financial excellence.

The future rides with all of us, and I thank you for everything you do to make Amtrak a sought-after workplace and transportation leader.

Sincerely,



Joe Boardman
President and CEO





January 5, 2015

Emergency Wardens

Emergency Management and Corporate Security (EMCS), Headquarters Facilities and IT Safety and Facilities are looking for your assistance to help provide a safe workplace.

We are in the process of re-establishing the Emergency Warden program for 40 Massachusetts Ave., 60 Massachusetts Ave. and 10 G Street buildings. This process will include a more structured training program that will standardize information and procedures in the event of a workplace emergency.

If you are a current emergency warden or are interested in becoming one, please join us for one of the upcoming information sessions. The information session will take no more than one hour. Sessions are assigned by work location.

- 40 Massachusetts Ave employees – January 7, 2015 at 10:00 a.m.
40 Massachusetts Ave. Conference room L, room 3W 127
- 60 Massachusetts Ave employees - January 7, 2015 at 11:00 a.m.
40 Massachusetts Ave. Conference room L, room 3W 127
- 10 G Street employees – January 7, 2015 at 1:00 p.m.
10 G Street Conference room 10, 4th floor, 4W-143

Thank you in advance for your support. Please contact Steven Fruchtman or your building facilities staff with any questions.



January 12, 2015

Philadelphia 30th Street Station District Plan

Open House

Calling all Amtrak 30th Street Station Staff! You are invited to attend an open house this month for the Philadelphia 30th Street Station District Plan.

The open house will be held on Wednesday, January 28, on the main concourse at 30th Street Station (30th Street Side) from 4-7 p.m. There will be no formal presentation, but members of the project team will be on hand to answer questions and provide information.

This event is an opportunity for you to learn about the District Plan, meet the project team, ask questions and provide input. As day-to-day users of the station, your input into the planning process is extremely valuable. We thank you in advance for your support and hope to see you at the open house.

Amtrak is currently working with Brandywine Realty Trust, Drexel University, SEPTA and a host of area stakeholders on a joint planning effort focused on creating a single integrated vision for the area surrounding 30th Street Station as a dynamic neighborhood anchored by a world-class transportation hub.

For additional information on the District Plan, please visit www.PhillyDistrict30.com or contact Danelle Hunter at ATS 728-2176 for more information on the open house.



January 20, 2014

Prepare To Collect Old ID Badges

All Amtrak managers/supervisors,

Now that Amtrak's new Smart ID badges have been distributed, old Amtrak ID badges should not be used for any purpose (e.g., access to facilities, riding privileges, or employee identification, including clocking in/out).

A corporate-wide notice will be sent tomorrow informing all employees to return their old Amtrak ID badges to their respective manager/supervisor. Please be prepared to collect these badges from your direct reports and contractors.

Please mail the old ID badges to the Smart ID office at the address listed below by Friday, January 30, 2015.

ATTN: Smart ID Office
40 Massachusetts Ave., NE
Washington, DC 20002

For any questions, please contact the Smart ID office via e-mail at SMARTID@amtrak.com or phone at 202-906-3639.



January 21, 2014

Please Return Your Old Amtrak ID Badges

All Amtrak employees and contractors,

Thank you for your participation in Amtrak's recent Smart ID refresh effort. Now that Amtrak's new Smart ID badges have been distributed, old Amtrak ID badges should not be used for any purpose (e.g., access to facilities, riding privileges, or employee identification, including clocking in/out).

All old Amtrak ID badges must be collected and returned by Friday, January 30, 2015.

Please return your old Amtrak ID badge to your respective manager/supervisor or mail it directly to the Smart ID office at:

ATTN: Smart ID Office
40 Massachusetts Ave., NE
Washington, DC 20002

For any questions, please contact the Smart ID office via e-mail at SMARTID@amtrak.com or call 202-906-3639.



March 11, 2014

Emergency Notification Beacon Installation

All 40 and 60 Mass Amtrak employees and contractors:

Please be advised that Alertus Emergency Notification Beacons will be installed on the wall facing the elevators on all floors in 40 and 60 Mass offices beginning the week of ???

The beacon is small yellow plastic box that measures 7" x 6". The beacons flash, sound an audible tone and display a text message when an emergency alert message is received. The Alertus devices are widely used for mass notification on college campuses, office buildings and large industrial facilities.

The beacons will be tested for a ninety (90) day period to determine if they will be used in other Amtrak facilities.

For any questions, please contact the Chris Bello of EMCS at ATS 777-2243.



January 20, 2015

40 Mass. Elevator 1 – Out of Service

Elevator 1 in the 40 Massachusetts Ave. building is temporarily out of service. Please note this is the elevator that services B floor (Basement).

Repairs will be done tonight. The elevator is expected to return to service by 6 a.m. tomorrow.



January 8, 2015

Do Not Use East Stairs at Crossover between 60 and 40 Mass.

Please do not use the East stairway at the crossover between 60 and 40 Mass Ave. buildings until further notice.

Amtrak facilities and building management are working on a maintenance issue at this time.

We will keep you informed when the stairway will be available for use.



January 21, 2014

Please Return Your Old Amtrak ID Badges

All Amtrak employees and contractors,

Thank you for your participation in Amtrak's recent Smart ID refresh effort. Now that Amtrak's new Smart ID badges have been distributed, old Amtrak ID badges should not be used for any purpose (e.g., access to facilities, riding privileges, or employee identification, including clocking in/out).

All old Amtrak ID badges must be collected and returned by Friday, January 30, 2015.

Please return your old Amtrak ID badge to your respective manager/supervisor or mail it directly to the Smart ID office at:

ATTN: Smart ID Office
40 Massachusetts Ave., NE
Washington, DC 20002

For any questions, please contact the Smart ID office via e-mail at SMARTID@amtrak.com or call 202-906-3639.

April 6, 2015



Housekeeping is Safe Keeping at Work

You never get a second chance to make a good first impression. This phrase is true when it comes to housekeeping at work. The negative impressions and implications of poor housekeeping can affect you and co-workers. Morale is lowered for most people who must function every day in a messy, disorderly work environment, although they may not be aware of the cause. Safety is an even more critical issue if your housekeeping habits are poor. The result can contribute to employee injuries and Environmental issues.

Here are some results of poor housekeeping practices:

- Storing objects that could cause a person to trip, fall, strike or be struck by the out-of-place object
- Using improper tools because the correct tool cannot be found
- Improperly storing and disposing of materials and/or waste
- Not cleaning up after the job has finished

General housekeeping rules to remember are:

- Clean up after yourself. Pick up trash and debris. Dispose of trash and debris properly, or place it where it will not pose a hazard to others
- Keep your work area clean throughout the day
- Follow all Environmental Regulations and Policies (Storage, Use and Disposal)
- Use common sense when stacking materials and supplies. Do not stack items too high or stack heavy items onto of things that cannot support them. Also remember to secure items so they cannot topple.



Retirement Benefit Road Shows Coming to You Soon

Amtrak recently announced changes to its retirement program for non-agreement employees. To help you get answers to your questions, members of the leadership team will be conducting Road Shows over the next several weeks at different locations. Road Shows are your opportunity to hear information first-hand, and get answers. Each week we will provide the following weeks locations. For the week of April 13 the scheduled locations include:

Tuesday, April 14 at 10:00 a.m. and noon

Philadelphia, Penn.
30th Street Station
Chapel, 2nd Floor North

Tuesday, April 14 at 3:00 p.m.

Bear – Maintenance Facility
Administration Building
Large Conference room
258 E. Scotland Drive
Bear, Delaware

Wednesday, April 15 at 9:00 a.m. and 11:30 a.m.

Wilmington, Delaware – Mechanical Shop
2nd Floor Conference Room
4001 Vandever Avenue
Wilmington, Delaware

Wednesday, April 15 at 3:00 p.m.

Wilmington, Delaware
Renaissance Centre
405 North King St., 7th floor
Baltimore and Philadelphia Training Room
Wilmington, Delaware

Thursday, April 16 at 10:00 a.m.

Wilmington, Delaware
Amtrak Transportation Training Center
One High Speed Way
Classroom 124
Wilmington, Delaware

Thursday, April 16 at 1:00 p.m. and 3:00 p.m.

Wilmington, Delaware
CNOC/CETC
15 South Poplar St.
CETC Conference Room, 1st Floor
Wilmington, Delaware

Friday, April 17 at 10:00 a.m. and 1:00 p.m.

Washington, D.C.
Washington Union Station
Starlight Room, Gate D
Washington, D.C.

Stay tuned for the week of April 20 when we will be on the West Coast. Also look for future emails and work site posters for meeting locations, dates and times.

Webinars Also Available

If you are unable to attend a Road Show in person, you can participate in a webinar. This week's webinar is scheduled for Thursday, April 9 at 1:00 p.m. EST.

To participate:

- Log on: <https://www.teleconference.att.com/amtrak/connectmeeting>
- Meeting Number: 866-209-1307
- Access Code: 2085912

Questions?

Specially trained representatives are available to answer your questions about the 2015 Amtrak Retirement Program Changes. If you have any questions, please contact the Amtrak Benefit Service Center at (800) 481-4887, Monday through Friday, except holidays, from 8:00 a.m. to 6:00 p.m., Eastern Time.



America's PrepareAthon! Begins in April

For the month of April, Amtrak and Federal Emergency Management Agency (FEMA) are teaming up for [America's PrepareAthon!](#) This community-based campaign brings together millions of people to practice the simple steps that will help them get and stay prepared for disasters.

It is important to prepare for a disaster before one happens. Download the [FEMA App](#) today to get started. Make one change this month to better prepare yourself, your co-workers or your family for a disaster. On April 30, look for Amtrak Emergency Management and Corporate Security (EMCS) regional emergency managers located in Amtrak stations across the country hosting a day of preparedness activities. In addition, EMCS will be hanging emergency management posters (Hurricane, Flood, Tornado, Wildfire and Earthquake) in three languages (English, Chinese and Spanish) at the beginning of April.



Have You Met the Amtrak Learning Council (ALC)? *Get to Know the Team Working to Improve Learning at Amtrak*

With Amtrak's renewed focus on improving learning and development opportunities for all of our employees, we have created the Amtrak Learning Council (ALC). The ALC oversees

learning and development strategy at Amtrak--a critical part of achieving our goals to promote and measurably improve knowledge sharing, professional and technical development, learning and continuous improvement.

By managing learning at Amtrak as a strategic business process, we will create a shared future vision for workforce development that contributes positively to Amtrak's employment brand and the Total Rewards and Integrated Talent Management Strategy. Our goal is to build and sustain a learning culture at Amtrak.

ALC Mission Statement

The Amtrak Learning Council (ALC) meets regularly to share information, make key decisions, coordinate training efforts across the enterprise, and ensure delivery of cost effective, relevant, and engaging training and learning opportunities to Amtrak employees. This process helps to strengthen the "One Amtrak Way" philosophy to ensure:

1. **Alignment**—Manage learning as a strategic business process to make learning a part of achieving Amtrak's business goals
2. **Efficiency**—Ensure training efficiency and gain agreement to identify what training is necessary and prioritize resources
3. **Integration**—Develop an integrated plan to create a culture of learning at Amtrak which supports the "One Amtrak Way"

ALC Members

The ALC is comprised of seven senior leaders who are responsible for driving efforts around learning and development that are aligned with Amtrak's Strategic Plan. Members include:

- DJ Stadtler, EVP, Chief Operations Officer
- Matt Hardison, EVP, Chief Marketing and Sales Officer
- Peggy Reid, Chief of Staff
- Jason Molfetas, EVP Chief Information Officer
- Barry Melnkovic, EVP Chief Human Capital Officer
- Scot Naparstek, SVP Operations-OPS Engineering
- Uzma Burki, SVP Organizational Effectiveness and Leadership Development

Members are responsible for identifying and recommending opportunities which further the achievement of Amtrak's business goals; representing the interests of their business/functional unit(s); and providing guidance and communication throughout Amtrak.

Amtrak This Week is a publication of Amtrak Employee Communications

To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com

AMTRAK® THISWEEK



A Weekly Publication for and by Amtrak Employees

More to Come. As we continue on our journey to improve learning and development opportunities at Amtrak, you will hear more about Amtrak's strategy for the future of learning.



Amtrak Train Days- Volunteer at a Celebration Near You

All Aboard Amtrak Employees! In the past seven years, over 300 communities in all 50 states have celebrated their love of trains on National Train Day. Due to the growing success and the concentrated resources required in supporting a one-day celebration, we are evolving this program into a traveling, community-centric experience under the new name of [Amtrak Train Days \(ATD\)](#).

With a theme of "Trains Matter", ATD officially kicks off at Chicago Union Station on May 9. Prior to the kickoff, Amtrak will participate in two community events, Toledo Train Day in Toledo, Ohio on May 2 and at the Fullerton Railroad Festival in Fullerton, Calif., on May 2 -3. With Amtrak Train Days celebrations fast approaching, volunteers will be needed at all events across the country.

It is the dedication, loyalty and pride demonstrated by Amtrak employees at past National Train Day celebrations that will make Amtrak Train Days a success. At select locations, employees can volunteer for specific shifts, and can also participate for the entire day.

Volunteer registration is easy. Simply click on the [company Intranet](#) and select the location and time you prefer. All volunteers will receive a complimentary ATD t-shirt and meal during their shift.



Make Everyday Earth Day

Earth Day, held annually on April 22, is a day filled with events to inspire environmental protection. Visit the [U.S. Environmental Protection Agency's Earth Day Take Action](#) website to find out what you can do to make every day Earth Day. You can find local opportunities to volunteer, read daily environmental tips and even pledge to commit five actions to help protect our planet.

Amtrak Recycles

Amtrak recognizes that our passengers want to recycle, and we are committed to making recycling an integral part of train travel. Currently, we are installing new recycling containers on all

long-distance Superliner I equipment. Our in-house design team created the design and solicited feedback from the Transportation department. Employees at our Beech Grove, Indiana Back Shop

built the recycling containers. With these new containers onboard and in place, passengers and employees can deposit newspapers, magazines, and all beverage containers for recycling. Amtrak also provides recycling containers on the *Auto Train*, *Acela Express* and all *Northeast Corridor* trains (in the Café car).

Behind the scenes, Amtrak is very committed to industrial recycling. Thanks to the strong dedication at each of our facilities, we recycle more than 8,000 tons of industrial materials each year. This includes many unusual items like train windows, mattress foam and pallets. Most recently, we recycled over 14,000 foam seat cushions that could no longer be reused. You can read more about our recycling efforts on the Amtrak Blog.

Questions? Suggestions?

Email askenvironmental@amtrak.com with your input.

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ASIS Update

April 13, 2015

The Amtrak Safety Information System (ASIS) is the repository of all injuries/illnesses/fatalities and rail equipment and grade crossing incidents that occur on Amtrak. The ASIS database ensures accurate and timely reporting of these events to the Federal Railroad Administration.

The ASIS system is being updated from April 17 – April 20. After that update, those who need ASIS data will be required to obtain information by cost center rather than the current method of pulling information by division. Please contact your department's budget analyst for cost center information.

The following reports will be available as a result of this enhancement:

ASIS Business Objects:

Safety Snapshot (Report #85)
Man-Hours Ratio by Period (Report #83)
Job Related Absences (Report #56)
RE/GC Form – 97 (Report #13)
Injury/Illness Form – 98 (Report #56)

If any other reports are needed, please contact the ASIS team who will work to obtain them.

Sherrie W. Cook – scook@amtrak.com -202-906-2246
Rory LaRosa – rory.larosa@amtrak.com - 202-906-3284



Road Shows to Explain Changes in Retirement Benefits

Amtrak recently announced changes to its retirement program for non-agreement employees. To further explain these changes and answer questions, members of the leadership team will be conducting road shows over the next several weeks at different locations. These events are an opportunity to hear information first-hand, ask questions, and get answers. For the week of April 20 the scheduled locations include:

Monday, April 20,
Riverside, California
Riverside Call Center
7920 Lindbergh Drive
Large Conference Room
11:00 a.m.

Tuesday, April 21,
Los Angeles, California- LAUS
810 N Alameda St
3rd Floor, Large Conference Room
10:00 a.m. and 2:00 p.m.

Wednesday, April 22,
Los Angeles, California – Mechanical Yard
2468 E. 16th Street
Preventive Maintenance Facility
Building 25, Conference Room
9:00 a.m. and 11:00 a.m.

Thursday, April 23,
Oakland, California – Mechanical Yard
1303 3rd Street
Transportation Training Trailer (Building 2)
Large Training Room
9:00 a.m.

Oakland, California – Port of Oakland Building
530 Water Street, 5th Floor
Amtrak Conference Room
1:00 p.m.

Friday, April 24,
Seattle, Washington
187 S. Holgate Street, 2nd Floor, North
Columbia River Conference Room
10:00 a.m.

Stay tuned for the week of April 27 when we will be in Chicago. Also look for future emails and work site posters for meeting locations, dates and times.

Webinars Also Available

For those not able to attend a road show in person, a webinar will be offered on **Monday, April 13** at 1:00 p.m. EST. There are a limited number of ports for the webinars. Other scheduled webinars will be announced in Amtrak This Week.

To participate:

Log on: <https://www.teleconference.att.com/amtrak/connectmeeting>
Meeting Number: 866-209-1307
Access Code: 2085912

Questions?

Specially trained representatives are available to answer questions about the Amtrak Retirement program changes. Please contact the Amtrak Benefit Service Center at (800) 481-4887, Monday through Friday, except holidays, from 8:00 a.m. to 8:00 p.m., Eastern Time.

Visit the **Amtrak Total Rewards** intranet site, <http://wiki.corp.nrpc/display/BEN/Home>, for the most up-to-date resources including FAQs, road show schedule, fact sheets and more.

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Reward Established for Vital Information

It has been nearly 20 years since the derailment of the *Sunset Limited* in Hyder, Arizona on October 9, 1995. Some may remember that this heinous act caused the death of one of our Amtrak employees, Mitchell Bates, and caused injury to many of the 258 passengers aboard the train.

On Friday, April 10, 2015, Amtrak Police Chief, Polly Hanson participated in a joint press conference held in Phoenix, Arizona at the local headquarters of the Federal Bureau of Investigations (FBI) to announce a \$310,000 reward for information leading to the arrest of the person or persons responsible for the derailment.

“The Amtrak Police never stopped looking for those responsible for the death of Mitchell Bates and the injury of our passengers,” said Chief Hanson. “We appreciate all the work of our law enforcement partners in Arizona, the FBI and Maricopa County Attorney's Office for their sustained commitment to bringing those responsible to justice. We hope that new attention to the case and the offer of a substantial reward will prompt someone with that last bit of information to come forward so we can finally get justice for Mr. Bates and all of those injured.”

Amtrak and the Amtrak Police Department remain committed to the safety and security of our passengers and employees. Those who may have information about the derailment of the *Sunset Limited*, please email: aztrainderailment@ic.fbi.gov.



Amtrak Scored Well on Carbon Disclosure Submittal

The Carbon Disclosure Project (CDP) is an independent not-for-profit organization working to drive greenhouse gas emissions reduction and sustainable water use by business and cities. It is the world's only global environmental disclosure system, with more than 5,000 companies and municipalities reporting.

In the most recent report, Amtrak received a score of 96B on our submittal of climate change data to the CDP. The 96 represents the completeness of our disclosure, while B (A being best) represents our performance in the area of climate change as a company. This score improves on the score of 85B received for Amtrak's first-ever submittal covering the previous calendar year.

In addition to reporting climate change information to CDP, Amtrak also reported through CDP's supply chain system at the request of two corporate clients. When benchmarked against 3,400 other companies that responded to CDP's supply chain

request, Amtrak's score of 96B is significantly higher than the average disclosure score of 53 and performance score of “C” for companies reporting supply chain information. The approval of our Sustainability Policy in 2013 laid the foundation for continuous improvement. Amtrak has committed to annual reporting through CDP and will continue working to focus on transparency and performance in the area of climate change.

New “Green” Power Purchasing Policy

Amtrak has implemented a purchasing policy. The purpose is to provide guidelines for the purchase of “green” power for use within Amtrak operations, which supports the company's commitment to reduce the environmental impacts from Amtrak operations. This is another step that Amtrak has taken towards becoming a more sustainable organization.



One Week Remaining for PSSA Nominations

Nominations for the Amtrak's President's Service and Safety Awards will be accepted through **Monday, April 20**. This is an opportunity to make a difference by recognizing colleagues, leaders, teams and external partners. Nominations will be reviewed for completeness and strength of information, so please include strong supporting details and examples that clearly justify why the nomination should be awarded one of Amtrak's top honors.

Nomination forms can be found here: <http://apps.nrpc/forms/>. FAQs and category descriptions can be found here: <http://wiki.corp.nrpc/display/AWARDS/President%27s+Service+and+Safety+Awards>.

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April 20, 2015



Amtrak vs. Sprains and Strains: March Results

Amtrak vs. Sprains and Strains is a competitive event with a focus on bringing situational awareness for reducing injuries related to sprains and strains throughout fiscal year 2015 (FY15). Each month, we are challenged to combat and reduce our sprains and strains from fiscal year 2014 (FY14). The goal is to “knock out” this undesired opponent each and every month and also to end FY15 with 15 percent fewer sprains and strains.

“Knock Down” in Round 1

Amtrak was knocked down in March with a 58 percent increase in sprains and strains compared to March FY14. FYTD, strain injuries are down nine percent.

Learn more about Amtrak v. Sprains and Strains on the company [Intranet](#)> Safety.



Road Shows to Explain Changes in Retirement Benefits

Amtrak recently announced changes to its retirement program for non-agreement employees. To further explain these changes and answer questions, members of the leadership team will be conducting road shows over the next several weeks at different locations. These events are an opportunity to hear information first-hand, ask questions, and get answers. For the week of April 27 the scheduled locations include:

Thursday, April 30

Chicago Union Station
HC Classroom, Room 318
9:00 a.m., 11:00 a.m. and 3:00 p.m.

Friday, May 1

Chicago
Lumber Street Yards
Car Shop Building, Room 205
9:00 a.m. and 11:00 a.m.

Stay tuned for the week of May 4 when we will be on the Northeast Corridor. Also look for future emails and work site posters for meeting locations, dates and times.

Webinars Also Available

If you are unable to attend a Road Show in person, you can participate in a webinar. Next week's webinar is scheduled for Wednesday, April 29 at 1:00 p.m. EST. Note that there are a limited number of ports for the webinars so if you are not able to join stay tuned for others.

To participate:

Log

on: <https://www.teleconference.att.com/amtrak/connectmeeting>

Meeting Number: 866-209-1307

Access Code: 2085912

Questions?

Specially trained representatives are available to answer questions about the Amtrak Retirement program changes. Please contact the Amtrak Benefit Service Center at (800) 481-4887, Monday through Friday, except holidays, from 8:00 a.m. to 8:00 p.m., Eastern Time.

Visit the **Amtrak Total Rewards** intranet site, <http://wiki.corp.nrpc/display/BEN/Home>, for the most up-to-date resources including FAQs, road show schedule, fact sheets and more.

More Information

Access the **Amtrak Total Rewards Intranet** at <http://wiki.corp.nrpc/display/BEN/Home> for the most up-to-date resources related to the 2015 Retirement Program Changes, including FAQs, Road Show schedule, fact sheets and more.



Operating an Efficient Organization

One of the key measures for the Short-Term Incentive Plan is to achieve an Adjusted Operating Loss of \$235M (or less). This goal measures our organizational effectiveness by focusing on reducing the operating loss, increasing the ability to perform at optimal levels as One Amtrak.

Together, employees can all make an impact by increasing productivity and ultimately improving the bottom line. Here are just a few ways to help Amtrak operate as an efficient organization and achieve its Adjusted Operating Loss target:

1. **Keep communication open** – When communication flows freely – among colleagues, leadership and our customers – confusion is minimized and expectations are clarified. Work with your team to establish communication protocols that work best for your group. That might mean scheduling regular check-ins, setting up project team SharePoint sites or as simple as sharing mobile phone numbers.
2. **Prioritize your work** -It's important to focus first on the work that matters – the work that directly impacts Amtrak's success and the satisfaction of our customers.
3. **Continuously improve** -Identify opportunities to improve, offer new ideas and ways of working.

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4. **Make it easier** – Our job is not to create more work, but to make it easier – easier on colleagues, managers and customers. Throughout the day, be conscious of how to help simplify ways of working and become more efficient.
5. **It's not a race** – Sometimes people equate being productive with doing the most work, the fastest. That's not always the case. Often by taking ones time, more efficient ways of working are uncovered and the job gets done right the first time.
6. **Stay current with technology and trends** – Everyone has the responsibility to stay at the forefront of our area of expertise. Keeping up with industry trends will allow Amtrak to go further, faster.
7. **Offer solutions** – It's easy to find something to complain about – the temperature in the office, the printer that never works or the never-ending project. When the occasion arises, think of a way to address the issue by offering a solution or idea.
8. **Be positive** – Change is happening at Amtrak. While not everyone will always understand or agree with every decision, it's important to assume positive intent – working for the betterment of the company.

