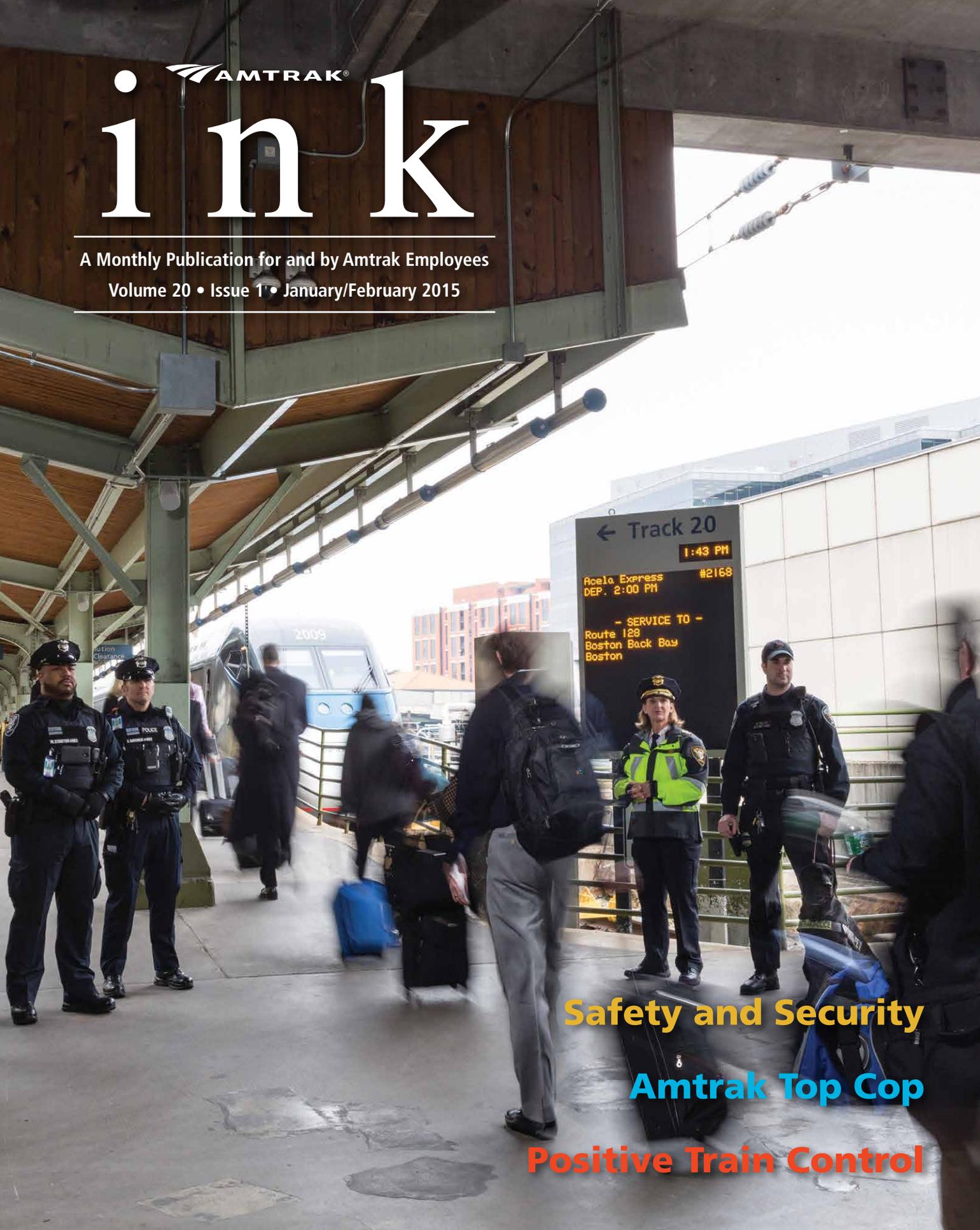




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A Monthly Publication for and by Amtrak Employees
Volume 20 • Issue 1 • January/February 2015



Safety and Security

Amtrak Top Cop

Positive Train Control

Train of Thought

We deliver intercity transportation with superior safety. That is part of our mission, a core value and a pillar in our Strategic Plan. As the plan defines it: Our Safety and Security goal is to set the industry standard for safety and security to ensure that every customer and employee goes home injury-free every day.

This Safety and Security goal is critical to our company's long-term business strategy, and we continue to work on initiatives that support and reinforce our Safety and Security goal.

We are strengthening our behavior-based safety process and instilling a culture that, regardless of function or rank, encourages employees to base their day-to-day decisions and actions on whether or not they reduce safety risks.

The System Safety Department is in the process of updating and rewriting all of our safety rule books. By the end of the calendar year, each safety rule book will emphasize a behavior-based approach to safety as well as include safety rules that address the latest technology in the industry.

Working together, Emergency Management and Corporate Security (EMCS) and the Operations Department are building up our emergency communications system. Today, a revitalized communicator system, which includes text

and email updates, allows a better line of contact between CNOC and our operations centers to coordinate information going to all internal partners who need to be informed of major updates or emergencies concerning train operations.



Joseph H. Boardman

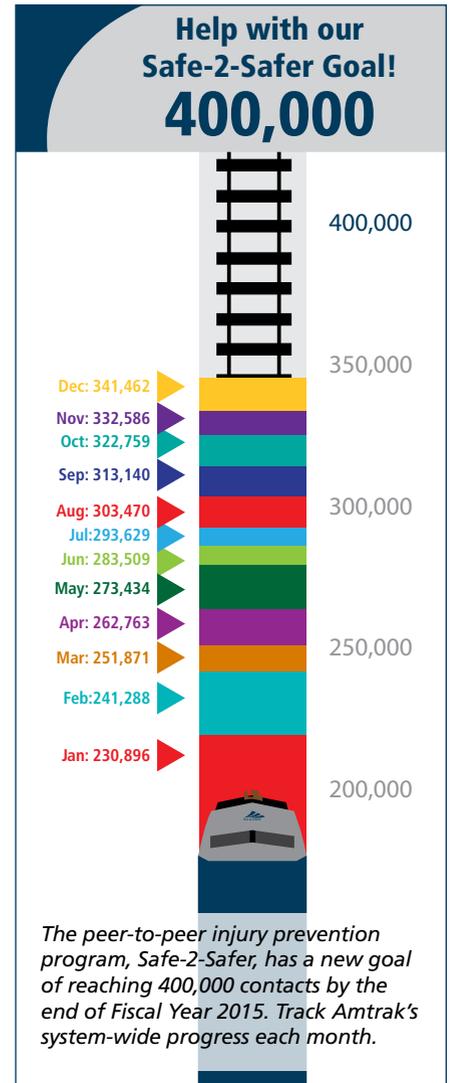
The Amtrak Police Department (APD) is building partnerships with other law enforcement and security entities to extend our protection beyond stations and trains to the full rail network and surrounding area.

Our Safety and Security goal extends to our neighbors, including those who live, work, travel or play near our right-of-way or any Amtrak property. The APD and EMCS deliver training to hundreds of employees, and local, state and federal first responders throughout the nation and participate in multiagency drills. The Safety Department supports our involvement with Operation Lifesaver, and in collaboration with APD, continuously works to create rail safety awareness.

These are only a few items in a list of ongoing actions to achieve our Safety and Security goal and foster a safety culture. But when you think about it, we all have the opportunity to contribute positive actions that support our goal. What can you do? It can be as simple as being more alert and calling 800-331-0008, texting APD11 or calling 911 if you see something suspicious, or

need to report an emergency or crime. You can also volunteer your time with initiatives such as the Amtrak Ambassador program or Operation Lifesaver. Above all, continue to work safely and report injuries and safety incidents.

We all have a stake in this, and we can all make a difference. ■



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Table of Contents

4 Bulletin Board

Meet the Customer Advisory Committee. Updates to Employee Assistance Program Services. Amtrak Customer Experience (ACE) Program.