For more information about Amtrak's 2015 Corporate Measures, refer to the [Guide to the Amtrak 2015 Short-Term Incentive Plan](#). Watch for further updates in *Amtrak This Week* on how we are progressing toward our Corporate Measures and suggestions on how everyone can help Amtrak achieve its Strategic Plan.



Make Everyday Earth Day

Earth Day, held annually on April 22, is a day dedicated with events to inspire environmental protection. Visit the [U.S. Environmental Protection Agency's Earth Day Take Action](#) website to find out what you can do to make every day Earth Day. You can find local opportunities to volunteer, read daily environmental tips, and even pledge to commit five actions to help protect the environment.

Earth Day activities in which Amtrak is participating include:

- U.S. Department of Transportation Earth Day Celebration – DOT Headquarters, Washington, D.C. (April 21). Amtrak will be showcasing the environmental benefits of rail transportation.
- Earth Day Fair – 30th Street Station, Philadelphia, PA (April 22 from 9:00 a.m. - 2:00 p.m., North Waiting Room). Amtrak-hosted event will feature representatives from over 20 organizations including the Delaware Riverkeeper Network, Philly Bike Share/Bicycle Coalition and ZipCar.
- Earth Day Fair – Washington Union Station, Washington D.C. (April 21 - 22 from 10:00 a.m. - 5:00

p.m.) Features include NASA scientists and astronauts, real time uplinks to the International Space Station, and exhibits from Amtrak, Washington Gas Energy Services, and the Human Rights Campaign.

- Mantua Neighborhood Clean-up – Philadelphia, PA, (April 23 from 8:30 a.m. - 11:00 a.m.) Amtrak employees will partner with neighbors near 30th Street Station. To volunteer, contact AskEnvironmental@Amtrak.com.
- Amtrak Facility Cleanup Days including Southampton Street Yard (Boston), Engineering maintenance of way bases and yards in New England and New York divisions
- Delaware and Beech Grove (Indiana) Back Shops (week of April 20)



Final Call for PSSA Nominations

Reminder: Nominations for the Amtrak President's Service and Safety Awards will be accepted through **Monday, April 20**. This is an opportunity to make a difference by recognizing colleagues, leaders, teams and external partners in categories such as Safety Committee of the Year, Excellence in Customer Service and Diversity.

Nominations will be reviewed for completeness and strength of information, so please include strong supporting details and examples that clearly justify why the nomination should be awarded one of Amtrak's top honors.

Nomination forms can be found here: <http://apps.nrpc/forms/>. FAQs and category descriptions can be found here: <http://wiki.corp.nrpc/display/AWARDS/President%27s+Service+and+Safety+Awards>.



Introducing the Amtrak Leadership Development Excellence (ALDE) Program An Investment in Amtrak's People Leaders

The Amtrak Leadership Development Excellence (ALDE) program is launching on Monday, April 20. Amtrak created the ALDE program—a three-part learning opportunity—to help our leaders develop the knowledge, skills and abilities to become the best Amtrak leader they can be. This first program, ALDE, Part 1, is designed to:

- Provide Amtrak leaders with the critical skills needed to succeed
- Empower Amtrak leaders to lead, manage and coach effectively
- Create meaningful relationships across the organization

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ALDE, Part 1 is an innovative, customized leadership program, tailored to Amtrak's business needs, and provides simple, standardized, curriculum for leaders as well as every Functional Area and Business Line. The newly learned leadership knowledge, skills and tools will result in improved employee performance, an Amtrak culture of safety, financial excellence, and the achievement of Amtrak business goals.

Sign-up Today – ALDE, Part 1 Sessions Filling Fast

Amtrak's agreement and non-agreement supervisors and managers can enroll online for upcoming sessions throughout 2015 in 10 locations across the country. To enroll online, visit <http://cip.corp.nrpc/iri/portal> on the Employee Information Portal.

If you have any questions, send an email to ALDE@amtrak.com.

ALDE challenges everyone in the business to play an active role in the learning and development process by supporting, coaching and mentoring program participants as they move through their leadership journey at Amtrak. The program creates a shared understanding of what it means to be an effective leader at Amtrak, and supports the ongoing development of a *learning culture* that recognizes our people as our most valuable asset, and invests in them to support the achievement of our vision – "Moving America where it wants to go."

During ALDE 1, participants strengthen important skills and behaviors to support them in their leadership role at Amtrak including:

- Leadership Mindset
- Leadership and Safety
- DiSC® – Behavioral Profile
- Communication
- Active Listening
- Providing Feedback

Following the classroom session, participants work on completing a series of goals and work with their line manager to refine the leadership skills and behaviors learned in the ALDE, Part 1 program. Depending on your relationship with an ALDE participant (i.e., direct report, participant's manager, peer), you may be called on to provide feedback, coaching, mentoring, or guidance as the participant works to successfully apply his or her new skills on the job.



Call for Amtrak Train Days
Volunteers

All Aboard Amtrak Employees! In the past seven years, over 300 communities in all 50 states have celebrated their love of trains on National Train Day. Due to the growing success and the concentrated resources required in supporting a one-day

celebration, we are evolving this program into a traveling, community-centric experience under the new name of [Amtrak Train Days \(ATD\)](#).

With a theme of "Trains Matter", ATD officially kicks off at Chicago Union Station on May 9. Prior to the kickoff, Amtrak will participate in two community events, Toledo Train Day in Toledo, Ohio on May 2 and at the Fullerton Railroad Festival in Fullerton, Calif., on May 2 -3. With Amtrak Train Days celebrations fast approaching, employee volunteers will be needed at all events across the country.

Volunteer registration is easy. Simply click on the [company Intranet](#) and complete the form following the instructions on the top of the page. Registered volunteers will be contacted for their preferred shift time. All volunteers will receive a complimentary ATD t-shirt and meal during their shift.



April is Alcohol Awareness Month

Excessive use of alcohol is a leading cause of preventable deaths in the United States, in fact one in 10 deaths among working age an adult in our country is due to alcohol misuse or abuse. This means that friends, families and our employees are vulnerable to being a part of this disturbing statistic.

This month, several Amtrak programs including the Amtrak Employee Assistance, Operation RedBlock, Drug and Alcohol, Medical and Wellness are taking steps to stamp out alcohol-related illnesses and deaths.

The facts: Alcohol is the most commonly abused drug in the United States. A startling 8.5 percent of our population suffers from alcohol use disorders. These disorders are a frequent cause of individual and family suffering. The popularity and social acceptance of alcohol not only contributes to its being a substantial threat to our health and wellbeing, but also makes it complicated to recognize and treat misuse. Recent studies have revealed that nationally, excessive alcohol use shortened the lives of those who died by its misuse by an average of 30 years. These deaths were due to health effects from drinking too much over time, such as breast cancer, liver disease, and heart disease, and health effects from consuming a large amount of alcohol in a short period of time, such as violence, alcohol poisoning, and motor vehicle crashes. **Remember: Drinking too much can harm your health, your relationships and your safety at Amtrak.**

Evaluate your own use of alcohol by completing a quick and private quiz at www.achievesolutions.net/AmtrakEAP. Carefully consider the results and the steps that lead to keeping alcohol use a healthy part of your life and also encourage others to do the same. To learn more, or to explore whether your drinking or that

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of someone else is problematic, you can talk with a counselor confidentially at 844-268-7251. Make April your month to take some small step to help reduce the harm caused by alcohol.

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April 27, 2015



Defensive Driving Tips

When people drive defensively, they are aware and ready for whatever happens. They are cautious, yet ready to take action and not put their fate in the hands of other drivers. Following these defensive driving tips can help reduce risks on the road:

Think safety first. Drivers who avoid aggressive and inattentive driving tendencies put themselves in a stronger position to deal with other people's bad driving. There should be plenty of space between vehicles. Doors should always be locked and seatbelts should always be worn.

Be aware of your surroundings — pay attention. It is important to check mirrors frequently and scan conditions 20 to 30 seconds ahead of your vehicle. If another vehicle is showing signs of aggressive driving, slow down or pull over to avoid it. If the driver is driving dangerously, try to get off the roadway by turning right or taking the next exit if it's safe to do so. Also, keep an eye on pedestrians, bicyclists and pets along the road.

Do not depend on other drivers. Be considerate of others but look out for yourself. Do not assume another driver is going to move out of the way or allow you to merge.

Have an escape route. In all driving situations, the best way to avoid potential dangers is to position your vehicle where you have the best chance of seeing and being seen. Having an alternate path of travel is essential, so take the position of other vehicles into consideration when determining an alternate path of travel.

Follow the 3- to 4-second rule. Since the greatest chance of a collision is ahead, using the 3- to 4- second rule will help establish and maintain a safe following distance and provide adequate time to brake to a stop if necessary in normal traffic under good weather conditions.

Keep your speed down. Posted speed limits apply to ideal conditions. It's the drivers' responsibility to ensure that their speed matches conditions.

Separate risks. When faced with multiple risks, it's necessary to address them by separating risks. The driver's goal is to avoid having to deal with too many risk factors at the same time.

Cut out distractions. A distraction is any activity that diverts your attention from the task of driving. Driving deserves your full attention — so stay focused on the driving task.



Amtrak to Turn 44

While created in 1970 by an act of Congress, on May 1, 1971, Amtrak began operations with 184 trains per day as outlined by then Secretary of Transportation John Volpe. Nine days later, Amtrak's first new service was added as a daily New York –Buffalo- Cleveland- Chicago train, supported by the states of New York and Ohio; it was later named the Lake Shore Limited.

Within a few months, Amtrak needed to create an organizational framework; hire and train employees; upgrade and standardize rolling stock and station facilities acquired from predecessor railroads; institute a comprehensive national reservations system; and craft an advertising campaign to inform the public about its services.

Tricia "Patty" Saunders, pictured above and one of the company's first employees, recalls, "being the eyes and ears of Amtrak" in her first position as a passenger service representative. She assisted customers on the train, listened to their complaints and compliments regarding Amtrak service, talked about future company initiatives and passed on ideas for improvement to management. "Management was eager to hear from customers," notes Saunders, "and their suggestions led to change." She also solicited feedback from fellow employees.

Learn more about the company's past on the official [Amtrak History](#) website.



Are You Ready to Retire? Fidelity Hosts Upcoming Webinars for Amtrak Employees

Join Fidelity Investments for an upcoming workshop where you'll get guidance and strategies to help with retirement planning and other planning needs.

To register:

1. Click on the corresponding link below to register for the event you wish to attend.
2. Fill in your first name, last name and e-mail address, then click "Register."
3. You will be sent a confirmation e-mail that will include a link to access the workshop on the day of the event. Please keep the confirmation e-mail.

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Preparing Your Savings for Retirement

Learn ways to help boost your savings while you're still at work, and steps you can take today as you prepare for your transition into retirement.

- **Who should attend:** Individuals age 55 or older who are two-ten years from retirement and who would like to learn how to develop a retirement income plan.

Date	Time	Registration Link	Call-in Number	Telephone Access Code
May 6	12:00 noon ET	Click here to register	1-866-982-8346	2146372540

Shifting from Saving to Spending

Learn ways to successfully transition from saving for retirement to spending in retirement, and steps you can take to help generate the lifetime income you may need.

- **Who should attend:** Individuals age 55 or older who are planning to retire in less than two years and who have a retirement income plan in place.

Date	Time	Registration Link	Call-in Number	Telephone Access Code
April 28	10:00 a.m., ET	Click here to register	1-866-982-8346	4726627428
May 12	10:00 a.m., ET	Click here to register		2146372540

On the day of the event:

- Use the link provided in the confirmation e-mail and click "Join Now."
- Once you have joined the meeting through the Internet, you will see a pop-up box with the conference call information. If you need technical assistance, please contact the Fidelity **Help Desk** at 888-600-4015. Representatives are available between 8:30 a.m. and 6:00 p.m., Eastern Time.

In addition to attending one of these workshops, you can visit [Fidelity e-Learning®](#) to access a variety of self-directed workshops.



Road Shows to Explain Changes in Retirement Benefits

Amtrak recently announced changes to its retirement program for non-agreement employees. To further explain these changes and answer questions, members of the leadership team will be conducting road shows over the next several weeks at different locations. These events are an opportunity to hear information first-hand, ask questions, and get answers. For the week of May 4 the scheduled locations include:

Monday, May 4

New York
400 West 31st Street, 6th Floor
10:00 a.m. and 3:00 p.m.

Tuesday, May 5

New York – Sunnyside Yard
39-29 Honeywell Street
Commissary Building, 2nd Floor
Mechanical Training Room
10:30 a.m.

Tuesday, May 5

New York- Penn Station
8th Avenue and 32nd Street
(by Customer Service)
Superintendent's Conference Room
3:00 p.m.

Wednesday, May 6

New York
400 West 31st Street, 6th Floor
10:00 a.m.

Thursday, May 7

Boston
South Station
5th Floor, Executive Conference Room
10:00 a.m. and 2:00 p.m.

Friday, May 8

Boston- Yards
Southampton Street Yard
Training Room 200
8:00 a.m.

Friday, May 8

New Haven- Union Station
50 Union Ave.
2:00 p.m.

Stay tuned for the week of May 16 for additional Road Shows. Also look for future emails and work site posters for meeting locations, dates and times.

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Webinars Also Available

If you are unable to attend a Road Show in person, you can participate in a webinar. Next week's webinar is scheduled for Wednesday, April 29 at 1:00 p.m. EST. Note that there are a limited number of ports for the webinars so if you are not able to join stay tuned for others.

To participate:

Log

on: <https://www.teleconference.att.com/amtrak/connectmeeting>

Meeting Number: 866-209-1307

Access Code: 2085912

Questions?

Specially trained representatives are available to answer your questions about the 2015 Amtrak Retirement Program Changes. If you have any questions, please contact the Amtrak Benefit Service Center at (800) 481-4887, Monday through Friday, except holidays, from 8:00 a.m. to 8:00 p.m., Eastern Time.

More Information

Access the **Amtrak Total Rewards Intranet** at <http://wiki.corp.nrpc/display/BEN/Home> for the most up-to-date resources related to the 2015 Retirement Program Changes, including FAQs, Road Show schedule, fact sheets and more.



Keeping Our Customers Happy – Employees Play a Role (eCSI)

Amtrak's Short-Term Incentive Plan ensures a strong link between individual employee performance and the Amtrak Strategic Plan by rewarding non-agreement employees based on the achievement of Amtrak's financial targets as well as the corporate initiatives that support the overall Amtrak Strategic Plan.

One of the most important metrics for the 2015 Short-Term Incentive Plan is Amtrak's Customer Service Index (eCSI). For 2015, Amtrak has set a goal to improve the Customer Satisfaction Index to 78 percent (or greater), a one-point improvement over last year's score. Following their trip, customers receive a survey that allows us to assess customer satisfaction, which in addition to their overall satisfaction, also measures specific attributes such as On-Time Performance (OTP), information given about delays, information received about the trip prior to boarding the train, train cleanliness and train comfort.

All employees can make a difference. Here's how:

- **Engineering** is critical to the safety of our passengers and employees and the reliability of the service we

provide. Engineering employees help provide the infrastructure to provide a smooth ride and enable Amtrak to operate trains on time. Engineering can make track work repairs in a way that minimizes delays.

- **Information Technology:** Our customers desire real-time updates, more frequent communication and more rapid responses and resolutions to issues. Two of the five most important service attributes relate to information provided to our customers, including the information received about the train prior to boarding (the 4th most important attribute). Our employees and customers must have technology that provides quick access to information, is linked to critical processes and connects us directly to our customers.
- **Operations:** Whether you're responsible for Route Strategy & Analysis or improving energy efficiency as a Manager, Energy Projects, you're impacting the efficiency of our trains, contributing to OTP and ensuring our ticket costs remain competitive. All of which enhance our customer's experience and satisfaction.
- **Mechanical:** Reliable equipment contributes to a smooth and comfortable trip as well as an on-time departure and arrival. In addition, the second most important customer service attribute is information given about delays on board the train. The onboard staff depends on the Mechanical department to ensure the PA systems are working on every trip.

For those in direct contact with Amtrak customers, we must provide our customers with the best information possible to keep our eCSI score within the target. For employees who don't have direct contact with customers, we need to ensure everything we do enables those in front of our customers to focus 100 percent on the customer.

Talk to your manager during your mid-year Performance Commitment Conversations to identify new ways that you and your team can help Amtrak achieve its financial, organizational and operational goals. We're all in this together.

Share in Our Results – What the Short-Term Incentive (STI) Means for You

Each full- and part-time non-agreement position within Amtrak has a defined Target Incentive based on the position's band and zone and is stated as a percentage of employee base salary. To learn about the plan, including the target for your level, visit the [Guide to the Amtrak 2015 Short-Term Incentive Plan](#).

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Track Our Progress

Through March 2015, our overall eCSI is 77 percent; the same as the year to date (YTD) score last March and one point below are target of 78 percent. Recent decreases in OTP in the Northeast Corridor are weather related and the primary reason that our YTD scores are below target. Improved scores in other service experience attributes, including information given to passengers about delays, are offsetting some of the negative impacts of poor OTP.

To find out how we are doing against our goals, visit the Amtrak main Intranet page > Tools and Performance > Short Term Incentive (STI) for the latest information.



Amtrak to Open IT Center in Metro Atlanta Area

Last week, the Amtrak IT department announced the establishment of its Atlanta Service Delivery Center at Concourse Office Park in Sandy Springs, Ga. Expected to open in the summer of 2015, the new IT Center will serve as an additional location for IT operations. Amtrak IT operations will continue to function in Washington, D.C., Philadelphia, and Wilmington, Del.

For more information, read the [press release here](#).

August 24, 2015



Safe-2-Safer Exceeds 400,000 Observations

The System Safety department goal of reaching 400,000 total observations by the end of Fiscal Year 2015 has been reached. Congratulations to all the Behavioral Accident Prevention Process observers, committees, supervisors and all employees throughout the country for their active support in exceeding this company goal.

As of the end of July, the total number of contacts since the inception of Safe-2-Safer was 408,169. This achievement demonstrates the dedication and power of our entire workforce in watching out for and keeping each other safe as we perform our daily duties. This fiscal year alone, the observation process through July has resulted in 94,813 peer-to-peer contacts and observations of employees as they go about their day. Of that number there were 20,826 at risk behaviors observed about which a focused safety conversation took place.

There is a "potential" for injury associated with each one of those at risk behaviors, but thankfully those employees all went home safely at the end of the day. That is something we at Amtrak should all be proud of, continue to support, and strive to improve as we move forward with our behavior-based safety program.

New Labor Management System Coming



Lights, camera, action! Check out this new [video](#) that introduces Amtrak's new labor management system that will be rolled out starting in 2016. The integrated labor management system (iLMS) will improve our ability to deliver consistent, reliable labor information and ultimately improved services to our customers.

iLMS is one of the key themes under the Operations Foundation Program with the specific focus of modernizing Amtrak's current tools and processes related to labor management. The system will be rolled out by craft; first up will be T&E and OBS. While the ways in which employees interact with the system will vary based on craft and role, there are some fundamental benefits that iLMS offers including on-demand access and self-service options to essential tools and information.

This summer the iLMS project team successfully solicited feedback from employees across the nation on the system's fundamental requirements to ensure that the system will meet Amtrak's business needs. The team is now working to build the iLMS system and will continue to provide opportunities for employees to offer input into the design and implementation of the solution through the iLMS Champion Program.

If you have any questions for the iLMS team or want to know more about the iLMS Champion Program, please email

iLMS@amtrak.com. The iLMS Overview video is available at: <http://youtu.be/ViQ6EhvBUZU>.



Employee Volunteers Needed to Support Papal Visit to Northeast Corridor

As Amtrak prepares for the Papal visit to Northeast Corridor cities, we are calling on employees to volunteer their time Tuesday, September 22 through Monday, September 28 at select stations to help guarantee the safety of our passengers and to help with crowd control.

Employees that volunteer as Amtrak Ambassadors will work six (6) hour shifts and will be provided training prior to the event. Volunteer sign up is available on the [Amtrak Intranet](#) (Amtrak News > Papal Visit Information and Updates) where employees can sign up for their preferred location, date and timeslot. All information regarding the Papal visit will continue to be posted on the Amtrak Intranet, which will be updated as more details are made available and plans become finalized.



Free Digital Newspapers for Business Class and First Class Passengers

Effective Aug. 17, Business class and First class passengers now have free unlimited access to *The New York Times* and *The Washington Post* digital newspapers while traveling aboard the following Amtrak trains:

<i>Acela Express</i>	<i>Maple Leaf</i>
<i>Carolinian</i>	<i>Northeast Regional</i>
<i>Downeaster</i>	<i>Palmetto</i>
<i>Empire Service</i>	<i>Pennsylvanian</i>
<i>Ethan Allen Express</i>	<i>Vermont</i>

To access digital newspapers, visit the AmtrakConnect page, click on the entertainment tab and choose either one of the two newspapers. Then, enter the access code located on a card in your seat back pocket. *Acela Express* passengers will not need a code to access digital newspapers. With the start of digital newspapers, printed newspapers are now discontinued aboard these trains.

February 2, 2015



Preventing Slips, Trips and Falls

One of the most common types of injury sustained by employees is related to slips, trips and falls. These injuries can result in economic hardship, pain and suffering and sometimes worse. The good news is that in most cases injuries can be prevented. In order to reduce slips, trips and falls:

- Understand how fall accidents happen.
- Identify trouble areas.
- Eliminate or minimize hazards of falling.

Preventing Injuries:

- Wear footwear of sturdy construction with a definite heel and slip resistant sole. Footwear must be properly laced, buckled, zipped or otherwise fastened.
- Slips happen where there is too little friction or traction between the footwear and the walking surface.
- Trips can happen when your foot collides (strikes, hits) an object causing you to lose your balance and eventually fall.
- Be aware of your surroundings at all times.
- Good housekeeping is the first and most important step in preventing falls due to slips and trips. Keep your work area clean.
- Employees must be alert and watch where they are walking and not run.
- Use established paths or routes when going to or from an office, station or work location.
- Employees must place their feet firmly and have a secure handhold when getting on or off equipment, steps or ladders.
- Avoid tripping and slipping hazards.



Reminder: Update Your Contact Information

As part of the standardization of data in our Microsoft Outlook Global Address List (GAL), the Amtrak IT department has embarked on an initiative to populate the GAL with accurate user profile information. Most information will now be updated automatically from the personnel record contained in the SAP system. The information covered under this process will be:

- Last Name, First Name, Title, Company, Department, Address, City, State, Zip Code, Country, and Manager.

As for the remaining information contained in your user profile, effective January 17 you are now able to update it by visiting

<https://iam.apps.nrpc/idm/login.jsp>. This information includes the following attributes:

- Your Contact Phone Numbers, Display Name, Assistant, Notes and Office (Cubicle).

Please be advised you may be required to sign in. Your updates may take up to 48 hours to appear in Outlook. Using this method you will be able to update your information with accurate profile data, including even your display name, which users will see in the Global Address List.



Amtrak Celebrates Black History Month

Black History Month (BHM) is an annual celebration recognized during the month of February. Amtrak's celebration of Black

History Month will feature a wide range of in-station events, promotions, contests and advertising.

"Black History Month is a great time to not only reflect on the important contributions made by so many Americans, but it allows us the opportunity to dream and to learn." said Darlene Abubakar, senior director, National Advertising and Marketing Programs. "

Below is a sampling of the various activities and events taking place around the system.

Multicultural Symposium Series: Amtrak will be sponsoring the 22nd annual Empowerment Recognition Multicultural BHM Breakfast to salute Community and Faith Based Leadership on Tuesday Feb. 10, at 8:30 a.m. at the Colonnade Boston Hotel. The keynote speaker is Reverend Karla Cooper, Professor and Co-Founder AME India. For details visit www.mssconnect.com.

The Portland Jazz Festival: Amtrak Cascades is proud to sponsor the Portland Jazz Festival. The organization's mission is to inspire, educate and develop future jazz audiences for generations to come. The festival is a multi-venue series of jazz events, education and outreach programs that extend into Portland, Oregon schools and neighborhoods.

Amtrak Pioneer Awards: In partnership with the Washington Wizards, today, Feb. 2 at 7:00 p.m., at the Verizon Center, the Amtrak Pioneer Award will be presented, recognizing local community leaders who have made a positive impact on the Washington, D.C., area.

On Friday, Feb. 6 at 7:00 p.m., Amtrak will partner with the Brooklyn Nets at the Barclays Center where the Amtrak Pioneer

Award will be presented, recognizing local community leaders who have made a positive impact on the New York City area.

Newark Museum: Black History Month will include a month long schedule of family programs, hands on workshops for children/adults, lectures, films and live theatre, dance and music performances at this New Jersey museum. Special gallery tours will herald the accomplishments of prominent African American artists. Visit www.newarkmuseum.org for more information.

African American Museum in Philadelphia (AAMP): On February 28, Amtrak and the African American Museum will have a Black History Month event to support One Book, One Philadelphia and its book selection of *Locomotive* for 2015. One Book, One Philadelphia is a joint project of the Mayor's Office and the Free Library of Philadelphia that has the goal of promoting literacy and encouraging the Philadelphia community to come together through reading and discussing a single book.