8 Leadership Q&A

Amtrak Police Department Chief Polly Hanson

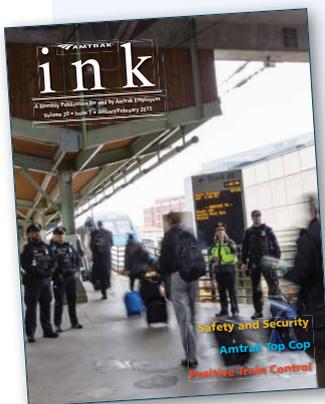
14 Positive Train Control

16 Amtrak Ambassador Program

The Amtrak Ambassador Program kicked off to a great start. Find out how to become an Amtrak Ambassador

19 Employee Milestones

A Note from the editor: This issue of Amtrak *Ink* covers the months of January/February. Our next edition will also be a two-month issue featuring news from March/April.



On the Cover

Amtrak Police Department Chief Polly Hanson, along with Officers James Shieder, William Stratton, and Ryan Tullar with K-9 Ivan, observe the boarding of Train 2168 departing from Washington Union Station.

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Front Line Focus

“I just had to write and tell you about an exceptional employee you have working as a sleeping car attendant on the *California Zephyr* (Emeryville to Chicago). We travel Amtrak whenever we can and have never experienced such wonderful organization and detail that Antonio Bass provides. We were aboard Amtrak on Tuesday, November 18–19, 2014.

Antonio should be highly commended for all the extraordinary service, which he provides daily, always with a smile and sunny disposition.”

Sincerely,
Norma and Ronald Gadzinski
Makanda, Illinois

“On December 2, 2014, I had the pleasure of riding the south-bound *Coast Starlight* from Martinez to Los Angeles. Debbie Knowlton, Pacific Parlor Car attendant, deserves special commendation from Amtrak management. Debbie obviously loves her job and provided the best experience possible for all her passengers.

For me, she went way beyond her job description. I inquired about purchasing a *Coast Starlight* engraved wine glass to replace one I acquired years ago that recently broke. Debbie explained the glasses are no longer available, but she had two left from a batch she purchased herself some time ago. She took my contact information and told me she would mail these to me at no charge. Two days later, as I was returning to Martinez on the *San Joaquin*, I received a call from Debbie letting me know she had mailed the wine glasses. I received these in perfect condition a short time later.

I could not have asked for better service from an Amtrak employee.

Please pass this letter along to the appropriate Amtrak managers. Debbie Knowlton is an example of Amtrak at its very best. Thank you for having her as an employee.”

Best regards,
Doug Kerr
Healdsburg, California



David Goodhand ▸ Amtrak

December 26 at 8:08am · 🌐

I want to commend Ed, our room attendant on Train 91 on Dec 23rd from DC to Orlando. We left something valuable in our room, which Ed found after we left the train. He packaged up the item and sent it back to Orlando, where we picked it up. He really went above and beyond, and we are very grateful.

Like · Comment · Share · 📧

9

The day in May 2015 when Amtrak Train Days will kick off in Chicago Union Station.

\$3,018.38

Food and beverage remittance that Lead Service Attendant (LSA) Clinton Boyea averaged per trip in December 2014 in the Café car of *The Vermonter*.

40,357

Number of views of the *Amtrak All the Way* video on YouTube.

Amtrak Customer Advisory Committee Provides Feedback, Offers Ideas

Given our goal of attracting and retaining the most satisfied customers of any travel company in the world, Amtrak taps the expertise of frequent travelers to keep its finger on the pulse of the passenger experience. The Amtrak Customer Advisory Committee (ACAC) is a 24-member panel, independently administered, consisting of passengers who volunteer their time to travel Amtrak system routes, and contribute feedback and possible solutions to improve our customer service.

Now entering its 18th year, the ACAC has emerged as an advisor and source of inspiration and ideas. “ACAC members come from all regions of the country and come from all walks of life. Their love of train travel and belief in Amtrak is clear,” said Senior Director of Customer Service Alan J. Frankey. “They want to see us fulfill our vision of providing a world-class passenger

experience that is second to none. ACAC members understand the potential of passenger rail to connect our nation’s communities and people.”

At its October meeting in Chicago, the ACAC focused heavily on train maintenance and on-time performance. During a tour of the Chicago yards, the advisory panel met with Mechanical staff members—car cleaners and repairmen, electricians, machinists, and others—to learn about challenges and improvements in turning around trains in an expeditious manner.

ACAC members employ this knowledge as they travel the country, serving as an extra set of eyes and ears on Amtrak trains. “We are a voice of the public,” said ACAC member Gwen Conner, a resident of San Bernardino, California. “As frequent riders, we listen to the opinions of other passengers and then bring this information to Amtrak staff members.”