The museum will be using the book as the touch point for their 2015 February Macy's Family Fun Day. The day will be filled with family-oriented activities – games, crafts and contests all with a train theme. An Amtrak Locomotive Engineer and Track / Signal person will also be part of the day's festivities.

Visit <http://www.aampmuseum.org/calendar.html> for more information.

B&O Railroad Museum in Baltimore: Proudly presented by Amtrak, the B&O Railroad Museum opens a new African American exhibit that celebrates the contributions of African Americans to the railroad industry. Learn about these men and women who filled vital jobs along the B&O Railroad's line and understand how significant social issues, such as segregation, affected railroading.

New exhibits focus on African American passenger travel during segregation and chefs and waiters who worked on B&O dining cars. More info at: <http://www.borail.org>.

Washington Union Station: The Mid-Atlantic Division Employee Black History Committee is inviting all Amtrak employees and their families to come out to support the 18th Annual Black History Celebration program at Washington Union Station, Starlight Room, Gate C on Saturday, February 21 from noon - 3:00 p.m. This year's event will honor African American Women in Media and Andrea Roane, a local television news anchor, will be a guest speaker.

New York Penn Station: Amtrak sponsored BHM activities in the New York Penn Station Rotunda area will include:

Feb. 18 and 19: The New York Historical Society Educational Series – History of Slavery in New York City and History of the

Underground Railroad. Visual and hands-on presentations will be available from 10:00 a.m. – noon and 1:00 p.m. – 3:00 p.m.

Feb. 18 and 19: Documentary Visual Presentations to include a slide show and short documentary films with audio on topics such as Black American History and the Reverend Dr. Martin Luther King, Jr. Presentations are from noon – 1:00 p.m. and 3:00 p.m. – 5:00 p.m.

Feb. 25: Live on-site mini performances from professional dancers and alumni from the Dance Theater of Harlem. Performances will be held between 10:00 a.m. – 5:00 p.m.



Ladder Safety

February 9, 2015

Ladders are used to reach elevated areas in just about every type of job. They are common and needed in many situations. Don't mistake their simplicity or the hazards associated with ladder falls. When working with ladders remember to keep safety first.

- **Inspection** - Make sure that the ladder you are about to use was made for that purpose. Prior to use, visibly inspect the ladder to ensure that it is safe to use and properly labeled.
- **Usage** - Use ladders solely for their intended purpose. Do not exceed their maximum intended load or beyond the manufacturer's rated capacity.
- **Positioning** - Use ladders only on stable and level surfaces unless secured to prevent accidental movement.
- **Secure** - Ladders that are used in areas such as passageways, doorways or driveways, or when used near workplace activities / traffic must be secured to prevent accidental movement. Use a barricade to keep traffic or activity away from the ladder.
- **Maintenance** - Maintain ladders free of oil, grease, and other slipping hazards.



2015 Short Term Incentive Plan Announced for Non-Agreement Employees

Last fall, the Total Rewards team introduced four performance goals for the 2015 Short Term Incentive (STI) Plan that tie to the Amtrak Strategic Plan. The Board of Directors agreed that these goals should serve as the targets for the plan and include: Amtrak's Adjusted Operating Loss, electronic Customer Satisfaction Index (eCSI), Revenue per Available Seat Mile (RASM), and Cost per Available Seat Mile (CASM).

- **Financial Excellence (50 percent)** – If Amtrak achieves an adjusted operating loss of \$235M or less, there will be a 50 percent payout even if the goal is exceeded. If Amtrak does not achieve it, there will be no payout, regardless of the performance against the other measures.
- **Customer Satisfaction (30 percent)** – eCSI is the similar to CSI before it, but done with surveys via email rather than conventional mail. It represents 30 percent of the overall STI payout. The eCSI 2015 target is set at 78 percent, which represents a 1 percentage point improvement over 2014. This goal will be prorated so that for each quarter point improvement over 2014, 25 percent of the overall target will be earned.

- **Operational Excellence (20 percent)** – Two new goals were added to the STI plan this year, RASM and CASM, which measure the revenue and cost per available seat mile, respectively. Each is worth 10 percent of the payout, for a total target payout of 20 percent. These metrics are directly related to the efficiency of how we operate the system. The 2015 RASM target is \$0.204 and the CASM target is \$0.220.

We are very excited to be offering an STI plan for the third year in a row and hope to continue on our record of increasing the payout amount each year. The 2015 STI Guide for employees will be available shortly and posted in the Human Capital section of the Amtrak intranet on the [Compensation wiki page](#). Should you have any questions on the plan please feel free to contact the Employee Service Center at 888-694-7372 or email the compensation team at Compensationdept@amtrak.com.



Black History Month Celebrations Continue

As Black History Month (BHM) continues, remaining celebrations are listed below. To learn how Amtrak brings travelers closer to culture, visit myblackjourney.com.

- February 19 at 10:00 a.m. – 3:00 p.m., Baltimore Penn Station: Guest speakers, music and exhibits by the National Great Blacks in Wax Museum, The Negro League Museum, Reginald F. Lewis Museum, Tuskegee Airmen, Boys Scouts of America, the Romare Bearden Foundation and the Brotherhood of Locomotive Engineer and Trainmen.
- February 26, 10:00 a.m. - 4:00 p.m., Philadelphia 30th Street Station, North Waiting Room: Marketplace and Health Fair. Vendors will be offering jewelry, crafts and fashion items. In addition, health screenings will be available.
- February 27, 11:00 a.m. – 2:00 p.m., Philadelphia 30th Street Station, North Waiting Room: Singers, dancers, poetry readings and guest speakers.

Underground Railroad Network to Freedom

Amtrak is recognizing the Perryville Railroad Ferry and Station and the Keystone line as part of the National Underground Railroad Network to Freedom. The Perryville, Maryland site, a new addition to the network, is where many escaping slavery passed through and made their way to freedom using the train. People traveled on the Perry Point Ferry and arrived at the

Perryville Railroad station in order to get to the Wilmington and Baltimore Railroad to travel to Philadelphia. While the station no longer exists, the location is available by maps and historic records.

The Keystone route, between Philadelphia and Lancaster, is another Amtrak area that is part of the network. Beginning around 1835, the original Pennsylvania Railroad's 80-plus mile right-of-way from Philadelphia to Columbia, Pa., in Lancaster County, was used by African-American lumber merchants – using box cars fitted with secret false-end compartments that provided hidden spaces – to transport slaves to the Philadelphia Vigilance Committee and to freedom.

The Underground Railroad was a network for those with or without assistance who used resources at hand to escape slavery and find a means to head north to the free states or Canada during the antebellum years. Learn more about the Underground Railroad on the [Amtrak History website](#).



TRAIN DAYS

Amtrak Train Days to Launch in May

Last year, more than 313 communities in all 50 states demonstrated their love of trains on National Train Day. It's hard to believe that since the first celebration held seven years ago, the participation level has expanded and grown five-fold, thanks to the support and dedication of our employees. Due to the growing success and the concentrated resources required in supporting a one-day celebration, we are evolving this program into a traveling, community-centric experience under the new name of **Amtrak Train Days**.

Amtrak Train Days (ATD) will focus on the Amtrak brand, support our business lines and services, and help our target audiences learn about the Amtrak experience and service. By expanding this outreach program from multiple events on a single day to individual events over the course of spring, summer and fall, we will also be able to participate in a variety of local events.

Amtrak Train Days is kicking off at Chicago Union Station on May 9, and then ATD hits the rails, traveling to over 20 locations across the country. Currently, the Amtrak Train Days tour stops are being mapped out based on audience, state partnerships, opportunity for increased revenue and ridership, among other criteria. Once the schedule has been set, it will be announced and posted on [AmtrakTrainDays.com](#), which should launch in mid-April.

While the touring event can't stop in every community, we invite Amtrak-served communities, state partners and rail industry colleagues to join in the celebration of train travel by hosting their

own events. This is a joint initiative being led by Marketing, Operations, Government Affairs and Corporate Communications.

Amtrak Train Days will demonstrate why "Trains Matter" by sharing the 'reasons to ride' the train. Depending on the event and availability of resources, ATD celebrations may feature a tour of the Amtrak Exhibit Train, the new "Amtrak Experience" display, Amtrak guest speakers, media and event promotions and a special toolkit to support local community celebrations.

The Amtrak Train Days team will work with communities to promote their local festivities. Whether on May 9th, as part of the kick-off, or on the date of their choice, communities will receive support by registering for the ATD toolkit that will include Amtrak branded printed materials, posters and giveaways. These resources will make it easier to promote an ATD event without additional publication or production expenses.

While we're still in the planning stages, if you or someone in your community wants to hold an event from May – October 2015, visit [AmtrakTrainDays.com](#) and get on board for 2015. Simply fill out the form, and we'll send updates and information as we work to finalize the schedule. Amtrak employees can keep up to date on Amtrak Train Day by visiting the [company Intranet](#), an internal website where employees can learn how they can get involved in their community.



Amtrak vs. Sprains and Strains: January Results

February 17, 2015

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Amtrak delivered a “flash knock down” for the month of January by **decreasing sprains and strains over 18 percent** from last year at this time. The contest was a close match and will go into round two.

Corner Man: For round 2 come out strong and finish. It takes everyone focusing on injury prevention to position ourselves for victories. Don't let down your guard and stay off the ropes, stay alert and establish the best body position for all tasks. Let's knock this opponent out together.

Learn more about Amtrak v. Sprains and Strains on the company [Intranet](#)> Safety.

Note: If you are already an Emerald Club member, please call 1-800-962-7070 with your Emerald Club member number to attach Amtrak's customer number to your profile. If you have an elevated status with another car rental agency, advise the agent with your status level and member number or you can do it online at <http://statusmatch.emeraldclub.com/usen/>. A screenshot of your current status from the other car rental agency needs to be provided and Enterprise Holdings will match the equivalent status with Emerald Club.

Reserve business rentals through the Amtrak Business eTravel link located in the [Employee Information Portal](#). For leisure travel you can access National through www.NationalCar.com and Enterprise through www.Enterprise.com and use Discount ID XZ16J07. If a PIN code is needed please use AMT.



Boston Back Bay Station Reopens

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Amtrak personnel will be available at the station to assist with ticketing, baggage or other services. Amtrak trains will continue to serve the Boston Back Bay station according to the normal published schedule.

The station will have new ticket hours: Monday – Friday: 5:00 a.m. - 7:10 p.m., and Saturday – Sunday: 6:00 a.m. - 7:10 p.m. For more station information visit the [company Intranet](#) > Library> Station Information.



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New Car Rental Partnership Available for Amtrak Employees

Amtrak has entered into a new car rental partnership with Enterprise Holdings.

With this partnership, Amtrak employees can take full advantage of discounted rental rates for business and leisure car rentals, as well as National Car Rental's Emerald Club. Emerald Club is the premier counter-bypass program that gives our travelers special recognition, service and speed. The benefits offered by joining the Emerald Club include:

- Bypass the rental counter and go directly to the Emerald Club Aisle
- Your choice of any car from the Emerald Club Aisle and be on your way
- No necessary paperwork when you return your car. Sign up to receive this benefit and you will automatically receive your receipt via email within 24 hours of each returned rental

If you are not enrolled in Emerald Club, visit <https://www.nationalcar.com/offer/XZ16182> for complimentary enrollment and start receiving your premium car rental service.

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February 23, 2015



Safety First: Given the ongoing inclement weather across different parts of the country, this is an opportunity to remind all employees to take extra care to travel and operate safely. Be mindful of the conditions around you, your co-workers and our passengers. Keep eyes on path and three points of contact when possible.

Are You Safe or Just Lucky?

After an accident on the job, people often wonder what they could have done to have prevented the accident. That type of reflection can help avoid similar accidents in the future. The best way to prevent job accidents is to think about prevention before an accident happens, not after.

For example, think about:

- What could go wrong before you start any job. Then take the necessary precautions to prevent accidents, such as eliminating hazards or wearing personal protective equipment.
- The information, procedures, and techniques you've learned in safety meetings and training sessions that could help prevent an accident.
- Requirements of safety rules and regulations that apply to the job.
- The equipment, tools, materials, etc. you need to perform jobs safely.
- Any additional steps you could take to ensure safety in your work area.
- How you can encourage co-workers to take proper safety precautions and work mores safely.
- Ideas for improving safety performance in your department and your organization.

In addition, use your safety sense to protect you and your co-workers. That means looking for hazards before the job starts, taking action on eliminating those hazards and communicating with co-workers on how to make a job safer.



Historic Milestone for NEC

The Northeast Corridor Commission, which includes representatives of Northeastern states, the U.S. Department of Transportation and Amtrak, recently reached an historic agreement that will transform how crucial infrastructure investments are made on the Northeast Corridor (NEC).

Adoption of this Cost Allocation policy, a key requirement of Section 212 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), creates a formula by which Amtrak and commuter operators will contribute operating and capital funds to the NEC. It is a major step forward that many of our colleagues

have spent years working to achieve and we congratulate them on this accomplishment.

Whether you work in New York, Chicago, Los Angeles, Denver or anywhere else in between, this is important to you because the success of America's Railroad relies heavily upon us achieving our overall financial goals. By creating a dedicated and reliable source of funding for the NEC, this helps move us closer to that goal.

You'll hear more in the months ahead as we align our business practices to comply with the policy, which becomes effective on October 1, 2015. For now, feel free to read more about it on the Northeast Corridor Commission's website [here](#).



All Aboard — Start Moving to Better Health

Great news! The added wellness features you wanted will be rolling into the station soon. Be the first to hop on.

Need help kicking the habit? We'll lend you a hand.

It's difficult to quit tobacco – particularly if you go it alone. But now you don't have to. By telephone or online, coaches will work with you to create a plan that's customized to your life – and be there every step of the way. You can take a class, work with a coach, get nicotine replacement therapy and more. On your time. On your terms. Until you kick the habit.

Cigna members call 1-866-417-7848 or go online to enroll at www.myCIGNA.com.

Aetna members simply log in to www.aetna.com and complete the health assessment. Then call 1-866-213-0153 to get on the track to a smoke-free life. Tufts members can also call the Aetna number to take part on the tobacco free program.

Need help reaching a healthy weight? We'll help you with the hard part.

The new strategic partnership with Weight Watchers provides multiple options to provide help with the hard part: At-Work meetings, community meetings at thousands of locations around the country and an online option for those who cannot attend meetings. Through this strategic partnership, employees have two options:

- **Weight Watchers Meetings**
 - Workplace meetings and unlimited meetings in the community (not available in franchise areas)
 - Free access to Essentials, a full suite of digital tools and online access
 - \$18.25 per month – less than half the regular price

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- **Weight Watchers Essentials**

- Free access to online and mobile tools
- \$8.05 per month – less than half the regular price

For more information and registration instructions please visit the [wellness](#) site on the Amtrak Intranet or visit <https://wellness.weightwatchers.com> (Employer ID: **10543605** and Employer Passcode: **WW10543605**).

**Need help meeting your fitness goals?
We'll help you get on track.**

The new strategic partnership with **LA Fitness** provides discounted monthly dues, \$0 initiation fee and no long-term contract requirements. LA Fitness has locations conveniently located throughout the US. Membership dues are based on the club level that you choose:

- Premier Multi-Club - \$24.95/month, \$5 additional per month for racquetball
- Elite membership - \$34.95/month, \$5 additional per month for racquetball
- Signature membership - \$39.95/month, \$5 additional per month for racquetball

LA Fitness offers members:

- The finest strength and cardio equipment
- Strength and free weight centers
- Unlimited group fitness classes (cycling, kickbox cardio, yoga and more!)
- Complete access to Pool (where available) and sauna
- Sports Leagues
- Racquetball (extra charge)
- Kids Klub – babysitting

Take advantage of this great new offering through the link on the [wellness](#) site on the Amtrak Intranet or for more information about LA Fitness or to check on the nearest location, visit www.LAFitness.com.

January 5, 2015



Are you an Effective Safety Communicator?

When you conduct safety meetings, hold safety briefings or engage in safety discussions it is important that the message you are trying to send is being properly conveyed and received. When it comes to safety communication it is important that those receiving the message understand that you care. There are various techniques you can use to improve your safety communication skills. The following are examples of ways you can ensure an effective message is being delivered:

- Be confident and action-oriented and express opinions directly and honestly. This allows the listener to “know where they stand” with you.
- Remember that body language is important, project an open and welcoming appearance.
- Encourage a two-way communication. Get feedback on ways to improve safety.
- Be sure to show respect for others’ opinions, listen carefully to what others have to say and thank others for their input.
- Be sensitive to the feelings and concerns of others.
- Take action when issues are brought to your attention. Give feedback and let employees know what is happening with their suggestions. If something cannot be done explain why.

An effective safety culture is determined by the effectiveness of safety communication. Good communication skills are important to a safe and productive work environment.



Hotel Policy Change Effective January 1

Business travelers have long been accustomed to being able to cancel a reservation at many hotels, without charge, as late as 6:00 p.m. on the day of arrival.

Recently, two worldwide hotel companies, Marriott and Hilton, announced that they are tightening rules on last-minute reservation cancellations. Effective January 1, there is no longer a 6:00 p.m. day of arrival cancellation policy. Travelers **must** cancel at least 24 hours prior to or arrival, or be charged a penalty of one night’s room rate.



Concur Enhances User Experience

Concur Travel is the booking tool used by Amtrak employees for booking business travel. Effective January 19, employees will notice several key enhancements which include:

- Improved navigation
- Streamlined booking workflow process
- Enhanced Home Page
- Clear and easier to find Key actions and notifications
- Icons Vs. Text
- Reservation Review Pages

To learn more about the enhancements, Travel Leaders will be hosting informational sessions. Use the links below to register for a session. You will receive an email with instructions to save the meeting to your calendar for access on the appropriate day. Please log in to the meeting at least ten minutes prior to the start time to ensure an on time start.

- **Register for Monday, Jan 19 at 2:00 p.m. ET**
- **Register for Wednesday Jan 21 at 11:00 a.m. ET**



Amtrak Mobile Device Program Streamlined

The Amtrak IT department has reviewed the company’s mobile technologies and has identified a need to modernize and standardize our mobile devices.

Until recently, mobile devices were seen as mobile phones with the ability to review email and text messages. Today, mobile devices are mobile computers with potential for use throughout Amtrak and the way we work.

To effectively use mobile technology it is important for Amtrak to standardize on mainstream mobile technologies that have demonstrated the ability to work in an enterprise environment. After reviewing potential solutions, the Samsung Galaxy S4 and Apple iPhone 5S were selected as the best fit for Amtrak’s current and future needs.

While these devices have higher acquisition costs than current phones, the standardization of mobile devices will lower the overall lifecycle costs, particularly when the cost of testing, management and replacement are included. For those employees with Windows and Blackberry phones, they will be replaced with one of the approved devices if the current device breaks or when they are due for refresh.

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It has been recognized that specific tasks or departments may have mobile device needs beyond the recommended devices and requests will be handled on a project basis.



Information Technology Classes Offered

Amtrak employees and contractors are eligible to participate in a free computer-based training (CBT) sponsored by Vitalyst. The training features Microsoft Windows 7 and Microsoft Office 2010 courses. Please contact the Amtrak Service Desk for questions at 1-800-772-4357, option 1.

For more information, visit <http://training.vitalyst.com/amtrak/>

Available Courses:

- [Microsoft Windows 7](#)
- [Microsoft Office 2010](#)
- [What's New In Office 2010?](#)
- [Excel 2010](#)
- [Word 2010](#)
- [Outlook 2010](#)
- [PowerPoint 2010](#)
- [Access 2010](#)
- [Project 2010](#)
- [Visio 2010](#)
- [Lync 2010](#)
- [SharePoint 2010](#)

January 12, 2015



Safety Update: Amtrak v. Sprains and Strains

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During the month of December, Amtrak delivered a **Knockout Blow**. Sprain & Strains was defeated with a 44 percent reduction for the month compared to this time in FY14.

As we start a new year, let's use the buddy system for help with heavy pushing, pulling, lifting, or carrying tasks. If you see someone struggling, offer your assistance. Let's deliver another Knockout to Sprains & Strains for the month of January.



2015 Holiday Schedule

Holidays are observed at Amtrak throughout the year.

Holidays for agreement-covered workers are defined by each union's labor agreement, which may also include personal holidays. Each agreement can be found on the home page of the [Intranet](#).

Amtrak will observe the following 2015 dates as holidays for non-agreement employees:

- New Year's Day, January 1
- Martin Luther King, Jr. Day, January 19
- President's Day, February 16
- Memorial Day, May 25
- Independence Day, July 3 (In observance of July 4)
- Labor Day, September 7
- Veterans Day, November 11
- Thanksgiving Day, November 26
- Christmas Day, December 25

Non-agreement employees hired in 2015 will receive personal days based on their date of hire. Employees hired between January 1 and May 31 will receive two personal days, while those hired June 1 through August 31 are entitled to one personal day. Employees hired September 1 or after will not have any personal days.

For further information regarding holidays and personal days, please refer to the company [Intranet](#).



2015 Benefit Contribution Limits

The following contribution limits are in place for 2015:

Benefit	2015 Contribution Limit
Health Care Flexible Spending Account	\$2,500
Limited Use Health Care Flexible Spending Account (for non-Agreement Employees)	\$2,500 per year
Dependent Care Flexible Spending Account	\$2,500 per year if married and filing separate income tax returns \$5,000 per year if single or married and filing joint income tax returns
Health Savings Account (for non-Agreement Employees)	\$3,350/individual per year or \$6,650/family per year (this limit includes Amtrak's HSA contribution)
Transit Commuter Reimbursement Account	\$130 per month
Parking Commuter Reimbursement Account	\$250 per month
401(k) Savings Plan	\$18,000 per year for employees under age 50; or \$24,000 per year for employees age 50 and over

If you elected to make benefit contributions during 2014 and then reached annual contribution limits in 2014, your contributions stopped; however, they should have automatically resumed for 2015 beginning with the first paycheck in 2015.



2015 Reminders and Updates

Please note the following updates for 2015 and important reminders:

Railroad Retirement Board Tier II Taxes: In 2015, the tax rate for the Railroad Retirement Board Tier II taxes will be increasing from 4.4 percent to 4.9 percent and Amtrak's contributions will increase from 12.6 percent to 13.1 percent. The maximum amount of earnings subject to Tier II taxes will also increase from \$87,000 to \$88,200. Tier I contributions will remain unchanged at

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A Weekly Publication for and by Amtrak Employees

the same rate of Social Security and Medicare taxes with both you and Amtrak contributing 7.65 percent.

- **Flexible Spending Account Deductions:** If you elected to contribute to a Flexible Spending Account in 2015, your contributions will be deducted in equal installments over 27 pay periods.
- **W-2s:** At the end of January, your W-2 will be mailed to your permanent address on file (NOT your mailing address). Please review the address on file to ensure you receive your important tax documents.
- **Pay Increases:** If you have earned a pay increase, it was reflected in your first paycheck in 2015, on January 2, 2015.

Thank you for your contributions to our success in 2014. We are looking forward to another successful year in 2015. If you have any questions or concerns about the information, please contact the Amtrak Benefits Service Center at **800-481-4887** (Monday through Friday, except holidays, 8:00 a.m. – 8:00 p.m., Eastern Time).

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January 20, 2015



Renew Your Commitment to Safety

January is a great time to review your workplace safety policy. Renew your commitment to safety by answering the questions below with safety information that is pertinent to your job. Some important questions to ask your supervisor are:

- Where is the first-aid kit located?
- What are my workplace's accident reporting procedures?
- Where is personal protective equipment (PPE) required at the facility? What PPE is required?
- What clothing is not safe to wear at my facility?
- What does the evacuation signal sound like?
- Where do I get the material safety data sheets I need?
- What are good housekeeping practices in my workspace?

Remember, it is everyone's responsibility to know and to follow Amtrak safety rules. By doing so, you and your co-workers can reduce the risk of an accident or injury. Renew your knowledge of and commitment to working safely in 2015.



Amtrak Takes Parking Digital

Amtrak has entered into a partnership with Parking Panda, the nationwide leader in online parking reservations, to provide customers with

the unprecedented ability to reserve parking at select Amtrak stations. Passengers are now able to compare available parking options and prices and then purchase a guaranteed spot in advance of their trip. More than [30 stations](#) are now part of the program with more to be added through 2015.

Through the partnership, Amtrak customers can now have access to Parking Panda's more than 12,000 parking lots and garages across 30 cities to pre-purchase parking at hundreds of locations within easy walking distance to select stations. Passengers can view available parking options and compare prices directly from the Parking section of the respective station's page on Amtrak.com, or view parking for all stations directly at <https://parking.amtrak.com>.

Once a reservation is made, parking passes are e-mailed instantly to the passenger and can be displayed on a smartphone (through Parking Panda's free iOS or Android apps) or printed for guaranteed entrance at the selected location. Parking Panda's platform integrates seamlessly with the partner parking location to ensure that sufficient space is set aside for pre-reserved customers so that parking availability is 100 percent guaranteed, even if the lot otherwise fills up.