Each year, as terms expire, the committee adds new members—as few as two or as many as six.



Amtrak Customer Advisory Committee (ACAC) members and Amtrak staff present an ACAC Customer Service Award to Steve Felder, Chicago Union Station red cap. From left to right: Jeff Weiler, ACAC member from Chicago; Alan J. Frankey, senior director of customer service; Steve Felder; Patrick Crowley, ACAC member and student at University of Illinois at Urbana-Champaign; Carol Haslett, ACAC chairwoman from Chagrin Falls, Ohio; and Sharon Slaton, senior communications specialist and Amtrak ACAC liaison.

These volunteers commit to traveling on Amtrak several times annually at their own expense, reporting on their trips, taking part in conference calls and attending regular meetings. Richard Lidbom, a new ACAC member from Winston-Salem, North Carolina, and his wife have ridden Amtrak for the past 15 years. “In our travels, we have experienced all levels of customer service and desired to find a way to commend excellence and recommend improvements where minor changes could result in a more satisfying passenger rail experience,” Lidbom said. “Membership in the ACAC provides me a proactive opportunity to do that.”

Recognizing that service excellence is key to the passenger experience, the ACAC honors outstanding employees. Its Customer Service Awards, the only awards given by passengers to Amtrak staff, “are cherished by all who receive them,” said ACAC Chairwoman Carol Haslett of Chagrin Falls, Ohio. Since 2003, the committee has honored employees with 115 awards.

Whether identifying customer needs, brainstorming potential solutions, or honoring outstanding Amtrak employees, the ACAC serves a vital role. “It provides Amtrak with objective, independent and well-researched suggestions for improving the quality of the customer experience and recommendations for improving the bottom line,” Lidbom said.

Know a passenger who would be an asset to the Amtrak Customer Advisory Committee?

- Suggest he or she apply for a three-year term, which begins October 1, 2015.
- Applications should be submitted by April 1.
- Several of the ACAC’s most productive members have been recommended by front-line employees and managers.
- Visit Amtrak.com for details and procedures or email ACAC@Amtrak.com.
- Amtrak employees and National Association of Railroad Passengers board members or employees may not serve.



Employee Assistance Program Manager Chian Gavin talks to a group of employees about the redesigned program.

New Services Through Employee Assistance Program

The Employee Assistance Program (EAP) has been redesigned to offer new services that focus on enhancing the lives of employees and their households. “Whether an employee works the extra board, sits at a desk or spends their days caring for passengers, these new program elements can be enormously helpful in managing life’s often complicated demands,” said Employee Assistance Program Manager Chian Gavin.

New services include

- Free and convenient counseling

sessions with an experienced, licensed counselor to address issues from family problems to achieving personal goals.

- Legal consultations.
- Financial consultations.
- Elder and child care referrals.
- A new website featuring articles, videos, calculators and quizzes to help improve health and manage life events.

Since the redesigned program became available, employees have been eager to take advantage of the new services. “I first called the EAP for counseling on some issues that I wanted to deal with. Then when my mom got sick, I called them back and asked for help with elder care resources. This is a really good service, and all Amtrak employees should think about how it could help them or their families,” an employee shared.

These services are confidential and free, and available to all Amtrak employees and their households. For questions or to start services, contact Amtrak EAP at 844-Amtrak1 (844-268-7251), or visit the website at www.achievesolutions.net/AmtrakEAP.

Amtrak Customer Experience: Educating Employees on Customer Focus

The Amtrak Customer Experience (ACE) program was created by the Customer Service team as part of the effort to support Amtrak's mission to deliver intercity rail transportation with superior safety, customer service and financial excellence.

ACE is a multidimensional, customer-focused development program that aims to redefine, elevate and transform Amtrak's customer service culture into a unique Amtrak customer experience. ACE is designed to work with all levels in Amtrak, from top to bottom, transforming the way we think about our customers.

ACE has five objectives:

- Embed Amtrak core values as the guiding principles in the Amtrak customer experience model.
- Define a customer experience

model that creates a shared understanding of expected behaviors and competencies.