"Amtrak is committed to providing our customers with the best possible experience and that includes before they arrive at the station," said Matt Hardison, Amtrak chief marketing and sales officer. "By partnering with Parking Panda, we are providing an exceptional innovation to the parking experience and our passengers will have less to worry about and more time to enjoy their journey with us."



Reminder: Employee Helpline is at Your Service

Amtrak is committed to maintaining a positive and productive environment for all employees. If a conflict arises at work, there are people and resources to turn to for help. Employees may call the toll-free Amtrak Helpline to report any type of workplace conflict or concern. A third-party interview specialist will document the issue in detail and refer this information to Amtrak for follow-up.

Employees will be given the option to remain anonymous. All Helpline reports are reviewed by an Amtrak employee in the Law Department who refers the reports to the appropriate department. For example, reports may be referred to a senior manager in the employee's department, Employee Relations, the EEO (Equal Employment Opportunity) Compliance Office or the Amtrak Police Department. The decision about where to direct the reports is made based on the information given to the Helpline.

All key information should be given to the Helpline at the time the complaint is filed, so the report can be expeditiously referred to the appropriate office. In general, the Law department will not conduct further intake before referring the report. Helpline reports will be handled promptly and discreetly. Retaliation of any kind violates Amtrak's policies and will not be tolerated.

Please note that the reports are reviewed by the Law Department only during regular business hours. Emergencies, such as workplace violence incidents, should be reported directly to the Amtrak Police (1-800-331-0008) or to your local management.

Amtrak's Helpline can be reached at (866) 908-7231 or at <http://www.reportlineweb.com/Amtrak>



New Year, New You!

On January 1, Amtrak launched its new Weight Watchers campaign, offering reduced membership pricing. Available to all Amtrak employees, the official site kickoff will begin in February 2015. For employees wanting to start early, sign up [here](#) and start today.



Cold Comfort: Stay Warm and Safe

January 26, 2015

How cold is too cold? According to Occupational Safety and Health Administration (OSHA), cold stress can occur when the body is unable to warm itself. This can lead to tissue damage and possibly death. Four factors contribute to cold stress:

- Cold air temperatures
- High-velocity air movement
- Dampness of the air
- Contact with cold water or surfaces

A cold environment forces the body to work harder to maintain its temperature. Cold air, water, and snow all draw heat from the body. OSHA points out that while below-freezing conditions and inadequate protection can bring about cold stress, problems can also occur with much higher temperatures, even in the 50s, when coupled with rain and wind. The most common cold-induced problems are hypothermia, frostbite, and trench foot.

Cold conditions add hazards to normal safety concerns on the job. It's not just low temperatures, but also wind and water that heed warning. For example, when the air temperature of wind is 40 degrees F (4 degrees C) and its velocity is 35 mph, exposed skin receives conditions equivalent to the still-air temperature being 11 degrees F (-11 degrees C).

Wet conditions also increase the hazards of cold temperatures beyond the actual thermometer reading. OSHA recommends these precautions:

Wear at least three layers of clothing.

- An outer layer, such as GORE-TEX®, to break the wind
- A middle layer of down or wool to absorb sweat and provide insulation
- An inner layer of cotton or synthetic weave to allow ventilation

Wear a hat. Considerable heat escapes the body from the head.

Keep a change of dry clothing available in case work clothes become wet.

Wear loose rather than tight clothing for better ventilation.

Follow work practices, including:

- Drink plenty of water to avoid dehydration
- Schedule work during the warmer parts of the day
- Take breaks out of the cold
- Work in pairs
- Avoid fatigue
- Consume warm, high-calorie food



Reminder: Add APD11 "Txt-a-Tip" to Your Mobile Device

In 2013, Amtrak launched a new method for reporting suspicious activity, crime, or emergencies by introducing [APD11 "txt-a-tip."](#) a program that allows contacting the Amtrak Police Department's (APD) National Communications Center via SMS text messaging. Passengers can report suspected criminal or suspicious activity by sending a text to APD11 from a smartphone or to 27311 from a standard cell phone. Txt-a-tip especially benefits Amtrak passengers and station visitors who are deaf or may have hearing loss, by providing an easy and efficient method of communicating emergency information to the APD.

When a text is received, the sender will receive a message acknowledging the report, and will then be connected to a live Amtrak Police Communications Officer who will correspond directly via text message with the person to learn more about the situation and determine the appropriate action.

During 2014, the Amtrak Police Department National Communications Center received over 450 messages from passengers and employees via the APD11 txt-a-tip system.

For more information about the Amtrak Police Department visit www.amtrakpolice.com.



You're Invited...Philadelphia 30th Street Station District Plan Open House

Amtrak along with its partners Brandywine Realty Trust, Drexel University and the Southeastern Pennsylvania Transportation Authority (SEPTA) is hosting an Open House on the Philadelphia 30th Street Station District Plan on Wednesday, January 28 from 4:00 p.m. to 7:00 p.m. on the main concourse at 30th Street Station (30th Street side). All are welcome to attend. This event is an opportunity to learn about the District Plan, meet the project team, ask questions and provide input.

The District plan is a joint planning effort to create a single, integrated vision for the area surrounding 30th Street Station as a dynamic neighborhood anchored by a world-class transportation hub. For additional information on the project, please visit www.PhillyDistrict30.com.

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June 1, 2015



Securing Amtrak Rights-of-Way

Securing each right-of-way at all times is extremely important to reduce safety and security risks. Keeping these areas secure is a requirement Amtrak must comply with under federal regulation.

Employees must ensure that restricted areas, including gated access to rights-of-way, are all properly secured at all times. After entering a right-of-way area, the access gate must be secured directly afterward. When leaving the area, the senior ranking employee must ensure the access gate is secure and properly locked.

Employees are reminded to report any suspicious persons along the right-of-way and at stations. Towers, substations, central instrument houses and interlockings should also be observed for suspicious activity. Immediately report open gates and fences to a supervisor or Amtrak Police Department at 1-800-331-0008 or by sending a text to APD11 from a smartphone or to 27311 from a standard cell phone, or by calling 911. Remember, "If You See Something, Say Something".

All employees are required to display an Amtrak photo identification card on their outermost garment and above the waist while on Amtrak property. Report people without Amtrak identification to Amtrak Police at 1-800-331-0008.



ALDE, Part 1 – Sneak Peek: What's Your Leadership Style?

This article is part of a series which previews the new skills Amtrak's leaders are developing as part of the Amtrak Leadership Development Excellence (ALDE), Part 1 program.

Amtrak's newest leadership development program ALDE, Part 1 uses the DiSC assessment to help our leaders improve productivity, teamwork and communication. Leadership styles may be described as:

- **Dominance: Focus** on results, the bottom line;
- **Influence: Focus** on influencing or persuading others;
- **Steadiness: Focus** on cooperation, sincerity, dependability; or
- **Conscientiousness: Focus** on quality and accuracy.

Learn more at: <https://discprofile.com/what-is-disc/overview/>.

ALDE, Part 1 is an innovative, customized leadership program, tailored to Amtrak's business needs, and provides simple, standardized, curriculum for non-agreement and agreement leaders as well as every Functional Area and Business Line.

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Enroll Online Today

Amtrak's agreement and non-agreement leaders who have direct reports can enroll online for upcoming sessions throughout 2015 in ten locations across the country. To enroll online, visit <http://cip.corp.nrpc/irj/portal> on the SAP/LSO Employee Information Portal (EIP). Questions may be sent via email to ALDE@amtrak.com.



Station in the Spotlight...Sandpoint, Idaho

Last week, city and Amtrak leaders were on hand to dedicate the rehabilitated 1916 Northern Pacific Railway depot. The City Council and the Historic Preservation Commission worked closely with Amtrak on the improvement project. Sandpoint is the sole Amtrak station in Idaho.

The red brick, Gothic Revival style depot reopened to passengers in spring 2015 following a complete renovation of the exterior and the passenger waiting room. Construction began in mid-2014 and included repointing of the brickwork; reinforcement of the walls; installation of a new roof; and renovation of interior spaces to bring them into accordance with ADA guidelines.

Passengers now use the former ladies retiring room, which is outfitted with glazed white tile wainscot and a terrazzo floor. Original wood benches have been refurbished to serve the next generation of travelers. There is also an ADA compliant restroom. A new exterior entrance provides access from a covered outdoor waiting area, while lighting along the eaves creates a welcoming glow in the evening. Craftsmen also installed a brick walkway around the building.

In Fiscal Year 2014, more than 8,400 passengers began or ended their journey at the Sandpoint station, which is served twice a day by the *Empire Builder* (Chicago-Seattle/Portland). To learn more about the stations across the Amtrak national system visit GreatAmericanStations.com.



TRAIN DAYS

Amtrak Train Days
Heads West

Amtrak employees visiting or living in the northern California area will have the opportunity to tour the [Amtrak Exhibit Train](#) when it heads west this month. As part of Amtrak Train Days celebrations, scheduled stops include:

- June 6 and 7- California State RR Museum, Sacramento
- June 13 – Dunsuir Amtrak Station

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Visitors can climb aboard and tour a free exhibit to learn about Amtrak's history and catch a glimpse into the company's future. Displays include vintage advertising, past menus and dinnerware, period uniforms and other items of memorabilia from Amtrak's beginning in 1971 to a model of today's sleeping accommodations and high-speed rail service displays. Interactive displays include railroad horns, trivia questions, workable signals and an engineer's stand. In addition, the Exhibit Train will be led by Veterans' Locomotive #42, honoring the service members who have served in our nation's military.

At the California State RR Museum, visitors will also have the opportunity to explore the Amtrak Experience, a dynamic exhibit that allows attendees to see, hear, and feel the benefits of train travel through interactive elements and informative graphics. Of special note, all visitors attending Amtrak Train Days at the California State RR museum will receive free admission to the facility.

For more information about Amtrak Train Days visit AmtrakTrainDays.com. To volunteer at an Amtrak Train Days event visit the [company Intranet](#) > News> Amtrak Train Days.

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June 22, 2015



System Safety

The Safe-2-Safer peer-to-peer agreement-covered employee observation process and focused observations have reduced risk and severity of injuries across Amtrak. This is a major milestone for Amtrak employees.

- FY14 YTD contact rate .65 – participation rate 6%
- FY15 YTD contact rate .74 – participation rate 7%

For the three major operating departments the severity of injuries is as follows:

- Transportation: FY14 YTD: .49 FY15 YTD: .38
- Mechanical: FY14 YTD: .53 FY15 YTD: .32
- Engineering: FY14 YTD: .63 FY15 YTD: .32

Employees are encouraged to become engaged in Safe-2-Safer. It is working; there is proof in the numbers.

For more information on the System Safety department and to learn more about the System Safety Dashboard, visit the [company Intranet](#).



Independence Train Added to Schedule

On July 4, Amtrak will be operating a special post-fireworks train to allow passengers who wish to attend the National Mall

Independence Day celebration an opportunity to catch a ride home. [Northeast Regional Train 1776](#) will depart Washington Union Station at 11:05 p.m., and make normal stops en route to New York. This one-day only train is scheduled to allow visitors to enjoy Independence Day on the National Mall, including the memorable fireworks display, and catch a comfortable ride home. Additional regularly-scheduled trains are available all throughout the NEC to provide options for passengers to attend the various fireworks displays.

Visit <http://www.nps.gov/foju> for more information on the National Mall Independence Day Celebration.

celebration locations, visitors can tour the Amtrak Exhibit Train, explore the “Amtrak Experience”, learn about Operation Lifesaver and receive Amtrak travel information. Young train fans can enjoy Chuggington Depot, featuring toy train and coloring tables.

Volunteers are needed at Amtrak Train Days celebrations this summer. Event locations include:

- June 27-28 Galesburg, Ill., Amtrak Station
- July 25 Grand Rapids, Mich., Amtrak Station
- August 15-16 Whitefish, Mont., Amtrak Station
- August 27-30 NY State Fairgrounds, Syracuse, N.Y.

Employees can volunteer for specific shifts or participate for the entire day. Registration is easy. Simply click on the [company Intranet](#) and select the location and time you prefer. All volunteers will receive a complimentary ATD t-shirt for participating.



Call for Volunteers

All Aboard Amtrak Employees! The [Amtrak Train Days](#) tour continues with stops planned through November 2015. At select

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March 2, 2015



Safety First: Portable Space Heater

During the cold winter weather months, many people look for an alternative means of heating their homes. A commonly used choice is a portable electric space heater to provide supplemental heat. Unfortunately space heaters can increase the risk of fire or electrical shock if not used properly. According to the National Fire Protection Agency, one third of home fires are caused by owners not properly maintaining their heaters or by unsafe practices. Here are a few important safety tips when using electric space heaters.

- Heaters must be kept at least three feet from any combustible material.
- Always plug space heaters directly into a wall outlet. Do not use extension cords or power strips which could overheat and result in a fire.
- Operating space heaters should never be left unattended. They should be turned off and unplugged at the end of the day.
- All space heaters should have the certification of an independent testing laboratory and should be equipped with a tip-over automatic shutdown feature and a grounded three prong plug.
- Heaters that are missing guards, control knobs, or have frayed cords, are otherwise damaged or defective must be taken out of service.

The good news – like so many other hazards, portable space heaters can be used safely if proper care and precautions are understood and implemented.



GROW AMERICA Express Tour Concludes

Last week, Department of Transportation Secretary Foxx visited five states on a bus tour to highlight the importance of investing in infrastructure, and to encourage Congress to act on a long-term transportation bill. The “GROW AMERICA Express” tour visited communities that have created jobs and new opportunities by investing in transportation, as well as communities with transportation projects that are waiting on much needed funding.

At all stops, Secretary Foxx stated his support for the Administration’s plan, the [GROW AMERICA Act](#), a six-year transportation proposal that would put more Americans to work repairing and modernizing our roads, bridges, railways, ports, and transit systems.

To demonstrate Amtrak’s support of the Act, at the Charlotte, N.C., stop, Amtrak President and CEO Joe Boardman joined Secretary Foxx, Vice President of the United States Joe Biden, Charlotte Mayor Dan Clodfelter and Congresswoman Alma Adams in addition to members of the North Carolina congressional delegation.

At Washington Union Station, Secretary Foxx and Mr. Boardman were joined by Washington, D.C., Mayor Muriel Bowser. Approximately 200 attendees were present including Amtrak, Metro and Union Station Redevelopment Corporation employees.



Station in the Spotlight...

The present **Tukwila, Wash.**, station was dedicated on Feb. 18, 2015 and is served by Sounder commuter rail, Amtrak Cascades trains, and Sounder Transit and Metro Transit buses. It includes two concrete platforms, covered waiting areas, pedestrian underpass, bus transfer plaza, 390 parking spaces and bicycle storage racks and lockers. Artwork by artist Sheila Klein, incorporating steel, lighting, mirrored panels and shrubbery, creates a beacon for approaching travelers.

The \$46 million facility replaces temporary structures that opened in 2000 and remained in use while the cities of Tukwila and Renton determined how a permanent station complex would best fit into long-term transportation plans for the area. Sound Transit provided the majority of funding, but the project also received federal transportation grants. For more information about the station and history of the area, visit [GreatAmericanStations.com](#).



Microsoft Home Use Program Now Available

Active Amtrak employees are now eligible to participate in Microsoft’s Software Assurance Home Use Program (HUP). This program enables you to get a licensed copy of most Microsoft® Office desktop PC applications to install and use on your home computer.

Under the Home Use Program, you and our other employees who are users of qualifying applications at work (e.g. Office Enterprise) may acquire a licensed copy of the corresponding Home Use Program software (e.g. Office Enterprise) to install and use on a home computer. You may continue using HUP software while you are under our employment and as long as the corresponding software you use at work has active Software Assurance coverage.

In order to access this program you will need to provide the following information to the Amtrak IT Service Desk. The Service

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Desk can be reached by calling 1-800-772-HELP or by sending an email to AmtrakServiceDesk@amtrak.com.

1. SAP User ID
2. Your valid Amtrak.com email address

This program is for the sole use of active Amtrak employees and should not be shared with anyone. The Microsoft software can only be purchased once in a three year period for a nominal fee. Please check the [company Intranet](#) for program updates.

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Seven (7) Common Causes of Accidents

March 9, 2015

Accidents occur for many reasons. Consider this statistic: 80 out of every 100 accidents are the fault of the person involved in the incident and unsafe acts cause four times as many accidents and injuries as unsafe conditions. Most people tend to look for "things" to blame when an accident happens, because it's easier than looking for the real "root causes." Consider the underlying accident causes described below. Have you been guilty of any of these attitudes or behaviors?

- **Taking Shortcuts:** Every day we make decisions we hope will make the job faster and more efficient. But do time savers ever risk your own safety, or that of other crew members? Short cuts that reduce your safety on the job are not shortcuts, but an increased chance for injury.
- **Being Over Confident:** Confidence is a good thing. Overconfidence is too much of a good thing. "It'll never happen to me" is an attitude that can lead to improper procedures, tools, or methods in your work. Any of these can lead to an injury.
- **Starting a Task with Incomplete Instructions:** To do the job safely and right the first time you need complete information. Don't be shy about asking for explanations about work procedures and safety precautions.
- **Poor Housekeeping:** Housekeeping can be an accurate indicator of everyone's attitude about safety. A well maintained area sets a standard for others to follow.
- **Ignoring Safety Procedures:** Purposely failing to observe safety procedures can endanger you and your co-workers. It is your job to follow the company safety policies-not to make your own rules. Being "casual" about safety can lead to a casualty.
- **Mental Distractions from Work:** Having a bad day at home and worrying about it at work is a hazardous combination. Dropping your 'mental' guard can pull your focus away from safe work procedures.
- **Failure to Pre-Plan the Work:** There is a lot of talk today about Job Hazard Analysis (JHA). JHAs are an effective way to figure out the smartest ways to work safely and effectively. Being hasty in starting a task or not thinking through the process can put you in harm's way. Instead, Plan Your Work and then Work Your Plan!



Creating a Learning Culture that Supports One Amtrak Way...Defining a Strategy for the Future is the First Step

Amtrak strives to promote and measurably improve knowledge sharing, professional and technical development, learning and continuous improvement of all of our employees. The focus of this goal is creating a learning culture and knowledge-based workforce at Amtrak.

Amtrak's Integrated Talent Management and Total Rewards strategy have been in effect for two years now, and is a cornerstone in building One Amtrak Way and achieving our strategic goals. A project to build an Amtrak-wide Training & Employee Development (TED) strategy is underway which will begin shaping a culture that prioritizes learning as critical to our success.

A core working team of Amtrak colleagues from across the Business Lines and the functional areas has been partnering throughout their organizations to collect current-state data needed for this project and illustrate "how training gets done" today. This team has done a great deal of work to collect the right data from the right people. We hope you will join us in applauding their continuing effort. They are...

Burt Glassman
Carolyn (Sigg) Kennedy
Jessica Hatchette
Kim Supranovich
Mark Rose
Maria Faulkner
Milt Lundy
Ramona Schmitt
Susan Reinertson
Zenaida Crousore

Camille Ross
David Nelson
Joanne Maxwell
Mark Jones
Mary Carlson
Michael McKenzie
Paris Davis-Reed
Steve Ladislaw
Tom Kozmel

The Training & Employee Development (TED) strategy will be the blueprint for transforming Amtrak into a learning culture and contributing to an Integrated Talent Management and Total Rewards environment that develops, attracts and retains the best fit talent and offers ongoing development and growth opportunities for colleagues who have made Amtrak the great organization it is today.

More updates will come through various channels regarding progress of Amtrak's strategy for the future of learning, so look for updates on our progress in *Amtrak This Week*.



Reminder: The IRS issued its 2015 optional standard mileage rates, and beginning Jan. 1, the standard mileage rates for the use of a car, van, pickup, or panel truck is 57.5 cents per mile for business miles

driven (an increase from 56 cents in 2014).

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March 16, 2015



Amtrak vs. Sprains and Strains: February Results

Amtrak vs. Sprains and Strains is a competitive event with a focus on bringing situational awareness for reducing injuries related to sprains and strains throughout fiscal year 2015 (FY15). Each month, we are challenged to combat and reduce our sprains and strains from fiscal year 2014 (FY14). The goal is to **“knock out”** this undesired opponent each and every month and also to end FY15 with 15 percent fewer sprains and strains.

“Knock Out” in Round 2

Amtrak delivered an upper cut to finish the Brawler in Round 2. Sprains and Strains were down and out as Amtrak finished the month of February FY15 with 31 percent less strain injuries compared to this time February FY14. FYTD, strain injuries are down almost 19 percent throughout Amtrak.

Learn more about Amtrak v. Sprains and Strains on the company [Intranet](#)> Safety.



Customer Service Awards Presented to Oakland and Los Angeles Employees

Last week, members of the Amtrak Customer Advisory Committee (ACAC) honored three employees in California. Herman Davidson, lead service agent, *Capitol Corridor*; Peggy Fleming, sleeping car attendant, *Southwest Chief*; and Denise Murtaugh, red cap at Los Angeles Union Station each received the prestigious Customer Service Award in recognition of their exemplary customer service.

Sharon Slaton, Amtrak Senior Communications Specialist and a company liaison to the ACAC, was joined by several ACAC members, Amtrak employees, and family and friends of the honorees at presentation ceremonies in Oakland and Los Angeles. At the March 9 ceremony at the Oakland crew base, one ACAC member noted that Davidson epitomizes the concept of “customer service.” In the Los Angeles ceremony on March 13, Peggy Fleming was lauded for her impeccable attention to detail and her friendliness, while Denise Murtaugh’s sensitivity to passenger needs was highlighted.

Over the past dozen years, the ACAC has presented 115 Customer Service Awards to Amtrak employees, including red caps, lead service attendants, sleeping car attendants, reservation agents, and conductors. These are the only awards given by passengers to Amtrak employees. The ACAC, a group of 24 regular Amtrak riders who volunteer their time and expertise, serves as the voice of the customer, sharing ideas with and serving as a sounding board for Amtrak management.



2015 Short-Term Incentive Corporate Measures *We All Play a Role in Our Strategic Plan*

The Short-Term Incentive Plan ensures a strong link between individual employee performance and Amtrak’s Strategic Plan by rewarding employees based on the achievement of Amtrak’s financial targets as well as the corporate initiatives that support the overall Amtrak Strategic Plan.

For 2015, the Amtrak Board of Directors approved four strategic goals or Corporate Measures:

1. Reduce Adjusted Operating Loss to \$235M (or less) – This measure the organizational effectiveness by focusing on reducing the operating loss. We all have a role to play in helping to reduce or eliminate costs. Spending on things like printer ink, office supplies and overnight packages ultimately all flows back to Amtrak for payment. We all have a responsibility to review our expenditures and determine if they could be avoided. Last year, through the combined effort of all of Amtrak’s employees we reduced our Operating Loss by \$214 million--substantially exceeding our goal of \$305 million. For 2015, the goal is to further reduce our Operating Loss by \$235 million.
2. Improve Customer Satisfaction Index to 78 percent (or greater) – Following their trip, customers receive an email survey that allows us to assess customer satisfaction using measures such as On-Time Performance (OTP), train cleanliness and train comfort. Anything we can do support our front-line employees and improve the customer experience will ultimately help drive revenue.
3. Decrease Cost per Available Seat Mile (CASM) to \$.218 (or less) – This measure focuses on decreasing the cost of doing business. While certain expenses are fixed, there are areas we can be more efficient. For example, some things you can ask yourself to help keep the cost of doing business down are: is this the most cost effective way to advertise, should I travel for that meeting or can we do it virtual, do I need to buy these supplies right now?
4. Increase Revenue per Available Seat Mile (RASM) to \$.204 (or greater) – This measure focuses on increasing our revenue. Regardless if the train is half-full or sold out, there are certain expenses that are essentially the same, like wear and tear, fuel and labor costs. Keeping our trains full, will drive our revenue up. We can all promote the pride we have in riding Amtrak and encourage our friends and family to do the same.

If the 2015 Corporate Measures are achieved, eligible employees will earn a Short-Term Incentive as defined by the Target Incentive for your band and zone. For more information about the 2015 Corporate Measures and your Target Incentive opportunity,

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refer to the Amtrak 2015 Short-Term Incentive Plan at <http://wiki.corp.nrpc/download/attachments/311334391/Amtrak+2015+STI+Guide+FINAL.pdf?version=1&modificationDate=1426265421192>

To continuously find out how we are doing against our goals visit the main Intranet page >Tools & Performance > Short Term Incentive (STI).

Quarterly Progress Update: 2015 Corporate Measures:

To earn a Short-Term Incentive payout, we must achieve the goals we set at the beginning of the year. Our progress against these goals is outlined below.

Measure One: Reduce Adjusted Operating Loss to \$235M (or less) - **Behind Target**

Our FY15 goal for our Adjusted Operating Loss is \$235 million (or less). We are currently projecting to lose \$282 million this year, which is \$47 million short of our target. We have done a great job in keeping our expenses down and need to work on increasing our revenue to close this gap by the end of the year to justify STI payments.

Measure Two: Improve Customer Satisfaction Index (eCSI) to 78% (or greater) – **On Target**

Through January, our overall eCSI is 78 percent. On Time Performance (OTP) on most routes, especially in January and February, is a major reason for Amtrak's current satisfaction performance. Improved scores in other service experience attributes, including information given to passengers about delays, train cleanliness and train comfort are also helping to improve the overall score.

Of Amtrak's 46 train routes, 23 are meeting or exceeding their eCSI target while 23 are below target. *Empire Builder*, *California Zephyr*, *Texas Eagle* and *Adirondack* are among the routes that are performing well against target. Most of the routes that are performing well below their respective FY15 targets are state corridor routes that have had recent OTP issues in FY15. For those in direct contact with our customer, we need to make sure we provide our customers with the best information possible to keep our eCSI score within the target. For employees that don't have direct contact with customers we need to make sure that everything done will allow those in front of the customer the ability to focus 100% on the customer.

Measure Three: Decrease Cost per Available Seat Mile (CASM) to \$.218 (or less) – **On Target**

We must decrease the cost per available seat mile to \$.218 or less for the year. We are currently at \$0.197 cents per Seat Mile (through January).

Measure Four: Increase Revenue per Available Seat Mile (RASM) to \$.204 (or greater) - **Behind Target**

We must increase the revenue per available seat mile to \$.204 or more for the year. We are currently at \$0.195 cents per Seat Mile (through January).

What's My Potential Payout?

Each full-time and part-time non-agreement position within Amtrak has a defined Target Incentive based on the position's band and zone and is stated as a percentage of employee base salary. To find out more about the plan, including the target for your level please visit the wiki site [here](#) for more information.

Stay tuned for upcoming articles on how we are doing through the remainder of the year.



Pass Policy Change for Student Travel

Due to a revised assessment of complex and imprecise IRS rules regarding fringe benefits, Amtrak's Pass Policy for full time student pass privileges has been revised as follows: Subject to certain requirements and verification procedures, full time student pass privileges will end at the dependent's 24th birthday. Current pass policy indicates that full time student pass privileges end at the 26th birthday.

Students past their 24th birthday will have their pass inactivated effective April 10, 2015

- Effective April 10, 2015, all dependents aged 24 and above (except for those who are disabled) will be inactivated in pass files and they will no longer have pass privileges. On and after that date, the normal weekly pass file processing will automatically inactivate any student dependent who has turned 24 within the previous week, as it already does with non-student dependents who have turned 19 within the previous week.

Pass policy for dependents restated and will be:

- Until the 19th birthday - all dependents have pass privileges. From the 19th birthday until the 24th birthday - full time student dependents have pass privileges.
- Proof of student status must be submitted at least once a year or the dependent will lose pass privileges.
- Beginning with the 24th birthday - full time student dependents no longer have pass privileges.
- Disabled dependents - Disabled dependents of any age retain pass privileges. Proof of disabled status (a Social Security Administration or Railroad Retirement Board disability award letter) must be submitted.

Ineligible dependents - recover pass cards

Please be certain that you have recovered the Rail Travel Privilege Card from these and all other dependents no longer eligible for pass privileges, to prevent unauthorized "flash passing". If such travel by an ineligible dependent occurs this will be considered pass abuse and you may be subject to various measures, including being charged for the retail value of any travel taken.

Questions? Please call Amtrak Benefits at 800-481-4887 regarding this change or any other benefit matter.



The PSSA Nomination Period is Opening Friday, March 20

Calling all Amtrak employees - it is time to start thinking about who you want to nominate for outstanding achievements and contributions to Amtrak. The President's Service and Safety Awards (PSSA) are Amtrak's top awards for employees and external partners.

You can make a difference by recognizing your co-workers, leaders, teams and other colleagues and we have 11 different categories for you to choose from. Check out the list here <http://wiki.corp.nrpc/display/AWARDS/President%27s+Service+and+Safety+Awards> and make sure to take a look at the forms for a couple of our favorite categories – Safety Achievement, Living Our Values and Excellence in Leadership.

The nomination period is open Friday, March 20, 2015 through Monday, April 20, 2015. If you have never previously submitted a nomination, this is the year to try it. If you are a loyal nominator, we look forward to seeing your nominations again this year.

Also, please remember to support the committee members as they work diligently to select this year's award recipients. We need everyone's help to ensure that we select the best of the best as 2015 President's Service and Safety Awards winners.

Winners will be selected in the fall and honored in November at a ceremony in Washington, D.C.

Nomination forms are posted on the intranet and can be found in the Forms Library which is available by clicking "Library" then clicking "Forms." Questions can also be directed to committee members and/or pssa@amtrak.com. Once the nomination period concludes, nominations will be reviewed for completeness and strength of information, so please make your nomination form as clear, concise and complete as possible.



Long-Distance 20 Percent off Saver Fare Test Revised

Given the anticipated impact of falling gas prices, the Amtrak Long-Distance Saver Fare, 20 percent off with a 14-day advance purchase, is being tested on two train routes, the *Southwest Chief* and *Empire Builder*.

Customers may book their trip until April 30 for travel March 2 through June 14, 2015 to enjoy the savings. If successful, the 14-day advance Saver fares may be implemented on all long-distance trains.

This advertising effort is a collaborative and integrated approach including National Advertising and the Midwest, Northwest and Southwest Field Marketing teams. Amtrak will utilize online display ads, search and radio to promote this offer. Amtrak Guest Rewards and Amtrak.com assets are also being utilized.



Grade Crossing Precautions

Recent incidents involving vehicles struck at grade crossings reinforce the need to remind employees what can and should be done when a vehicle is stuck on the tracks. Employees who are qualified on the operating rules should take the actions prescribed by railroad rules and special instructions for protecting obstructed track, including initiating an emergency radio broadcast, and then notifying the train dispatcher.

Other employees should be aware that there are blue signs posted on either the crossbuck posts or the signal mast at grade crossings. Those signs, part of the Emergency Notification System (ENS), display an emergency phone number and the Department of Transportation crossing location. That posted 800-number should be called to notify the operating railroad at that location of an impending emergency situation. The engineer of an approaching train can be notified to stop safely to avert a tragedy. If the ENS sign cannot be located, a call to 911 or the local police should be initiated.

Knowing where to find the emergency number and when to call it is part of the training and practices for drivers of commercial vehicles. There is a companion effort on the part of Operation Lifesaver and our System Safety department to get a similar message out to drivers of passenger vehicles. *Please try to familiarize yourself with these signs. **You could save lives.***

If someone is stuck on the tracks and a train is approaching there is a minimum of 20 seconds from the time the lights start flashing until the train is at the crossing. So if you are in a vehicle, you may only have 20 seconds to escape. Just **GO; get out** of your vehicle and run in a 45 degree angle away from the train in the direction that the train is coming and call 911 immediately or the ENS number if possible

Railroads' Emergency Phone Numbers: Provide the location, crossing number (if posted), and the name of the road or highway that crosses the tracks. **And be sure to specify that a vehicle is on the tracks!**

Amtrak	1-800-331-0008
BNSF Railway	1-800-832-5452
CSX	1-800-232-0144
Canadian National	1-800-465-9239
Canadian Pacific	1-800-716-9132
Kansas City Southern	1-800-892-6295
Norfolk Southern	1-800-453-2530
Union Pacific	1-888-877-7267

Remember, call the local police or dial 911 if you cannot locate the railroad emergency phone number at the site.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com



New System Timetable in Effect April 6

The Amtrak system timetable is scheduled to be updated, printed and distributed with an effective date of April 6. PDF versions of the schedule will be uploaded to Amtrak.com a few days prior to April 6 and delivery to stations and other distribution points will happen shortly thereafter.

All trains and corridors not impacted by the freight scheduling issues were produced and distributed with the original January 12, 2015 effective date. Timetable products for the following trains will be issued per the following schedules and will remain valid until the next update.

- **Issued with an effective date of November 2, 2014** (end of daylight saving time):
 - *Sunset Limited, Southwest Chief, Texas Eagle/Heartland Flyer*
- **Issued with an effective date of December 29, 2014** (first day of rerouted service):
 - *Vermont/ethan Allen Express* (will be reissued April or May)
- **Issued with an effective date of January 12, 2015:**
 - *New York-Washington, D.C., panel, Springfield/Boston – Washington, D.C., panel, Keystone Service, Pennsylvanian, Empire Service, Adirondack, Maple Leaf, Crescent, City of New Orleans, Hiawatha Service, Illinois and Missouri Services, Empire Builder, California Zephyr, Coast Starlight, San Joaquin.*
- **Issued with an effective date of March 1, 2015:**
 - *Capitol Corridor, San Joaquin.*
- **Issued with an effective date of April 6, 2015:**
 - *Amtrak System Timetable, Boston/Springfield – Virginia Panel, Capitol Limited, Lake Shore Limited, Cardinal/Hoosier State, Atlantic Coast Services, Michigan Services, Downeaster, Pacific Surfliner.*
- **Status quo:**
 - *Amtrak Cascades*

March 23, 2015



Amtrak Marketing Efforts Honored by NY State Advocacy Group

Last week, Amtrak Senior Marketing and Sales Specialist Deb Sanderson was recognized by Empire State Passengers Association (ESPA)

President Bruce Becker for her outstanding marketing efforts of Amtrak across New York State. ESPA is the New York State chapter of the National Association of Rail Passengers, an advocacy group supporting passenger train travel. Sanderson was a guest speaker at ESPA's 35th annual statewide meeting held in Schenectady, NY where she provided a presentation on her marketing program to the ESPA members.



CASM & RASM – Measuring Our Efficiency

We as Amtrak employees have a responsibility to make the most efficient use of Amtrak's dollars. For 2015, two of the Corporate Measures – Cost per Available Seat Mile (CASM) and Revenue per Available Seat Mile (RASM) – measure our efficiency as a business. If we achieve the targets, eligible non-agreement employees will earn a Short-Term Incentive.

CASM and RASM are common measurements in the transportation industry, particularly among the airlines. CASM is the cost to Amtrak to operate and move one seat one mile. (Operating Costs divided by Total Available Seat Miles). This is expressed in cents per available seat mile. Operating costs include all expenses incurred by the business – from fuel, train maintenance, infrastructure improvements, new equipment to employee compensation and benefits. The goal would be to reduce Amtrak costs throughout the year and/or add more available seats per mile which should reduce our cost per seat per mile. For 2015, our targeted goal is to decrease the CASM to less than or equal to \$0.218.

RASM is similar to CASM except it is expressed as the total revenue Amtrak receives for each seat moved one mile. The measurement encompasses all operating revenue including ticket revenue, food & beverage revenue and other revenue. RASM is calculated by using total revenue divided by available seat miles. The goal would be to increase revenue throughout the year increasing our RASM. For 2015, our targeted goal is to increase the RASM to greater than or equal to \$0.204.

We all have a role to play in achieving our CASM and RASM targets and running our business as efficient as possible. Reducing our operating costs will help us to achieve our CASM and maximizing our revenue to achieve our RASM targets.

Here are just a few ways you can help Amtrak run more efficiently:

Continuously improve – Take an honest look at how you and your team operate. Identify areas where you can improve your productivity and ways of working.

Manage the finances like it's your own money – Before spending your hard earned cash, you probably compare your options to gain consumer insights and find the best value. You may ask yourself: 'do I need to spend this money or will a less-expensive alternative meet my needs?' A similar approach should be used when spending Amtrak dollars.

For more information about our 2015 STI Measures, refer to the [Guide to the Amtrak 2015 Short-Term Incentive Plan](#). Watch this space for updates on how we are progressing toward our Corporate Measures and suggestions on how you can help Amtrak achieve its Strategic Plan.



Amtrak Guest Rewards Program Hits Membership Milestone

On March 17, the Amtrak Guest Rewards (AGR) program achieved its 5 millionth member. Amtrak Guest Rewards, established in 2000, is the company's customer loyalty program, allowing our customers to earn points for every trip they take. Points can be redeemed for future travel and various products and services.

Today, AGR members account for 32 percent of Amtrak ticket revenue. The program also generates revenue via program partners and a co-branded credit card. You can find out more at AmtrakGuestRewards.com or on the company Intranet at <http://wiki.corp.nrpc/display/AGR/Home>.

Amtrak Employee Assistance Program- Help is Available

The Employee Assistance Program (EAP) is an important part of Amtrak's safety culture and commitment to its employees. To expand service offerings, increase accessibility and offer a state of the art program, the EAP has undergone a recent reorganization. Changes include addition of an industry-leading vendor partner and streamlining the internal EAP Counselors. Through Amtrak's Employee Assistance Program employees and their immediate family members are now able to see skilled, licensed counselors convenient to work or home at no cost. Additionally, employees and their households have access to legal and financial consultations, elder and childcare referrals and a robust, award winning website full of information and tools to manage life challenges and improve individual wellbeing. To access EAP services call (844)-Amtrak1/(844) 268-7251 or www.achievesolutions.net/AmtrakEAP.

As part of the change to the program, we welcome Miles Murdaugh to the EAP Team. Miles will work as the EAP counselor in the Los Angeles EAP Office covering the West Coast as well as Arizona, New Mexico and Texas. Other EAP team members include Greg Williams in the Chicago EAP office covering the central part of the country and Steve Garnham who covers the East Coast. Amtrak's internal EAP Counselors will continue to focus on providing first-class service in managing Amtrak's CARE program for employees who experience critical incidents and other safety sensitive issues including treatment for substance use issues as well as management and union referrals. For any questions regarding the Employee Assistance Program or changes to the program contact EAP Manager, Chian Gavin at 202-906-3275 or chian.gavin@amtrak.com

April is National Uniform Awareness Month

The image that you project is part of the overall Customer Experience that you provide to our customers. In line with "spring cleaning" activities, uniformed employees are encouraged to visit with their local uniform coordinator and place orders to look extra fresh and crisp as we prepare to kick-off our upcoming Amtrak Train Days, which officially begins in Chicago, Saturday, May 9.

Supervisors will be extra observant during April to ensure employees' footwear meets safety requirements, all uniform components are compliant as outlined in the Station policy and Service Standards Manual (SSM), and personal grooming is conservative and business-professional. Look your best and continue to "Dress for Success."

Amtrak IT Center to Open in Metro Atlanta Area

The Amtrak IT department is excited to announce the establishment of its Atlanta Service Delivery Center at Concourse Office Park in Sandy Springs, Ga., which will serve as an additional location for IT operations. The office lease has been signed is expected to open in the summer of 2015. Amtrak IT operations will continue to operate in Washington, D.C., Philadelphia, and Wilmington, Del.

For more information, read the [March xx] press release [link].

March 30, 2015



Employee Assistance Program is Here to Help

The Employee Assistance Program (EAP) is an important part of Amtrak's safety culture and commitment to its employees. To expand service offerings, increase accessibility and offer a state of the art program, the EAP has undergone a recent reorganization. Changes include addition of an industry-leading vendor partnering with our team of internal EAP Counselors. Through Amtrak's Employee Assistance Program, employees and their immediate family members are now able to see skilled, licensed counselors convenient to work or home at no cost. Additionally, employees and their households have access to legal and financial consultations, elder and childcare referrals and a robust, award winning website full of information and tools to manage life challenges and improve individual wellbeing. **To access EAP services call (844)-Amtrak1/(844)-268-7251 or www.achievesolutions.net/AmtrakEAP.**

As a part of the changes to the program, we welcome Miles Murdaugh to the EAP Team. Miles will work as the EAP counselor in the Los Angeles EAP Office covering the West Coast as well as Arizona, New Mexico, Texas and Oklahoma. Other EAP team members include Program Manager Chian Gavin in Washington, D.C., Greg Williams in the Chicago EAP office and Steve Garnham in the Philadelphia EAP office. Amtrak's internal EAP Counselors will continue to focus on providing first-class service in managing Amtrak's CARE program for employees who experience critical incidents and other safety sensitive issues including treatment for substance use issues as well as management and union referrals.

For any questions regarding the Employee Assistance Program or changes to the program, contact EAP Manager Chian Gavin at 202-906-3275 or chian.gavin@amtrak.com.



Amtrak Announces Changes to Retirement Program for 2015

A letter explaining important changes to Amtrak's retirement program for non-agreement employees was mailed to employees' homes and should arrive by this Friday, April 3, 2015. These changes affect Amtrak's pension plan, 401(k) and retiree medical programs for non-agreement employees and retirees. The letter contains important information on how these changes affect you, as well as resources you can utilize to understand and plan for your retirement. A summary of these changes can be found on our Benefit Wiki site [here](#) or at Amtrak Benefits [here](#).

In the coming weeks, leaders from Amtrak's Human Capital Management team will host a series of employee meetings to help you better understand these changes and what they will mean for you.

If you have not received the letter that was mailed to your home by this Friday, please contact the Amtrak Retirement Program Changes hotline at **800-481-4887** (Monday – Friday, except holidays, 8:00 a.m. – 6:00 p.m., Eastern Time). They will re-send the letter to your home.



Newly Updated Information Security Awareness Computer Based Training is now available

Information Security Awareness Training is crucial to Amtrak and the updated training will focus on many of the challenging areas Amtrak users face on a daily basis. New training content includes new questions, refreshed graphics and new tools designed to help users to remain vigilant while using Amtrak network and system resources. The training will last approximately one hour and will cover:

- Browser Security
- Email Security Risks
- Identifying and Counteracting Social Engineering Exploits
- Physical Security Measures
- Strong Password Selection
- Desktop Security Settings
- Identifying and Responding to Security Incidents

This is a mandatory course that is to be completed by employees and contractors who have an Amtrak e-mail account and SAP ID. The 2015 course is currently available to employees via the Training section of the Employee Information Portal or via the Information Technology section of the intranet for contractors. Please note this training is a supplement to Amtrak's Information Technology Security and Usage Policy and must be completed by September 30, 2015.

With your attendance we will be able to improve information security awareness and help keep Amtrak network resource users aware of potential information security pitfalls.

For additional information and instructions please visit: <http://wiki.intranet.nrpc/download/attachments/5591/Accessing+The+Course.pdf?version=1>



April is National Uniform Awareness Month

The image that you project is as important as the service that you provide. Both of these contribute to the overall customer experience for our passengers. As we move from winter to spring, this is also a great time for uniformed employees to review their current uniform wardrobe.

If necessary, employees should visit with their local uniform coordinator and place new orders as we prepare to launch Amtrak Train Days, which officially begins in Chicago on Saturday, May 9. Supervisors will continue to ensure that employees' footwear meets safety requirements, all uniform components are compliant as outlined in the Station Policy and Service Standards Manual (SSM), and personal grooming is conservative and business-professional. Look your best this Spring...and continue to "Dress for Success."



What's Involved in the Amtrak Training/Employee Development (TED) Strategy?

After reading the recent announcement regarding the Amtrak TED Strategy Project and our journey toward creating a "learning culture", many may stop and ask what exactly a TED Strategy is...and what it *does*?

The Amtrak TED Strategy Project does more than just look at what training Amtrak employees need. In fact, the strategy assesses every aspect of how to run a learning organization **like a business** and recommends the best path to take in the next three to five years. In the Amtrak TED Strategy Project, a number of important topics will be addressed to create a learning culture, emulate *One Amtrak Way*, and benefit your daily life:

- You're getting the training you need, at the time you need it.
- Amtrak employees are receiving the same training on non-job specific topics (for example, one Cardiopulmonary Resuscitation (CPR) course provided for all employees across Amtrak).
- Amtrak is making the most effective and efficient use of training dollars to ensure employees get the most and best learning opportunities available.
- Amtrak is providing learning opportunities to "upskill" yourself for future career opportunities.

These are a few of the key topics the strategy will address.

While there is a great deal to consider, and much to accomplish in the coming years, implementation of the strategy will help Amtrak continue to be a place people want to work, learn, grow, and be the best they can possibly be.



Business Pass Travel on Auto Train Requires Prior Authorization

Amtrak employees using their business passes to travel on *Auto Train* are required to obtain prior approval for that travel to ensure that business travel does not conflict with busy travel periods when we need all the space for revenue passengers.

The pass policy for business travel on *Auto Train* requires that Amtrak employees using their business passes obtain prior approval from the *Auto Train* Route Director Kathy Brewer, brewerk@amtrak.com or 703-690-3666/ATS 741-3666). Please ensure that if you are traveling on *Auto Train* for business purposes, you follow this procedure.



Amtrak Train Days to Launch in May

All Aboard Amtrak Employees! Help celebrate Amtrak Train Days when it comes to a community near you. Last year, more than 313 communities in all 50 states demonstrated their love of trains on National Train Day. It's hard to believe that since the first celebration held seven years ago, the participation level has expanded and grown five-fold. Due to the growing success and the concentrated resources required in supporting a one-day celebration, we are evolving this program into a traveling, community-centric experience under the new name of [Amtrak Train Days](#).

Amtrak Train Days will showcase the products and services we offer through a combination of fun-filled activities including tours of the [Amtrak Exhibit Train](#) and the **Amtrak Experience** display. During select ATD events, guests will be able explore the Amtrak Exhibit Train and learn about the company's past, present and future. Amtrak will also showcase "Reasons to Ride" the train, a dynamic experience that allows attendees to see, hear, and feel the benefits of train travel through interactive elements and informative graphics. The framework emulates the structure of a train and incorporates real furniture, interactive elements and informative graphics.

Other features may include Chuggington Depot, a kids play area featuring train and coloring tables and talks by guest speakers. Our partners throughout the tour also include the National Park Service, Operation Lifesaver, Nook by Barnes & Noble and Amtrak Vacations.

Amtrak Train Days kicks off at Chicago Union Station on May 9, and then the Exhibit Train and Amtrak Experience hit the rails, traveling to more than 15 locations during 2015. Amtrak-served communities, state partners and rail industry colleagues are also invited to join in the celebration by hosting their own events on dates of their choice.

To learn more about ATD events, visit AmtrakTrainDays.com. Next week, watch this space to learn how you can play a part and volunteer for an ATD celebration in a community near you.

May 11, 2015



Amtrak vs. Sprains and Strains: April Update

Amtrak vs. Sprains and Strains is a competitive event with a focus on bringing situational awareness for reducing injuries related to sprains and strains throughout FY15. Each month we will be challenged to combat and reduce our previous sprains and strains from FY14. The goal is to “knockout” this undesired opponent each and every month and also to end FY15 with 15 percent fewer sprains and strains.

The month of April finished with 3.9 percent fewer injuries, an improvement over April 2014. Year-to-Date FY15 sprains and strains have increased 33.3 percent compared to the same time frame in FY14. It takes everyone focusing on injury prevention to position ourselves for victory and achieve the FY15 strains and sprains reduction goal.

Learn more about Amtrak v. Sprains and Strains on the company [Intranet](#)> Safety.



Road Shows to Explain Changes in Retirement Benefits

Amtrak recently announced changes to its retirement program for non-agreement employees. To further explain these changes and answer questions, members of the leadership team will be conducting road shows over the next several weeks at different locations. These events are an opportunity to hear information first-hand, ask questions, and get answers. For the week of May 11 and May 18 the scheduled locations include:

Friday, May 15
Philadelphia, Pa., Call Center
2198 Horning Road
Large Conference Room
11:00 a.m.

Monday, May 18
Miami, Fla., Station
Mechanical Conference Room
2nd Floor
9400 NW 37 Avenue
8:30 a.m. and 1:30 p.m.

Tuesday, May 19
New Orleans, La., Station
Annex Conference Room
Annex Building, 2nd Floor
1001 Loyola Avenue
10:00 a.m.

Friday, May 22

Albany-Rensselaer, N.Y., Station
4th Floor, Executive Conference Room
8:30 a.m.

Stay tuned for the week of May 25 when we will be in Beech Grove. Also look for future emails and work site posters for meeting locations, dates and times.

Questions?

Specially trained representatives are available to answer questions about the Amtrak Retirement program changes. Please contact the Amtrak Benefit Service Center at (800) 481-4887, Monday through Friday, except holidays, from 8:00 a.m. to 8:00 p.m., Eastern Time.

Visit the **Amtrak Total Rewards** intranet site, <http://wiki.corp.nrpc/display/BEN/Home>, for the most up-to-date resources including FAQs, road show schedule, fact sheets and more.



Updated Information Security Awareness Computer Based Training is now Available

An updated Information Security Awareness Training course is now available. Course content includes new questions, refreshed graphics and new tools designed to help users to remain vigilant while using Amtrak network and system resources. The training will last approximately one hour and will cover:

- Browser Security
- Email Security Risks
- Identifying and Counteracting Social Engineering Exploits
- Physical Security Measures
- Strong Password Selection
- Desktop Security Settings
- Identifying and Responding to Security Incidents

Remember, this is a mandatory course that is to be completed by employees and contractors who have an Amtrak e-mail account and SAP ID by **September 30, 2015**. The 2015 course is currently available to employees via the [Training section](#) of the Employee Information Portal or via the Information Technology section of the Intranet for contractors. Please note this training is a supplement to Amtrak's Information Technology Security and Usage Policy and must be completed annually.



Add It Up: How an Increase in Your 401(k) Match Can Make a Difference

Amtrak recently announced beginning with the July 3, 2015 paycheck it would increase the company match for non-agreement employees, dollar for dollar, up to seven percent – an increase from five percent.

With the Amtrak Retirement Savings Plan – 401(k), employees can save a percentage of their salary on a pre-tax basis. Amtrak also contributes into the account. Participating employees decide how much to save and how to invest their account balance. Under the plan, non-agreement employees may contribute one percent to 40 percent of their salary on a tax-deferred basis, up to IRS limits. In 2015, the IRS limits (subject to change each year) are:

- \$18,000 for employees under age 50; and
- \$24,000 for employees age 50 and older.

Anytime during the year, employees can enroll in the Plan, increase their contributions, or access information about the Plan by visiting www.netbenefits.com/amtrak or calling Fidelity Investments at **877-477-AMTK (2685)**.

Maximize Savings

Over time, increasing contributions into the 401(k) plan can have a significant impact on retirement savings. And, with Amtrak's increased matching contribution, the savings potential is even greater. The example below illustrates the impact of taking full advantage of the increased maximum company match (seven percent).

Add it Up. In the following example, a [Bankrate](#) tool was used. In addition, the [Fidelity calculator](#) can be used.

John – Early Career

Age:	35
Years to Normal Retirement:	30
Annual Salary:	\$65,000
Annual Salary Increase:	3%
Current 401(k) Balance:	\$100,000
Rate of Return:	6%

John & Amtrak Contribute 5%

Total John Will Contribute:	\$159,259
Total Amtrak Will Contribute:	\$159,259
Balance at Normal Retirement:	\$1,316,012

John & Amtrak Contribute 7%

Total John Will Contribute:	\$222,962
Total Amtrak Will Contribute:	\$222,962
Balance at Normal Retirement:	\$1,612,676

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com

To take full advantage of the maximum company match, non-agreement employees can contact Fidelity at **877-477-AMTK (2685)** or visit www.mysavingsatwork.com/amtrak and request to increase their contributions to seven percent.



Carolinian and Piedmont Service Celebrations

The month of May marks the anniversary of two Amtrak services operated in partnership with the state of North Carolina. Special activities in all stations throughout the state will celebrate the anniversaries of the *Carolinian* and *Piedmont* services.

The *Carolinian*, which operates daily between New York City and Charlotte, is celebrating its 25th anniversary. Inaugurated on May 12, 1990, the *Carolinian* carried 302,601 passengers last year along its 704-mile route, the highest ridership of any Amtrak state-supported train.

The *Piedmont*, which operates twice daily in each direction between Raleigh and Charlotte, is celebrating its 20th anniversary. Service began on May 26, 1995 with one daily round trip; the second round trip was added on June 5, 2010. The *Piedmont* is the only Amtrak train operated entirely over a state-owned railroad (the North Carolina Railroad). Its newly remodeled coaches and lounge cars are owned by the state, and include bike racks, checked baggage, and the only vending machines operated on an Amtrak train.

Stations along the routes for both trains will host activities and offer refreshments to passengers in observance of the milestone anniversaries. Celebrations at each station will also include [Amtrak Train Days](#) festivities to celebrate why trains such as the *Carolinian* and *Piedmont* matter and reasons to ride.

- Day long *Carolinian* celebrations will be held on Saturday, May 9, and Monday, May 11
- Day long *Piedmont* celebrations will be held on Saturday, May 23, and Monday, May 25

Information about North Carolina's Amtrak can be found at <http://www.ncbytrain.org/>.



Exclusive Offer for Amtrak Employee Travelers

For a limited time, Amtrak employees who are Emerald Club members can select rental credits as their Emerald Club reward choice and earn double rental credits for all qualifying vehicle rentals at participating National and Enterprise locations from June 1- 30, 2015.

AMTRAK® THISWEEK



A Weekly Publication for and by Amtrak Employees

Standard rental credits will be applied to the account immediately after the completion of the rental. Bonus rental credits will be applied to each qualified Emerald Club member's account within six weeks after the end of the promotion.

Update your existing Emerald Club profile.

Go to the Emerald Club website at <http://www.emeraldclub.com>. Log-in and choose "Reward Preferences" from the drop-down box. Select "Rental Credits" as your reward preference.

Note: You may have to create a log-in using your Emerald Club number and your last name if you have never logged in to this site before. The Amtrak account number is XZ16182.

Not enrolled? Enroll in Emerald Club for free.

If you're not already a member, simply click on the button below for your complimentary membership. Be sure to select rental credits as your rewards option when you enroll.

Amtrak This Week is a publication of Amtrak Employee Communications
To contribute a story idea, please contact Fran Berk at Francine.Berk@Amtrak.com



Amtrak Police Office of the Year Announced

May 26, 2015

Amtrak Police Department (APD) Officer Shawn McClister from the APD Mid-Atlantic North Patrol Division in Philadelphia, Pa., has been named APD Officer of the Year for 2014.

Amtrak Chief of Police Polly Hanson and Amtrak Board of Directors member Albert DiClemente presented the award to Officer McClister for his significant contributions which include active participation in the Anti-Crime Unit, plain clothes work dealing with the reduction of narcotics traffic, and for working jointly with outside enforcement agencies and the APD Criminal Investigations Unit.

Officer McClister has been employed with the Amtrak Police Department since 2013. He was awarded Officer of the Month for January and August 2014 and is the recipient of nine letters of commendations, a Life Saving award and a Distinguished Unit Citation award. His outstanding work supporting law enforcement efforts of the APD, which included numerous arrests to combat illegal drug use and trafficking, and preventing a potential suicide, earned him national recognition within the APD.



Road Shows to Explain Changes in Retirement Benefits

Amtrak recently announced [changes to its retirement program for non-agreement employees](#). To further explain these changes and answer questions, members of the leadership team will be conducting road shows over the next several weeks at different locations. These events are an opportunity to hear information first-hand, ask questions, and get answers. For the weeks of May 25 and June 1 the scheduled locations include:

Tuesday, May 26

Beech Grove
202 Garstang Street
Training Center
12:30 p.m.

Monday, June 1

Ivy City
1401 W Street, NE
2nd Floor, High Speed Rail Large
Conference Room
10:30 a.m.

Tuesday, June 2

Philadelphia Call Center
2198 Horning Road
Large Conference Room
11:00 a.m.

Questions?

Specially trained representatives are available to answer questions about the Amtrak Retirement program changes. Please contact the Amtrak Benefit Service Center at (800) 481-4887, Monday through Friday, except holidays, from 8:00 a.m. to 8:00 p.m., Eastern Time.

Visit the Amtrak Total Rewards intranet site, <http://wiki.corp.nrpc/display/BEN/Home>, for the most up-to-date resources including FAQs, road show schedule, fact sheets and more.



Holiday Policy Revised

Reminder: As of April 29, 2015, Amtrak Holiday policy number 7.11.2 has been revised. This policy applies to all full-time and part-time non-agreement employees and establishes guidelines to allow employees to take time off, with pay, for recognized holidays and personal days. Amtrak operations may dictate the observance of holiday(s) on different day(s) or the assignment of an alternate personal day, as provided in this policy.

Please note the revised Section 4.5 of the policy states: Holidays falling on a Saturday will be observed on the preceding Friday. When a holiday falls on a Sunday, it will be observed on the following Monday.

For example, in 2015, Amtrak will be observing the July 4th holiday on Friday, July 3rd.

For more information, the full version of revised policy can be accessed via the [Human Capital Management section](#) of Amtrak Policy and Instruction Manual.



Amtrak Financial and Operational Goals

Amtrak is currently falling behind on key measures for the Amtrak Short-Term Incentive (STI) Plan. To earn a Short-Term Incentive payout, the goals set at the beginning of the fiscal year must be achieved. The progress against these goals through March 2015 is outlined below:

Measure One: Reduce Adjusted Operating Loss to \$235M (or less)-**Behind Target**

Currently, projections indicate a loss of \$255 million this fiscal year, which is \$20 million over the target. This gap must be closed by the end of the fiscal year to justify STI payments.

Through March 2015, actual results are ahead of the target and expenses have been favorable due to lower fuel and propulsion costs. However, due to lower ticket revenue, increased wages, overtime and professional fees—we are behind on this goal.

Measure Two: Improve Customer Satisfaction Index (CSI) to 78 Percent (or greater)-Behind Target

Through March, overall eCSI is 77 percent. Of Amtrak's 46 train routes, 19 are meeting or exceeding their eCSI target while 27 are below target. *Empire Builder, Hoosier State, California Zephyr, Wolverine, Pere Marquette, Cardinal* and *Adirondack* are among the routes that are performing well against target. Most of the routes that are performing well below their respective FY15 targets are state corridor routes that have had recent on time performance (OTP) issues in FY15. Making sure to provide customers with the best information possible regarding problems and delays can help to mitigate poor OTP.

Measure Three: Decrease Cost per Available Seat Mile (CASM) to \$.218 (or less)-On Target

Currently, CASM is \$0.206 cents per Seat Mile (through March). CASM is calculated as National Train Service Total Costs (excluding non-cash items) divided by Seat Miles.

Measure Four: Increase Revenue per Available Seat Mile (RASM) to \$.204 (or greater)-Behind Target

Currently, RASM is \$0.197 cents per Seat Mile (through March). RASM is calculated as National Train Service Total Revenue divided by Seat Miles. Total Revenue for Amtrak routes includes Net Ticket Revenue, Food and Beverage Revenue, State Supported Revenue and Other Revenue.

Five Simple Things You Can Do to Help Us Close the Gap

Everyone can play a part in helping to reduce Amtrak's operating loss, improve customer satisfaction and operational efficiency:

1. Pay attention to the small stuff. Eliminate waste and look for ways to reduce departmental expenses. Spending on things such as printer ink, office supplies, overnight FedEx packages, even allowable meals on business travel and conferences all ultimately flow back to Amtrak for payment. Each manager should review planned expenditures over the remaining months to determine if they could ultimately be avoided.

2. Work together. Get together as a team to plan upcoming tasks to ensure deadlines are met, improving efficiency and eliminating any duplication of efforts. Look for ways to work smarter, more efficiently.

3. Stay focused on the customer. Even employees who don't interact directly with Amtrak customers play a critical part in customer satisfaction. From providing technical expertise to ensure the safety and reliability of Amtrak trains, managing communication systems to keep customers informed, to improving the efficiency of train routes, it all impacts the customer experience. Take a step back and ask yourself how your role directly impacts customers – and how to help make it better.

4. Operate like an owner. No one knows your piece of the business better than you, nor can anyone tell you how to run it more effectively and efficiently. Every employee can evaluate every dollar spent and question whether or not there is a better way to avoid the cost. Look at your contribution to Amtrak's expenses and ask yourself if you would spend your own money in this manner. If the answer is no, find a more effective and efficient way to reach the same outcome.

5. Take pride. We are all the face of Amtrak. When we ride our trains, we all have a responsibility to look out for our customers and make sure they have the best experience possible. One of the best things you can do for our company is to be an advocate for rail and use Amtrak in your travel this summer.

Share in Amtrak's Results – What the Short-Term Incentive (STI) Means for You

Each full-time and part-time non-agreement position within Amtrak has a defined Target Incentive based on the position's band and zone and is stated as a percentage of employee base salary. To find out more about the plan, including the target levels visit the [wiki site](#) for more information.

Talk to your manager during your mid-year Performance Commitment Conversations to identify new ways that you and your team can help Amtrak achieve its financial, organizational and operational goals.

Track progress: The [Amtrak Intranet](#) has the most recent update through March. Check for continuing updates throughout the year to improve visibility for all employees into our progress against key goals.



ALDE-Part 1, ALDE Centers Leadership Learning on Critical Behaviors and Skills

This article is part of a series which previews the new skills Amtrak's leaders are developing as part of the Amtrak Leadership Development Excellence (ALDE), Part 1 program.

ALDE is Amtrak's newest training opportunity and it stands for Amtrak Leadership Development Excellence. Amtrak created the ALDE program—a three-part learning opportunity—to help leaders develop the knowledge, skills and abilities to become the

best Amtrak leader they can be. During ALDE, Part 1, participants strengthen important skills and behaviors to support them in their leadership role at Amtrak including:

- Communicating with others
- Building trust
- Coaching
- Leadership and safety
- Employee engagement
- Adapting leadership styles
- Listening

Following the ALDE, Part 1 classroom session, participants work on completing a series of goals and work with their line manager to refine the leadership skills and behaviors learned in the ALDE, Part 1 program. Depending on your relationship with an ALDE participant (i.e., direct report, participant's manager, peer), employees may be called upon to provide feedback, coaching, mentoring, or guidance as the participant works to successfully apply his or her new skills on the job.

Join Us – ALDE, Part 1 Sessions Begin in May and Continue through 2015

Amtrak's agreement and non-agreement leaders who have direct reports can enroll online for upcoming sessions throughout 2015 in ten locations across the country. To enroll online, visit <http://cip.corp.nrpc/irj/portal> on the SAP/LSO Employee Information Portal (EIP). Questions can be emailed to ALDE@amtrak.com.



Amtrak Prepares for Papal Visit to Northeast Corridor Cities

In late September, Pope Francis will make his first visit to the United States with events in several Northeast Corridor cities. While we anticipate heavy passenger traffic for the events in Washington, D.C. and New York, the biggest impact to Amtrak employees is expected in Philadelphia where the Pope will participate in a series of public events on Saturday, September 26 followed by an outdoor mass on the Ben Franklin Parkway on Sunday, September 27.

Amtrak has been working closely with a number of agencies and partners to coordinate planning around the Pope's visit – particularly the Philadelphia events, which are expected to draw extremely large crowds in excess of one million people.

In anticipation of heavy travel to and from Philadelphia that weekend, we are working to finalize an operating plan that includes extra trains and additional capacity. 30th Street Station is expected to be a focal point for regional transportation and will likely see very large crowds. **To help guarantee the safety of our passengers and to help with crowd control, we are calling on Amtrak employees to volunteer as Amtrak Ambassadors. Volunteer sign up will be made available on the Amtrak Intranet in the coming weeks and will be announced in Amtrak This Week. Amtrak Ambassadors will be deployed across a number of our stations based on sales to assist our customers. Ambassadors will work a six (6) hour shift, and be provided training prior to the event.**

The City of Philadelphia has announced a "traffic box" that will restrict use of personal vehicles within a specified area. As 30th Street Station is included within the box, an internal task force is working to develop a contingency plan to assist employees in getting to and from work. All information regarding the Papal visit will be available on the [Amtrak Intranet](#) (Amtrak News -> Papal Visit Information and Updates), which will be updated as more details are made available and plans become finalized.

The Pope's visit presents a great opportunity for Amtrak to demonstrate why the work we do every day is vitally important to mobility and connectivity in the Northeast. Many passengers will be using the system for the first time during this historic visit, making it more important than ever for us to keep customer service top of mind.

Please don't hesitate to discuss any questions or concerns you may have with your supervisor.

February 26, 2015

Dear Colleagues:

As you know, Amtrak ridership on the Northeast Corridor is at record levels. More and more, travelers are turning to us for a safe, reliable and comfortable trip to and from major cities along the East Coast. This growth is a direct result of your hard work, which we recognize and sincerely appreciate.

One of the best ways to ensure passengers keep coming back is by delivering superior customer service that puts the needs of our passengers first. I'm proud to say that overall eCSI score (a primary measure by which we gauge our performance), is on the rise, with scores on the Acela up 3 points from the 4th Quarter of FY14 with an overall increase of 2 points for the entire Northeast Corridor.

Despite this positive news, we have also unfortunately seen an increase in the number of passengers who comment negatively on their overall experiences while utilizing our Café Car. The primary complaints continue to center on Amtrak employees utilizing the existing Café Car seating areas, often times leaving our paying customers without the chance to sit and enjoy their snacks and meals. Accordingly, I have asked our OBS and T&E crew employees to raise awareness of this issue.

In order to assist in remedying this problem, I would strongly suggest that all employees refrain from utilizing seats within the Café Car and seek regular coach accommodations when feasible. If passengers are looking for a place to sit, we ask you to offer up your seat. If the Café Car is full and paying customers want to sit there, please offer your table and find another seat elsewhere in the train.

Without a doubt, the brutal weather we've experienced over the past several weeks has been extremely challenging for all of us. Schedule changes and reduced frequencies have meant more crowded trains, so let's work together to remedy this situation for our passengers.

As always, input and feedback is welcome. You can reach the NEC Operations Business Line at 1-844-213-7530 or NECOPS@amtrak.com with any questions, suggestions or comments.

Thank you and please continue to work safely.



Mike DeCataldo
Sr. Vice President & General Manager, NEC Operations

special employee advisory

November 24, 2015 • Page 1 of 3

A Message from Joe Boardman

Our Journey Together – the Past Seven Years

This Thanksgiving marks my seventh year with Amtrak. I have always found the holidays and personal milestones to be good times to reflect on where I've been, and what lies ahead.

As many of you will probably remember, I came aboard the day before Thanksgiving, 2008. The first thing I wanted to do was talk to our people. Joanne and I spent time on Thanksgiving Day in Washington Terminal, the crew base, the platforms, talking with employees about the state of the company and thanking them for their work on that Thanksgiving Day.

At the time, as you may remember, we had just emerged from a prolonged and contentious set of contract negotiations that ended in a Presidential Emergency Board. The “brush with bankruptcy” was just a few years in the past, and although ridership had started what turned out to be a phenomenal run of growth, it had been a tough couple of years. I heard a lot about the state of the company – about what it was, but also what you hoped it could be, for our employees were already beginning to understand how *Acela* was changing the way Americans thought about Amtrak and passenger rail. I learned a lot about what was happening at the company, and by traveling to where you worked, I saw so many of the places served by our system. As someone from the Northeast, but raised on a dairy farm in rural New York, I came with an understanding of how vital our national network services were to those small rural communities across our nation. In the seven years since I've logged more miles on our train routes than nearly all previous CEO's combined and I appreciate our critically important impact even more to the mobility and economic vigor of the small communities of this nation.

What I've come to learn from all my visits and travel was that although our employees were doing a great job of keeping the company going, they needed some things from management. Amtrak was no longer in survival mode, because employees were beginning to ask me how they could build and grow our business, where just a few years before they would have been asking if they still had jobs. We owed them clear guidance, plans and an organization that aligned their efforts to accomplish clear-cut goals, and the tools to do the job.

The last of these came first – for just three months after that Thanksgiving, Congress passed the Recovery Act, which provided



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special employee advisory

November 24, 2015 • Page 2 of 3

unprecedented amounts of money for investment in our system, equipment, and infrastructure. While we were undertaking the enormous task of investing this funding, I was looking at ways to change the culture of this company to reflect the many changes in technology, society, and the railroad industry. We moved quickly, made good plans, and made investments across the system.

As we were doing all of these things, we were also benefitting from the tremendous growth in ridership and revenue which followed the introduction of *Acela* and the significant post-2008 improvements in OTP that our off-NEC services enjoyed. We used that opportunity to transform our business. We worked hard to improve our partnerships with our customers, we invested in our facilities and customer-facing functions like eTicketing and Wi-Fi, and we implemented our business line organization, so that we could bring each type of service the focus it deserved. We cut our debt by two thirds, and Amtrak now has the financial ratings needed for the next stage of fleet investments – which will make as big an impact as *Acela* did fifteen years ago.

We made early decisions in my tenure to make the most urgently needed investments in our fleet, and the delivery of new electric locomotives and long distance equipment is well underway. These investments and debt reduction efforts have set the stage for our next big equipment order – a fleet of 28 trainsets to replace the existing *Acela* equipment. These trains will be as much – if not more – of a game-changer as the *Acelas* were. We will get more trains, more cars, and more seats – and this will give us the capacity we need to drive the company ahead in the decade to come. I look forward to an official announcement on that in early 2016.

For Amtrak it has never been easy – and never more so than this year. The Train 188 incident was a terrible reminder of how serious our responsibilities are. But I think it also affirmed our early decision to push for the extension of positive train control on the NEC. When we complete that task this year, we will be the only major carrier in the railroad industry to provide its main line with such extensive protection.

Of all the physical changes we've accomplished, PTC implementation is closest to my heart. But we've done an awful lot over the last seven of years, and I think we can all take great pride in all this company has accomplished. We are a different Amtrak, a stronger and more businesslike company, capable of realizing the vision we have for it. I'm reminded by a lot of people in Washington that we need to run it like a business, and I support that. But I am also reminded time and again by our passengers – and by you – that we provide a vital public



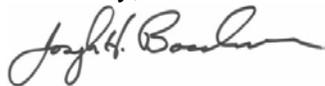
special employee advisory

November 24, 2015 • Page 3 of 3

service. Our national network serves the common good of our nation's people better and with more scheduled stations stops than the airlines. People want to be treated decently, and they appreciate our efforts – that's why we feel like we can call ourselves America's Railroad®.

At this time of year we set aside a special day to be thankful. Yet we know we need to be thankful every day, and I am, for and I am especially thankful to work with you, and to be inspired by you. I wish each of you a safe and happy holiday with your loved ones – and a successful new year individually and for Amtrak.

Sincerely,



Joe Boardman
CEO and President



special employee advisory

May 5, 2015 • Page 1 of 1



A Message from Joe Boardman

Dear Co-workers,

Every Amtrak employee has to consider how to best deploy and protect our resources, and identify risks to the company, if we are to fulfill our promise of moving America where it wants to go by delivering intercity transportation with superior safety, customer service and financial excellence.

Amtrak launched the Management Control Framework (MCF) process two years ago to assist in these efforts. It enables all departments to:

- Identify and document their respective business objectives, related risks and the existing controls intended to mitigate each risk;
- Evaluate the design and/or operating effectiveness of controls (the specific actions that we take to increase the likelihood that we will achieve our goals and objectives);
- Identify and document Control Improvement Opportunities; and
- Conclude, based on the results of the evaluation, whether controls are effective, or require improvement, and certify the results.

A comprehensive MCF evaluation that includes controls testing allows Amtrak to highlight areas where our controls are robust and also pinpoint areas for renewed focus and control improvements. Employees are also able to document what should occur as part of their job duties and define success for their contributions to the company; therefore, you should embrace the MCF as part of your regular duties and responsibilities.

Increased discipline over management controls and employee understanding of, and participation in, risk management activities ultimately bolsters the company's growth and long-term strategy. Although each employee should consider ways to reduce risks to Amtrak, it is managers' responsibility to certify that their groups have tested controls.

Please join me in completing a thorough MCF self-assessment in 2015. **Between now and mid-August, Amtrak employees will test controls and communicate the results to management.** After reviewing the cumulative results, I will provide a certification for Amtrak to the Board of Directors. The process then starts anew in Fiscal Year 2016, creating a continuous cycle of control testing and improvement.

By participating in the MCF evaluation and assessing the management controls applicable to you and any direct reports, you ensure:

- The safety of our employees, customers and the general public;

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May 5, 2015 • Page 2 of 2

- Delivery of the best value and travel experience possible; and
- Optimized use of resources to reduce our need for federal assistance and enhance the sustainability of Amtrak.

Simply put, each one of us has a stake in making this controls self-assessment a success.

We all play a role in making Amtrak a stronger business that is responsive to the competitive, dynamic transportation marketplace. I appreciate your participation in this critical MCF evaluation and improvement process at all levels.

If you have questions about any part of our MCF process, or have any suggestions for improving Amtrak's management controls, please do not hesitate to contact your manager or your Amtrak Controls Team at ACT@Amtrak.com.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

November 18, 2015 • Page 1 of 1

A Message From Joe Boardman

Dear Colleagues,

The next few weeks constitute one of the busiest and most exciting times of year at Amtrak. We should all be proud of our integral role in helping hundreds of thousands of our passengers enjoy the Thanksgiving holiday with family and friends. It's also a prime opportunity for us to pull together and provide the best customer service possible—both for our loyal passengers and first time riders.

Last year, Amtrak carried a record 772,211 passengers during the Thanksgiving travel period, the most ever for the holiday, and we expect similar ridership this year. To meet demand, we are adding cars to trains, scheduling additional frequencies and requiring reservations for corridor trains that are usually unreserved.

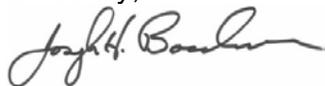
Between these changes, the bustle of stations and the general holiday excitement, we need to ensure we take the time to provide the extra assistance some passengers may require. This can be as simple as explaining where a temporary waiting area is located, informing first time riders that food and beverages are available in the café and/or dining car and making sure restrooms are regularly cleaned.

One of the easiest things we can do is present a knowledgeable, cheerful and calm demeanor to our passengers. Your positive customer interactions, whether on board a train, in a station or over the phone, also set an example for your coworkers. Don't hesitate to share customer service tips and your valuable experience.

Ultimately, it's the little things we do to make a passenger's trip less harried that will color their impression of America's Railroad®. An opportunity always exists to convert first time riders into permanent Amtrak customers; our actions are the determining factor. A satisfied customer also shares his or her experience with others.

During the busy days ahead, please remember to work safely and call upon your colleagues for help. I appreciate everything you do for Amtrak every day, and I wish you a Happy Thanksgiving.

Sincerely,



Joe Boardman
CEO and President



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special employee advisory

November 18, 2015 • Page 1 of 1

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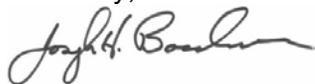
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During the busy days ahead, please remember to work safely and call upon your colleagues for help. I appreciate everything you do for Amtrak every day, and I wish you a Happy Thanksgiving.

Sincerely,



Joe Boardman
CEO and President

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special employee advisory

November 10, 2015 • Page 1 of 1

A Message From Joe Boardman

Dear Colleagues,

In a tradition that stretches back almost a century, tomorrow communities across the country will honor war veterans with parades and public ceremonies. These events are a way for Americans to thank our veterans for their bravery in defending our nation in times of crisis here and abroad.

Americans observed the first Veterans Day (then called Armistice Day) in 1919 to mark the end of World War I a year earlier. Following another war that spanned the globe, Congress in 1954 broadened the purpose of the holiday to honor all veterans of American wars.

President Dwight D. Eisenhower wrote at the time, "Let us solemnly remember the sacrifices of all those who fought so valiantly, on the seas, in the air, and on foreign shores, to preserve our heritage of freedom, and let us reconsecrate ourselves to the task of promoting an enduring peace so that their efforts shall not have been in vain."

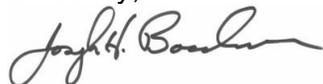
Approximately one in five Amtrak employees are veterans of the Army, Navy, Marine Corps, Air Force or Coast Guard. I am among them, having proudly served in the Air Force in Vietnam.

Military life imparts many lessons, such as how to work together to achieve team goals, ensure the safety of fellow service members and strive for integrity in all one's actions. Skills learned in the armed forces, including experience with logistics and advanced electronic and mechanical systems, also transition well to a career on the railroad.

This morning we will salute the men and women of Amtrak who have served the nation during a ceremony held at Washington Union Station. Employees are also invited to view Amtrak Veterans Locomotive No. 642. Painted at our Beech Grove Shops, this ACS-64 unit features red, white and blue accents, a special "America's Railroad Salutes Our Veterans" logo and 50 stars.

Please join me in thanking our veterans for their sacrifices on behalf of our country. I wish you a happy, peaceful Veterans Day.

Sincerely,



Joe Boardman
CEO and President



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special employee advisory

March 30, 2015 • Page 1 of 1



A Message from Joe Boardman

Dear Co-workers,

I'm proud to share that Amtrak has been named to the first-ever "[America's Best Employers 2015](#)" list issued by *Forbes* magazine. We're honored to be recognized on this list of the 500 largest corporations and institutions representing the private and public sectors in the U.S.

In the field of transportation and logistics, we're in the good company of respected organizations including CSX, Union Pacific, BNSF Railway, Norfolk Southern and Southwest Airlines.

Selection to the list was determined through an anonymous survey in which more than 20,000 people were asked how likely they were to recommend their employer to someone else, as well as suggest other employers in their industry.

We were also recently recognized on the annual "Military Friendly® Top 100 List" published in *G.I. Jobs*®, *Military Spouse* and *Vetpreneur* magazines and on the "2015 STEM JobsSM Approved Employer" list by Victory Media, which connects professionals in transition with education and career opportunities.

In my more than six years as the head of Amtrak, I have met many of you in our offices, stations, shops and onboard trains. Your thoughtful suggestions for improving Amtrak never cease to amaze me and are true signs of your dedication to the company and our success.

Listening to you leaves a strong impression of our workforce and its motivations. Amtrak employees are diverse, multitalented and welcoming. We are continuously improving America's Railroad® by leveraging the expertise of the people who know our business and our industry best: you.

Amtrak is integral to a rich American railroad tradition that dates back almost two centuries. It's not hard to find employees whose parents, grandparents and other relatives were involved in the industry. Once part of the railroad family, you remain so forever.

Based on this proud past and present, we are laying the groundwork for the passenger rail system of the future. Our vision incorporates renewed infrastructure, next-generation equipment, reimaged stations and an enhanced customer experience.

Employees are at the heart of our mission. Only by working together under a united vision can we move America where it wants to go and achieve our goals of superior safety, customer service and financial excellence.

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special employee advisory

March 30, 2015 • Page 2 of 2

The future rides with all of us, and I thank you for everything you do to make Amtrak a sought-after workplace and transportation leader.

Sincerely,

Joe Boardman
President and CEO



special employee advisory

May 22, 2015 • Page 1 of 1

A Message from Joe Boardman

Dear Co-workers,

Memorial Day is a time for us to remember all those who have died in American wars at home and abroad. To mark the day, the American flag is flown at half-staff from sunrise until noon, when it is quickly raised in honor of the fallen.

For me and other veterans, Memorial Day offers an opportunity for quiet reflection and remembrance of those who did not return. Our thoughts are also with our Amtrak colleagues who are currently on active duty and are deployed away from loved ones.

Looking into our own lives, many of us have a family member who fought and died for our country, whether in the long ago struggles to establish and then reunite our nation, or in more recent conflicts that spanned the globe. While war clearly impacts the members of the armed forces, it also affects those at home—the family and friends keeping vigil.

The holiday also marks the traditional start of summer and one of the busiest times on the railroad. Not only are the trains full, but the construction season kicks into high gear with projects to improve and enhance our infrastructure.

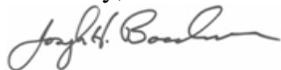
Although service on the Northeast Corridor has been restored, last week's derailment in Philadelphia and the resulting loss of life and injuries will never be forgotten. We have a responsibility to learn from what happened so that we can ensure such an incident never occurs again. These last two weeks have been very difficult for many of us. Together we will get through this. Please reach-out to your managers, co-workers or the Employee Assistance Program (EAP) for any support or assistance that you need. We are a family, and families come together and support each other in the most trying of times.

In the coming months, we must work together to demonstrate to the American public—and our passengers—that Amtrak continues to be a safe and secure way to travel. Safety and Security are our first priority; we should renew our personal commitments to practice safe behaviors and encourage our co-workers to do the same.

Our focus on safety must be complemented by an emphasis on providing excellent customer service. Whether working onboard a train or in a station, maintenance facility or office, each one of us has a duty to ensure our customers are satisfied with the services we provide.

Thank-you for everything you do for Amtrak, and my wishes for a safe and peaceful Memorial Day.

Sincerely,



Joe Boardman

President and Chief Executive Officer



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May 22, 2015 • Page 2 of 1



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December 10, 2015 • Page 1 of 1

A Message from Joe Boardman

Dear colleagues,

As I shared with you last night, I am intending to retire from Amtrak at the end of September 2016. Further, I asked our chief financial officer Jerry Sokol, who intended to leave the company at the end of this year, to stay on into 2016 as we continue to recruit for a permanent CFO. He has agreed to do so.

Jerry has been our CFO since December 2013. I have valued Jerry as a partner in helping us drive our strategic plan forward, and strengthening our business. In staying with us into 2016, Jerry will continue to do the important work in improving our budget and finance processes, as well as being part of our management team.

I appreciate your continued support of me, and I thank Jerry for his continued service with Amtrak.

Sincerely,



Joe Boardman
President and CEO



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November 30, 2015 • Page 1 of 3

A Message from Joe Boardman

FY 2016 Short-Term Incentive (STI) Program

Dear STI participant,

I am writing to share with you the details of our FY 2016 Short-Term Incentive (STI) program.

Every year since we first introduced STI in 2013, we have made annual enhancements to the plan, to better reflect the evolving priorities of the company. Once again, a portion of our total compensation is aligned to how well our business performs – especially as it relates to Amtrak's financial performance and customer satisfaction levels. The major STI change for the FY 2016 plan is that we are going to reward our employees for the results they deliver at both the Company and Business Line levels.

To earn an STI Award in FY 2016, we need to meet the following three criteria:

First, we need to achieve a certain level of corporate financial performance to fund the plan. In other words, we have to earn the right to have incentive bonuses. For FY 2016, the Board has set an Adjusted Operating Loss target of \$212.5M or better for our STI pool to be funded. This metric is a simple measure of our revenues minus our expenses. If we perform at this target level, the Board believes we can responsibly and appropriately fund the bonus pool.

Next, we need to meet our individual commitments to be eligible to receive an STI award. This metric is also simple. For your FY 2016 Performance Review, you must be rated as having "Met Commitments" or better. Each of us needs to demonstrate that we are solid contributors to our team's and the company's success.

Finally, we need to achieve our STI targets, which are evenly divided between two performance goals – financial (50%) and customer service (50%). The specific targets for each goal are outlined in this [brochure](#).

New to the plan this year is a Business Line measure for financial and customer service performance. The potential payout for both STI goals will be weighted at 60% for company measures and 40% for business lines. If you are working in a Business Line, you will receive the full 40% STI payout if you reach your Business Line target for each goal. If



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November 30, 2015 • Page 2 of 2

you are working in a Corporate Function, you will receive a partial payout for each business line as it achieves its target.

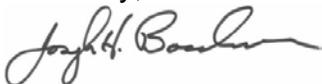
Your manager has received a toolkit with more details around the targets for both the Company and the Business Lines. We encourage you to meet with them to discuss how the goals you have planned for FY 2016 can be viewed as opportunities for you and your department to maximize your impact.

It is believed that this new STI feature will help create stronger collaboration across the entire enterprise – while also giving additional focus and recognition to individual Business Line performance. This approach is also consistent with our One Amtrak focus – we only win together.

We will be hosting education sessions about this year's STI plan. Look for more details in upcoming Amtrak communications. In addition, we will be providing regular updates on how we are performing against our STI goals, along with recommendations on what actions we can all take to raise our performance in these areas.

Thank you for your continued support in helping to drive Amtrak's strategy.

Sincerely,



Joe Boardman
CEO and President



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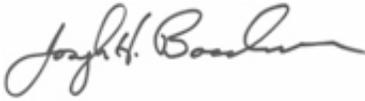
May 13, 2015 • Page 1 of 1

Amtrak Flags at Half Staff

All Amtrak Managers:

Out of respect for the lives affected by yesterday's Train 188 tragedy, I am directing that all Amtrak flags be flown at half-mast at Amtrak facilities until further notice. Please ensure this is distributed to our station managers and operations teams.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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May 26, 2015 • Page 1 of 1

Installation of Inward Facing Cameras

Dear Co-workers,

As an additional measure to improve safety, we will begin to install inward-facing video cameras in the fleet of ACS-64 locomotives in service on the Northeast Corridor by the end of 2015, and all subsequently delivered locomotives will have the equipment installed before they go into service.

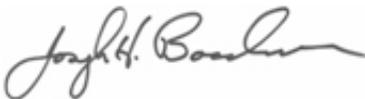
Installation will first occur in the 70 ACS-64 locomotives that will power all *Northeast Regional* and long-distance trains between Washington, New York and Boston, as well as *Keystone Service* between New York, Philadelphia and Harrisburg, Pa.

This new technology will add an additional layer of safety to the outward facing cameras already in place on locomotives, as well as the advanced systems that monitor locomotive and engineer actions.

We are developing a plan for installation of inward-facing cameras in the rest of our locomotive fleet, including *Acela Express* power cars and diesel locomotives.

I want to reinforce that safety is and always will be our number one priority. Thank you for everything you do for Amtrak.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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October 26, 2015 • Page 1 of 1

A Message from Joseph Boardman

Dear colleagues,

As I look back on the fiscal year we have just concluded, my first and last thought is probably the same as yours. I think about the passengers and families impacted by the derailment of Train 188. I ask that you continue to keep them in your thoughts and prayers. This event, and the consequences that followed it, defined our year in 2015 – and serves as a constant reminder that our industry demands the very best performance from us each and every day.

I have generally refrained from public discussion of the Train 188 derailment in recent months because the NTSB is still continuing its investigation. When we have the findings, we will share them, and we will all work together to implement any necessary corrective actions. In the meantime, I want to once again recognize and thank the many people in our company who have been working tirelessly on Amtrak's behalf following the derailment. The task of rebuilding our reputation will take a sustained level of commitment and excellence from all of us. I am very proud of Amtrak – of our employees, of the important transportation service that we provide across this great country. I know that each of you also cares deeply about our customers and our colleagues – and others see that, too.

In FY 2015, we continued to execute our strategy to take America to where it needs to go, by achieving results in three critical areas – safety and security, customer focus, and financial excellence. These three themes rest on a foundation of our values, and our commitment to developing our people. Of course, no journey is a straight line. In some cases, we made progress in our strategy areas – and in others, we did not meet our own high expectations.

We all recognize that we need to further improve our safety performance. Still, there are positive signs that deserve mention. We cut Operating Rules Violations by 26.1 percent from 2014, and we achieved year-over-year improvements in our safety ratios and injuries. We are also showing industry leadership in the installation of positive train control, or PTC. We have already installed and operate PTC on the tracks we own in Michigan and Indiana, as well as on more than 200 miles of the Northeast Corridor (NEC). Further, we are on schedule to activate PTC on the remainder of the Amtrak-controlled portions of the (NEC) between Washington, D.C., and Boston, and also the Harrisburg line, by the current federally-mandated deadline of Dec. 31, 2015. These actions will help us better ensure the safety of our passengers and co-workers. The more we commit to



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October 26, 2015 • Page 2 of 3

staying vigilant and looking out for our passengers and each other, the better we can make sure everyone goes home the same way we all come to work or board our trains.

In customer focus, our total ridership remained steady in FY 2015. More than 30.9 million people rode an Amtrak train last year, which reflects continued strong demand for our services. Given that our ridership levels were negatively affected by significant weather events, a closure of part of the NEC, on-time performance issues, and lower gas prices, the overall demand for our services is still remarkable. We have now carried more than 30 million passengers for four straight years, which is a testament to the value we bring to intercity travelers.

Looking more closely at our routes, the NEC had its highest ridership year ever in FY 2015, with 11.7 million passengers, up 0.5 percent. Our growth in the NEC was led by the Northeast Regional service, which saw a 1.5 percent increase in ridership. I also want to extend my congratulations to the *Southwest Chief* and *Empire Service* teams, both of which set ridership records last year.

An important measure of the care we take of our customers is our Customer Satisfaction Index score, or eCSI score. In FY 2015, 77.1% of our customers who responded to surveys said they were very satisfied with Amtrak. This performance is slightly up from our score in FY 2014 (76.7%), but still short of our target for this year (78%). I am pleased to report that 19 of our 46 train routes showed year-over-year improvements in their overall eCSI scores – with 16 routes exceeding their eCSI goals for the year. I want to especially recognize the *Empire Builder*, which recorded the largest year-over-year increase in eCSI. While we know that on-time performance is a major driver of eCSI, we know that timely information about delays, the friendliness and helpfulness of conductors, and a smooth and comfortable ride are three critical factors impacting customer satisfaction, as well. We must continue to put a special emphasis on improving our performance in these areas in the coming year.

Finally, in financial excellence, we generated slightly less cash than we expected in FY 2015, due to lower-than-expected ridership levels. In total, we generated \$2.185 billion in ticket revenue, or 0.1 percent below last year. We were able to partially offset some of this revenue loss through lower fuel and propulsion costs – but these offsets were not enough to close our gap. With all revenue and expenses taken into account, we operated at a Normalized Adjusted Operating Loss of \$294 million – or \$59 million unfavorable to our FY 2015 target.



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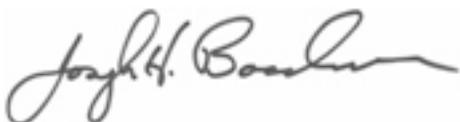
October 26, 2015 • Page 3 of 3

While this has not been an easy year, FY 2015 has demonstrated the strength of our Amtrak team in dealing with very difficult circumstances. Looking ahead to FY 2016 and beyond, we must all understand that our ability to operate at the highest levels in the future depends upon America making significant infrastructure investments to our rail system. To help ensure a safe, efficient and reliable operation that meets our customers' needs, we must continue to make a strong case for investment. We are continuing to have discussions with Congressional leaders to help guide this debate and secure the funding we need. Our customers care about mobility, reliability and safety, and with your contribution, Amtrak will be well positioned to deliver on all three. In the meantime, I ask that you stay focused on controlling what you can control, which includes giving our customers a great experience with Amtrak, and above all, ensuring that you take good care of yourselves, your co-workers, and our customers.

I wish I had the opportunity to speak to more of our customers and tell them about everything we are doing to strengthen our ability to move America to where it wants to go. All of you are in a better place than I am to do that – especially those of you who interact with our customers every day. Whenever you can, please remind them that we are continually working to improve our safety and our reliability; that we are expanding our services to make the travel experience even better, such as Wi-Fi and pets on trains; that we value their continued support of us; and that we will continue to evolve to better respond to their changing needs.

Thanks again for your work and commitment to Amtrak in 2015. I'm looking forward to 2016 as we continue our work to carry rail passengers across our great nation.

Regards,



Joe Boardman
President and CEO



special employee advisory

May 18, 2015 • Page 1 of 1



Update on Northeast Regional Train 188 and Restoration of Service

Dear Co-workers,

I want to provide all employees with an update on recent developments concerning last week's derailment of *Northeast Regional Train 188*. I have stated publicly that Amtrak takes responsibility and is deeply sorry for this event. With truly heavy hearts, our condolences go out to the families of the eight passengers who lost their lives. I know you join me as well in keeping all those aboard Train 188 in your thoughts and prayers, including our five Amtrak employees. We will continue to do everything we can to assist those who were affected by this tragic event.

The National Transportation Safety Board is leading the investigation to determine the cause of the incident, and Amtrak is providing full cooperation. This is a careful, measured process that will take time to complete, but I will keep you updated as information becomes available to share. Please continue to avoid comments and speculation on matters related to the investigation.

Amtrak is ever grateful to the City of Philadelphia— the first responders and officials from the City of Philadelphia, as well as Amtrak Police and personnel, who rushed to assist passengers, render aid, assess the situation and implement a clear response plan. The Mayor of Philadelphia organized a "Moment of Reflection" event on Sunday to recognize those who were onboard the train, as well as those who helped in the response and aftermath of the tragedy. I was humbled to represent Amtrak at that event, along with several other Amtrak employees.

Since the derailment, Amtrak staff and crew have worked around the clock to repair the infrastructure necessary to restore service for all the passengers who travel along the Northeast Corridor. Our repairs have been made with the utmost care and emphasis on safety, including complete compliance with Federal Railroad Administration directives. Through our hardworking crews, we were able to restore normal passenger rail service on the Northeast Corridor this morning.

I want to reinforce that safety is and always will be our number one priority. We have worked very hard to communicate this to our customers and the public. You can read about facts related to our

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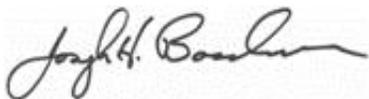
May 18, 2015 • Page 2 of 2

safety statistics and our Positive Train Control system on the [Amtrak blog](#).

Please remember that the Employee Assistance Program is available to support you and your families. Conversations with EAP counselors are strictly confidential. If you, a family member or fellow employee might benefit from consulting with EAP, please call (844) 268-7251. More information on EAP can be found on the Amtrak Intranet, under “Employees” → “Employee Assistance Program.”

I want to recognize the employees who have been working non-stop to repair the railroad, communicate with the families affected by this tragedy and keep America’s Railroad running. Thank you for everything you do for Amtrak. Your hard work and support to our customers and employees during this difficult time is especially appreciated.

Sincerely,



Joe Boardman
President and Chief Executive Officer



special employee advisory

May 13, 2015 • Page 1 of 1

Northeast Regional Train 188 Incident

Dear Co-workers

On Tuesday, May 12 at approximately 9:45 p.m., Amtrak Northeast Regional Train 188, operating from Washington to New York, derailed in northeastern Philadelphia. There were approximately 238 passengers and 5 crew members on board.

We are deeply saddened by the confirmed fatalities resulting from the derailment. Local emergency responders and senior Amtrak leadership are on the scene and an investigation is ongoing.

During this difficult time, the Employee Assistance Program is available to support all employees and their families. EAP counselors are very familiar with the unique challenges employees may face on the railroad, and conversations with the counselors are strictly confidential.

If you, a family member or fellow employee might benefit from consulting with EAP, please call (844) 268-7251. More information on EAP can be found on the Amtrak Intranet, under "Employees" → "Employee Assistance Program."

We will update you as the investigation progresses and further information becomes available.

Our thoughts and prayers are with our passengers, crew members and their loved ones.

Sincerely,



DJ Stadtler
Executive Vice President and Chief Operations Officer



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May 14, 2015 • Page 1 of 1

Please post this on crew bulletin boards and discuss at staff meetings, crew briefings and roll calls.

Reminder – Refer All News Media Requests to Corporate Communications

Given that there is an ongoing NTSB investigation into the Train 188 derailment, this is an opportunity to remind all employees about Amtrak's existing policy that only the Government Affairs and Corporate Communications (GACC) Department are authorized to speak to the news media on behalf of the corporation. This is designed to ensure that accurate and consistent information is provided to the news media, and that the information is also appropriately communicated within the corporation.

Please refer any news media inquiries to Amtrak Corporate Communications. Contact information for the regional [Media Relations Offices](#) is listed below:

Media Relations Washington
(202) 906-3860
MediaRelations@amtrak.com

Media Relations New York
(212) 630-6933
MediaRelationsNY@amtrak.com

Media Relations Chicago
(312) 544-5390
MediaRelationsChicago@amtrak.com

Media Relations Oakland (California)
(510) 238-4360
MediaRelationsOakland@amtrak.com



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June 23, 2015 • Page 1 of 1

Dear Colleagues:

Last week, Mike DeCataldo, Susan Reinertson, Polly Hanson and I – along with about 20 of our co-workers from the Northeast Corridor business line – participated in an extremely valuable emergency preparedness exercise in conjunction with our partners at New Jersey Transit.

The weeklong course at the Texas A&M Engineering Extension Service (TEEX) Emergency Operations Training Center in College Station, TX was a challenging, yet rewarding hands-on exercise that reinforced how crucial it is for us to coordinate, cooperate and communicate with our partners – particularly during large scale incidents and special events.

The lessons we learned apply to our business in many different ways. We'll incorporate some of them into the post-incident analysis of our Train 188 derailment response, and draw on them in planning for events such as the upcoming Papal Visit that involve several of our agency partners. There are also day-to-day applications which we'll look to integrate where and when it makes sense. Our department of Emergency Management & Corporate Security continues working to bring structure to our processes and these lessons will both inform our planning efforts and supplement existing training programs and exercises.

Importantly, we also strengthened our already close relationship with New Jersey Transit. At both the executive and staff levels, we built personal relationships over the course of the exercise that provided both agencies with a better understanding of how each functions. While there are similarities and differences in our operations, one of the major takeaways was the idea that success for both agencies depends on us working together. This is crucial for Amtrak, as our Partner Satisfaction Index is a key performance indicator upon which we are all measured.

TEEX is one of the most sophisticated emergency management training campuses in the world, and we are grateful that our friends at NJT invited us to participate in last week's activities. As a management team, we were very impressed with the training and plan to seek opportunities for more of us to take advantage of this resource in the future. We will continue to keep you posted as those plans develop.

Thank you for your hard work on behalf of Amtrak.

Sincerely,



DJ Stadtler
Executive Vice President and Chief Operations Officer



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October 5, 2015 • Page 1 of 1

Amtrak Train 55

Amtrak Train 55 – the Vermonter – partially derailed this morning while travelling from Saint Albans, Vt., to Washington, D.C. The event occurred at 10:25 a.m. ET, in the vicinity of Northfield, Vt.

There were 102 people were reportedly on board – including 98 passengers and four crew members. The injured have been transported to local hospitals to receive treatment for injuries while alternative transportation is being arranged for all passengers.

We are continuing to work on the scene with first responders and the Vermont State Police. We also have updated the National Transportation Safety Board (NTSB) about this incident, and will continue to work with all local, state and federal authorities to provide the necessary information. In addition, we are working with the local Red Cross to ensure our passengers have what they need during this time.

Our Employee Assistance Program counselors are available to speak with you should the need arise. Assistance is always available by going to <http://wiki.intranet.nrpc/display/EAP/Home> and finding a counselor located near you. You can also call 844-Amtrak1 ([1-844-268-7251](tel:1-844-268-7251)) or go to www.achievesolutions.net/AmtrakEAP.

We appreciate the efforts of all our colleagues responding to and assisting with this incident. We will provide further updates as more information becomes available.



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November 4, 2015 • Page 1 of 1

A Message from DJ Stadtler

Dear Colleagues:

We will be extending the response time for the Organizational Culture Diagnostic Instrument (OCDI) until November 15, 2015.

I expect that you will support this very important initiative. We can only make progress by having our employees identify what issues need to be addressed.

Employees can access the survey on the Amtrak Intranet at *Safety>Safe2Safer>2015 OCDI* or [click here to begin the survey](#). If this link does not work, copy and paste <https://bstsolutions.inquisiteasp.com/surveys/R72584/> into your web browser.

Supervisors and managers should set aside some time for employees to participate. There should be no question about the importance to the company of OCDI responses.

Thank you.

Sincerely,



DJ Stadtler
Executive Vice President and
Chief Operations Officer



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2016



January 21, 2016

Employee Update - Winter Storm Advisory – Safety Tips & Inclement Weather Policy

Amtrak NEC employees and supervisors,

As you may be aware, the National Weather Service is forecasting a severe winter storm that will affect the Northeast and southern regions of the country. The latest forecast calls for snow to begin on Friday morning, with heavier accumulation occurring in the afternoon.

Your safety and the safety of our customers is our No. 1 priority. In preparation for this storm, we ask that you review the following:

KEEPING SAFE DURING A SNOW STORM – TIPS

Amtrak's Emergency Management and Corporate Security (EMCS) department reminds you winter storms and cold temperatures can be hazardous, but if you plan ahead, you can stay safe and healthy. The attached advisory provides tips on how you can stay safe.

COMING INTO WORK – INCLEMENT WEATHER POLICY

Amtrak has an Inclement Weather Policy that provides guidelines to employees and supervisors on coming into work during bad weather events such as this upcoming storm. Non-agreement employees are covered under this policy, [here](#) – while agreement employees are covered under the provisions of their labor agreements.

In addition, Amtrak also has a policy for allowing employees in some positions to telework during emergency situations. Amtrak's telework policy is [here](#). Supervisors and employees who are able to telework should begin discussing and preparing for the possibility of teleworking tomorrow. In the event that teleworking is not an option for you, and if you feel you cannot come into work safely, you may use one of your available vacation or personal days.

We don't want anyone taking unnecessary risks in coming into work during bad weather. At the same time, people are expected to make every reasonable effort report to work and use the same judgment to ensure that they leave work so that they can return safely. Our customers and our families are counting on us.

special employee advisory

February 9, 2016 • Page 1 of 2

Dear fellow employees,

Because I respect you, it is important to me that you understand the current state of our business.

Every year, we make a commitment to the American people, Congress and our Board of Directors that we will successfully operate our business within our given budget. This budget is a set amount of money that we need to operate our trains, build our infrastructure, and employ and grow our people. A critical part of operating within our budget is to for us to realize the ridership and revenue levels that we expect to achieve.

You know that we had a challenging end to fiscal year 2015. And you need to be aware that prevailing market conditions are going to make fiscal year 2016 even more difficult.

Continued low gas and oil prices are hurting our ridership levels. Two years ago, the price of crude oil was more than \$100 a barrel. Last year, it was \$60 a barrel. Today, it is has fallen to almost \$25 a barrel. As a result, the price of gas is now about \$2 a gallon nationally – the lowest it has been since 2009. When gas prices are cheap, many customers who normally ride with Amtrak are either choosing to drive for shorter trips, or choosing to fly for longer trips. Either way, our bottom line takes a big hit.

Our ridership and revenue levels have also been impacted by several other factors outside our control. Bad weather has caused several costly service disruptions -- most notably the recent Northeastern blizzard, and flooding on the Texas Eagle and City of New Orleans routes. We also had a disappointing Thanksgiving season, as lower gas prices contributed to a year-over-year decline in ridership. Believe it or not, we are also hurt by a strong U.S. dollar, which has hurt our international sales.

Together, these factors have been causing us to underperform against our budget for some time. In FY 2015, we committed to our stakeholders that we would achieve \$235M on an adjusted operating loss basis. Due mostly to lower-than-expected revenues, we fell \$70M short of our commitment, ending the year with a \$305M adjusted loss.

This revenue decline has continued in the first quarter of FY 2016. The Amtrak budget passed by the Board of Directors last September expected our adjusted operating loss for FY 2016 to be \$245M. That adjusted loss was predicated on increased revenue and holding fixed costs down. We're falling short on both counts this year. Revenues are continuing to decline, and we haven't successfully managed our costs, especially in the areas of salaries, wages and overtime. Our company needs cash to pay our daily expenses, and our cash position is becoming a concern.

We have seen these warning signals, and we have already taken some initial actions to improve our position. In January, I asked senior managers to develop new revenue enhancing strategies and cost-saving options for



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February 9, 2016 • Page 2 of 2

consideration. I also asked our department heads in January to cut their FY 2016 budget by an average of 3.8%.

For those of you who know me, you know that I am committed to operating with integrity and transparency. I am compelled to tell you that while these initial reductions are a good start, it's not enough. We are going to need to take more aggressive actions to reduce our costs – some of which may be painful to take. Our senior leadership team is evaluating all our options, and our goal is to achieve our cost-reduction goals with as little impact to our people as possible.

In the meantime, I need your help. We need to rally together and have a laser focus on reducing or eliminating all discretionary spending that is within our control:

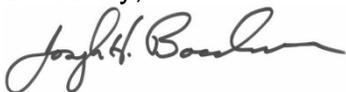
- We should eliminate all non-essential business travel. If at all possible, please conduct your business by phone or video conference.
- We should delay any cost-intensive projects that are not essential to the operation of our business.
- We should delay hiring new employees, where possible.

I want to be clear: We will continue making all necessary investments to keep our employees and customers safe. Our total commitment to safety remains unconditional, regardless of market conditions.

I will update you on a regular basis about the state of our business. I know many of you personally and I know you are good people who want to do the right thing for the company and for the country. I will do everything I can do to support our Amtrak team, and I appreciate your continued support in helping us get through this difficult time.

Be safe, and be at peace with each other,

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February 4, 2016 • Page 1 of 1

In Memoriam: Gilbert E. Carmichael

Gilbert E. Carmichael

June 27, 1927 - January 31, 2016

With sadness, Amtrak marks the passing of Gilbert E. "Gil" Carmichael, a Mississippi businessman who sat on the Amtrak Board of Directors from 1989 to 1992. Carmichael passed away on Sunday evening in Meridian, Miss., at the age of 88.

Building on his success as a car dealer and real estate developer, Carmichael ran for the U.S. Senate in 1972 and later the governorship of Mississippi. He was involved with the transportation industry for many years and became a strong advocate for both passenger and freight rail as components of the nation's intermodal transportation system.

Under President George H. W. Bush, Carmichael led the Federal Railroad Administration (FRA) from 1989 to 1993. He sat on the Amtrak Board of Directors as the representative of the U.S. Secretary of Transportation.

During Carmichael's leadership, the FRA contributed to the creation of the Intermodal Surface Transportation Efficiency Act of 1991. Recognizing the near-completion of the interstate highway system, this federal transportation bill emphasized the need for a balanced intermodal transportation system that included passenger rail. The legislation also called for the designation of high-speed rail corridors.

In 1996, Carmichael helped establish the Intermodal Transportation Institute at the University of Denver, and he chaired its board from 1997 to 2001.

Carmichael was also appointed to, and chaired, the Amtrak Reform Council, an independent federal commission established under the Amtrak Reform and Accountability Act of 1997. Among its duties, the council made recommendations on how Amtrak could improve its operational and financial performance. Gil worked closely with the Amtrak Board of Directors, presidential administrations and Congress.

Gil Carmichael will be remembered for his many civic contributions and for being a devoted husband and loving father. He will be missed, and Amtrak offers its condolences to Carmichael's family and friends.



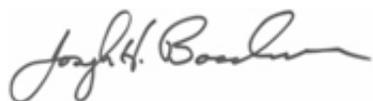
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February 4, 2016 • Page 2 of 2

Sincerely,



Joe Boardman
President and Chief Executive Officer



special employee advisory

February 22, 2016 • Page 1 of 2

Dear fellow employees,

I have been thinking a lot about what we need to do to become a safer company and ensure we are reliably that way. We often say that "Safety is the No. 1 priority at Amtrak" -- but what do we really mean by that?

I see it as part of our license to operate. We have an obligation to ourselves, to our customers, and to everyone around us to make sure that everybody goes home in the same condition that they came into work, or boarded one of our trains.

An important part of living up to this obligation is accountability. We need to build a culture where everybody knows what is expected of them -- and everybody understands that there are serious consequences for not living up to the high standards we have set for ourselves.

Today, we are taking an important step in continuing to improve our safety culture by introducing our Cardinal Rules. These rules are a set of 10 safety actions and behaviors that each of us must follow, every day, as a condition of our continued employment at Amtrak. These 10 rules have been identified by our Executive Safety Council as essential to maintaining workplace safety —and in fulfilling the obligations we have set for ourselves, our customers, and the public.

These rules apply to all employees -- agreement and non-agreement alike. While many of these rules address the operations environment, we **all** have an obligation to see that they are observed and enforced.

You can read more about our Cardinal Rules which are included at the end of this letter. I'm also asking that we have Stand Down meetings across the entire company on this subject. I expect that your supervisor will be discussing these rules with you in the coming days, and what they mean for all of us.

For now, I am asking you to do three things with these Cardinal Rules.

First, read them carefully. You must follow them, to the letter, every day. If you have any questions or concerns about any of them, ask your supervisor.

Next, you need to appreciate the full scope of accountability here. Every employee's employment at Amtrak depends on following these rules every day. A violation of any of these rules, or a failure to report any violation of these rules, will be handled with zero tolerance.



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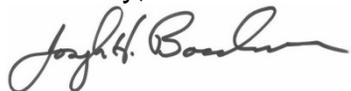
February 22, 2016 • Page 2 of 3

Any employee's failure to comply with these rules, or failure to report any noncompliance with the rules, shall be the basis for discipline, including dismissal. Given the importance of these rules, termination is likely.

Finally, I ask that you join me in standing up and saying we won't tolerate any behavior at Amtrak that fails to place safety first. This shouldn't just be Amtrak's professional expectations. It should be, at a personal level, yours and mine, too. It should be completely unacceptable to accept anything less.

We are a caring company filled with hard working, dedicated, and responsible people. But we should never cut corners or look the other way when it comes to safety. Thank you for your continuing support and leadership.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February 22, 2016 • Page 3 of 3



10

Cardinal Rules

The following actions constitute serious violations of Amtrak's Operating Rules and Standards of Practices that put life and limb at risk. Violations of these rules will be handled with zero tolerance. Discipline for any such violations will likely lead to immediate dismissal.

1. Any unauthorized tampering with or disabling of an approved safety device.
2. Any serious failure to comply with applicable Lock Out/Tag Out procedures and AMT-2 Electrical Operation System procedures.
3. Any serious failure to comply with confined space entry requirements for all permit required confined spaces.
4. Any unauthorized use of an electronic device when operating or riding moving equipment; directing equipment movement; assisting in preparing equipment for movement; and performing service on the ground, in yards, or on main track.
5. Falsification of inspection or maintenance documents.
6. Cheating on required exams.
7. Working on, under, between rolling equipment without proper Blue Signal Protection procedures.
8. Failure to comply with Shoving and Backing Movements procedures.
9. Failure to comply with approved Fall Protection Equipment procedures where required.
10. Failure to comply with applicable Roadway Worker Protection (RWP) Procedures.

All alleged violations shall be immediately and thoroughly investigated. Findings demonstrating violations of these rules shall warrant severe discipline, likely dismissal. Should extenuating circumstances arise that warrant variation in discipline, they will be reviewed, and discipline shall be approved by the Cardinal Rules Review Board consisting of our Chief Transportation Officer, equivalent officers as necessary, and Labor Relations as necessary.



special employee advisory

February 9, 2016 • Page 1 of 2

Dear fellow employees,

Because I respect you, it is important to me that you understand the current state of our business.

Every year, we make a commitment to the American people, Congress and our Board of Directors that we will successfully operate our business within our given budget. This budget is a set amount of money that we need to operate our trains, build our infrastructure, and employ and grow our people. A critical part of operating within our budget is to for us to realize the ridership and revenue levels that we expect to achieve.

You know that we had a challenging end to fiscal year 2015. And you need to be aware that prevailing market conditions are going to make fiscal year 2016 even more difficult.

Continued low gas and oil prices are hurting our ridership levels. Two years ago, the price of crude oil was more than \$100 a barrel. Last year, it was \$60 a barrel. Today, it is has fallen to almost \$25 a barrel. As a result, the price of gas is now about \$2 a gallon nationally – the lowest it has been since 2009. When gas prices are cheap, many customers who normally ride with Amtrak are either choosing to drive for shorter trips, or choosing to fly for longer trips. Either way, our bottom line takes a big hit.

Our ridership and revenue levels have also been impacted by several other factors outside our control. Bad weather has caused several costly service disruptions -- most notably the recent Northeastern blizzard, and flooding on the Texas Eagle and City of New Orleans routes. We also had a disappointing Thanksgiving season, as lower gas prices contributed to a year-over-year decline in ridership. Believe it or not, we are also hurt by a strong U.S. dollar, which has hurt our international sales.

Together, these factors have been causing us to underperform against our budget for some time. In FY 2015, we committed to our stakeholders that we would achieve \$235M on an adjusted operating loss basis. Due mostly to lower-than-expected revenues, we fell \$70M short of our commitment, ending the year with a \$305M adjusted loss.

This revenue decline has continued in the first quarter of FY 2016. The Amtrak budget passed by the Board of Directors last September expected our adjusted operating loss for FY 2016 to be \$245M. That adjusted loss was predicated on increased revenue and holding fixed costs down. We're falling short on both counts this year. Revenues are continuing to decline, and we haven't successfully managed our costs, especially in the areas of salaries, wages and overtime. Our company needs cash to pay our daily expenses, and our cash position is becoming a concern.

We have seen these warning signals, and we have already taken some initial actions to improve our position. In January, I asked senior managers to develop new revenue enhancing strategies and cost-saving options for



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special employee advisory

February 9, 2016 • Page 2 of 2

consideration. I also asked our department heads in January to cut their FY 2016 budget by an average of 3.8%.

For those of you who know me, you know that I am committed to operating with integrity and transparency. I am compelled to tell you that while these initial reductions are a good start, it's not enough. We are going to need to take more aggressive actions to reduce our costs – some of which may be painful to take. Our senior leadership team is evaluating all our options, and our goal is to achieve our cost-reduction goals with as little impact to our people as possible.

In the meantime, I need your help. We need to rally together and have a laser focus on reducing or eliminating all discretionary spending that is within our control:

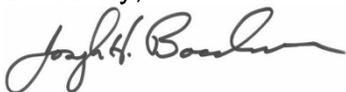
- We should eliminate all non-essential business travel. If at all possible, please conduct your business by phone or video conference.
- We should delay any cost-intensive projects that are not essential to the operation of our business.
- We should delay hiring new employees, where possible.

I want to be clear: We will continue making all necessary investments to keep our employees and customers safe. Our total commitment to safety remains unconditional, regardless of market conditions.

I will update you on a regular basis about the state of our business. I know many of you personally and I know you are good people who want to do the right thing for the company and for the country. I will do everything I can do to support our Amtrak team, and I appreciate your continued support in helping us get through this difficult time.

Be safe, and be at peace with each other,

Sincerely,



Joe Boardman
President and CEO



special employee advisory

February 19, 2016 • Page 1 of 1

Dear fellow employees,

I promised that I would keep you updated on the state of our business. Last week, I shared with you that we have been underperforming against our budget for some time. I am writing you again so soon because our revenue management team just reviewed Amtrak's final performance metrics for the month of January. As a result, there are some concerns I want to share with you, and some actions we are going to start taking as a company to address revenue and cost issues.

First, we are falling further behind our budget commitment for the fiscal year. Our ticket revenue projections for FY 2016 have gotten worse in February, as gas prices remain low and market conditions remain soft.

Next, I appreciate the work that everyone has done to help us reduce our costs – but I have reviewed the recommended cuts, and in many cases, we are delaying or eliminating investments that are critical to our future while not looking at underlying cost issues.

Our challenge is to keep building Amtrak for the future while managing our way through this difficult financial situation today. Between new safety regulations, technology upgrades and infrastructure needs, we need to make sure that we are continually upgrading our skills and tools.

You need to understand that our industry peers are working through the same challenge – and in many cases, they are taking drastic actions. Just two weeks ago, Norfolk Southern announced it was reducing its workforce by 2,000 employees by 2020. Union Pacific has also made headcount reductions. Further, BNSF Railway recently laid off 100 people at yards in North Dakota and Minnesota, and CSX recently said it would begin streamlining its mechanical operations at 16 locations. These companies are preparing for a new industry normal, just as we must.

For now, we are taking action that will impact future hiring. Effective immediately, we are introducing a new approval process for open positions. When an Amtrak employee leaves the company, the position can no longer automatically be kept open. All vacant positions will be eliminated. A department that wants to fill the position will need to get approval from its Company Operating Team (COT) member, who then must ultimately get approval from me. To be clear, our commitment to safety and security remains unconditional. We will make sure that our



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special employee advisory

February 19, 2016 • Page 2 of 2

Safety, Police, EMCS and Train Operation positions continue to get the resources and people they need.

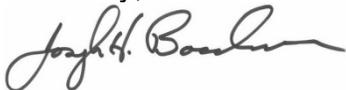
This is a meaningful action. We have many positions at Amtrak that have been held open for a long time. When these positions are left open, the funding for these positions stays within the department – and can be used for other purposes, as the department sees fit. This practice is not an efficient use of our resources. This action will force all of us to be more purposeful in how many people we hire, how we staff our operations, and how we use our people the most efficiently and productively.

I am committed to taking this process one step at a time – and if we can do this without impacting current jobs, that would be my desire. Our customers and stakeholders are demanding that we operate at the highest levels of efficiency and performance. Their expectations of us are much higher now – and meeting them will be no easy task for any of us. But I am confident that all of us, working together, can meet these challenges.

I know that many of you are concerned about your jobs. Once again, I ask that you continue working together to find new and creative ways to generate revenue, save costs and work more efficiently. I also want to thank you for the work you have done in improving our safety and customer satisfaction performance year-over-year. Our continued progress in these areas is essential to our ability to operate successfully.

I will keep you updated on our progress. Thank you for your continued support.

Sincerely,



Joe Boardman
President and CEO



special employee advisory

November 24, 2015 • Page 1 of 3

A Message from Joe Boardman

Our Journey Together – the Past Seven Years

This Thanksgiving marks my seventh year with Amtrak. I have always found the holidays and personal milestones to be good times to reflect on where I've been, and what lies ahead.

As many of you will probably remember, I came aboard the day before Thanksgiving, 2008. The first thing I wanted to do was talk to our people. Joanne and I spent time on Thanksgiving Day in Washington Terminal, the crew base, the platforms, talking with employees about the state of the company and thanking them for their work on that Thanksgiving Day.

At the time, as you may remember, we had just emerged from a prolonged and contentious set of contract negotiations that ended in a Presidential Emergency Board. The “brush with bankruptcy” was just a few years in the past, and although ridership had started what turned out to be a phenomenal run of growth, it had been a tough couple of years. I heard a lot about the state of the company – about what it was, but also what you hoped it could be, for our employees were already beginning to understand how *Acela* was changing the way Americans thought about Amtrak and passenger rail. I learned a lot about what was happening at the company, and by traveling to where you worked, I saw so many of the places served by our system. As someone from the Northeast, but raised on a dairy farm in rural New York, I came with an understanding of how vital our national network services were to those small rural communities across our nation. In the seven years since I've logged more miles on our train routes than nearly all previous CEO's combined and I appreciate our critically important impact even more to the mobility and economic vigor of the small communities of this nation.

What I've come to learn from all my visits and travel was that although our employees were doing a great job of keeping the company going, they needed some things from management. Amtrak was no longer in survival mode, because employees were beginning to ask me how they could build and grow our business, where just a few years before they would have been asking if they still had jobs. We owed them clear guidance, plans and an organization that aligned their efforts to accomplish clear-cut goals, and the tools to do the job.

The last of these came first – for just three months after that Thanksgiving, Congress passed the Recovery Act, which provided



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special employee advisory

November 24, 2015 • Page 2 of 3

unprecedented amounts of money for investment in our system, equipment, and infrastructure. While we were undertaking the enormous task of investing this funding, I was looking at ways to change the culture of this company to reflect the many changes in technology, society, and the railroad industry. We moved quickly, made good plans, and made investments across the system.

As we were doing all of these things, we were also benefitting from the tremendous growth in ridership and revenue which followed the introduction of *Acela* and the significant post-2008 improvements in OTP that our off-NEC services enjoyed. We used that opportunity to transform our business. We worked hard to improve our partnerships with our customers, we invested in our facilities and customer-facing functions like eTicketing and Wi-Fi, and we implemented our business line organization, so that we could bring each type of service the focus it deserved. We cut our debt by two thirds, and Amtrak now has the financial ratings needed for the next stage of fleet investments – which will make as big an impact as *Acela* did fifteen years ago.

We made early decisions in my tenure to make the most urgently needed investments in our fleet, and the delivery of new electric locomotives and long distance equipment is well underway. These investments and debt reduction efforts have set the stage for our next big equipment order – a fleet of 28 trainsets to replace the existing *Acela* equipment. These trains will be as much – if not more – of a game-changer as the *Acelas* were. We will get more trains, more cars, and more seats – and this will give us the capacity we need to drive the company ahead in the decade to come. I look forward to an official announcement on that in early 2016.

For Amtrak it has never been easy – and never more so than this year. The Train 188 incident was a terrible reminder of how serious our responsibilities are. But I think it also affirmed our early decision to push for the extension of positive train control on the NEC. When we complete that task this year, we will be the only major carrier in the railroad industry to provide its main line with such extensive protection.

Of all the physical changes we've accomplished, PTC implementation is closest to my heart. But we've done an awful lot over the last seven of years, and I think we can all take great pride in all this company has accomplished. We are a different Amtrak, a stronger and more businesslike company, capable of realizing the vision we have for it. I'm reminded by a lot of people in Washington that we need to run it like a business, and I support that. But I am also reminded time and again by our passengers – and by you – that we provide a vital public



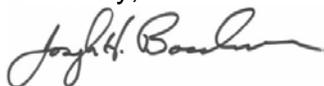
special employee advisory

November 24, 2015 • Page 3 of 3

service. Our national network serves the common good of our nation's people better and with more scheduled stations stops than the airlines. People want to be treated decently, and they appreciate our efforts – that's why we feel like we can call ourselves America's Railroad®.

At this time of year we set aside a special day to be thankful. Yet we know we need to be thankful every day, and I am, for and I am especially thankful to work with you, and to be inspired by you. I wish each of you a safe and happy holiday with your loved ones – and a successful new year individually and for Amtrak.

Sincerely,



Joe Boardman
CEO and President



special employee advisory

January 25, 2016 • Page 1 of 1

Winter Storm Jonas- Amtrak Keeps Running

Dear Colleagues,

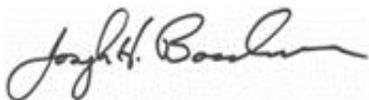
Thank you to the men and women of Amtrak who kept America's Railroad® open and kept trains running during winter storm Jonas.

With airlines cancelling more than 12,000 flights, intercity buses parked and other rail carriers shut down, we stood alone in being able to provide dependable transportation service in the hardest hit areas. Our planning and execution were outstanding and our experience and teamwork enabled us to under-promise and over-deliver. Every department had a role to play and each played that role with distinction.

Preparing for storms of this magnitude is a year-round obligation. Decisions made months and years ago to storm-harden our infrastructure and rolling stock, paid dividends during this historic storm.

Yet not a wheel would have turned without a dedicated and committed workforce. Whether you were able to make your way in, perform your duties and head home or whether you spent long days on the railroad followed by short nights in hotels or sleeping cars, I appreciate your extraordinary effort and thank you for your service.

Sincerely,



Joe Boardman
President and Chief Executive Officer



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special employee advisory

February 1, 2016 • Page 1 of 2

Critical Compliance Requirements

Dear Colleagues,

Ever since we launched the Management Control Framework (MCF) process three years ago, thanks to Amtrak employees across the Company, we have seen a continuous flow of process improvements.

In fact, we have seen over 400 reported process deficiencies resolved in that period, and the progress is accelerating. Thank you for your contributions to this effort.

We have learned from this process that the greatest benefits are achieved when the documentation of our objectives, risks and controls is complete and well organized. We have also determined that there is a significant benefit to having a comprehensive understanding of specific requirements with which Amtrak must ensure compliance (e.g. defined in Policies, procedures, laws, regulations, etc.).

In order to ensure that Amtrak's documentation of compliance requirements is comprehensive, I have asked Matt Gagnon and the Amtrak Controls Team to take the following steps:

- Identify each function currently performing activities related to risk management and compliance;
- Obtain and review available documentation of compliance requirements for completeness;
- Identify the associated objectives, risks and controls within the current MCF; and
- Where we lack an objective that explicitly states our intent to comply with each requirement, add such an objective.

So that this information is available for our 2016 MCF self-assessment and so that we are able to timely address any compliance issues as soon as possible, I have asked that this effort be completed over the next four months. Please be responsive to requests about compliance requirements in your areas.



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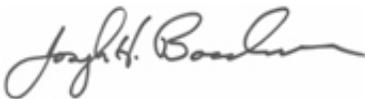
special employee advisory

February 1, 2016 • Page 2 of 2

If you have information to share regarding compliance activities in your area, or have any suggestions for improving Amtrak's management controls, please do not hesitate to contact your manager or the Amtrak Controls Team directly at ACT@Amtrak.com.

I appreciate your contributions to the success of this effort.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Boardman". The signature is fluid and cursive, written in a professional style.

Joe Boardman
President and Chief Executive Officer