- Develop, implement and support a national customer experience curriculum that will promote cultural and behavioral change within Amtrak.
- Create an environment where individual and team ownership of the customer's experience cascades throughout the enterprise.
- Create "quality circle" groups with representatives from all departments to remove the barriers that prevent the delivery of a superior customer experience.

The program starts with two days of interactive learning. Participants learn the concepts of customer experience and how to apply ACE to their individual Amtrak role as well as how it applies to others. Managers attend a third day of development that

supports them when implementing ACE plans for their specific Amtrak leadership responsibilities.

The idea for ACE came from Amtrak employees and customers. Through focus groups and surveys, an Amtrak Customer Experience Research Program identified the wants, needs, and expectations of customers. The ACE program is grounded in the participation and feedback of Amtrak employees who attended third-party focus groups and completed surveys in 2014, seeking their perspectives on the quality of Amtrak's customer service delivery and education.

The ACE team is led by the Customer Service Department and formed by members from other disciplines, including Human Capital; Northeast Corridor; Long-Distance and State-Supported business lines; Training and Development; Marketing; and Corporate Communications.

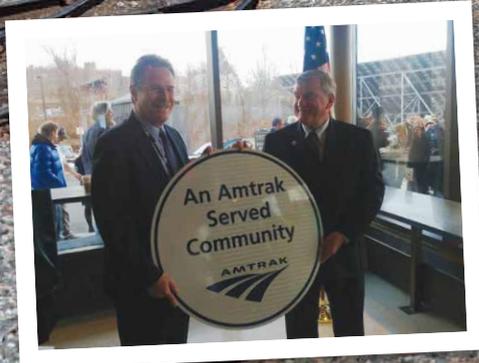
"The ACE program is a collaborative effort that values the perspectives of Amtrak employees, passengers and partners," said Vice President of Customer Service Tom Hall. "The program was developed with feedback provided by Amtrak employees and customers. We have built a unique program that recognizes our employees' commitment to Amtrak and enables them to deliver a consistent, superior customer experience."

Using this feedback, the ACE model aims to create one standard to collectively deliver a uniquely Amtrak superior customer experience.

More information on the program will be shared as it moves along with a pilot and more detailed rollout. In the meantime, employees can contact Senior Director of Customer Service Alan J. Frankey for additional information and status of the program. ■



The Amtrak Customer Experience supports the Customer Focus goal.



The Vermonter Reroute

The Amtrak *Vermonter* service reroute to the Knowledge Corridor started on December 29, 2014, with stops in Greenfield and Northampton, Massachusetts. *The Vermonter* will also add a stop in Holyoke, Massachusetts, later in 2015 when station work is complete.

The restoration of train service to the Knowledge Corridor has been a goal of the Massachusetts Department of Transportation and former Governor Patrick's Administration. They led the effort to improve

the Pan Am Southern tracks and shorten trip times within the Commonwealth. Funding for the project was provided through the Federal American Recovery and Reinvestment Act.

Amtrak partnered with local authorities to raise rail safety awareness in the communities

In Fiscal Year 2014, ridership on *The Vermonter* route increased 6.6 percent, providing service to more than 89,000 passengers.

Amtrak Police Department Chief Polly Hanson



Amtrak Senior Vice President and Chief of Police Polly Hanson joined Amtrak in 2012. Prior to Amtrak, she was director of the Office of Law Enforcement and Security at the U.S. Department of Interior where she was a commissioned federal special agent providing policy guidance and oversight of law enforcement, security and intelligence programs.

Amtrak *Ink* recently asked the chief about her role at Amtrak and how the Amtrak Police Department

(APD) supports our Safety and Security goal.

What is the mission of your department? How does it support the Strategic Plan?

The mission of the APD is to protect America's Railroad. It was created by an act of Congress which allowed Amtrak to have railroad police responsible for providing security to passengers, employees and Amtrak property. APD supports the Strategic Plan, most notably in

the areas of Safety and Security and Customer Focus.

Describe some key accomplishments your team achieved?

APD reduced employee injuries by 35 percent in Fiscal Year 2014 and increased train rides by 95 percent. We supported the New Jersey Transit Police with the 2014 Super Bowl by providing intelligence and staffing. The APD developed and delivered training to our Operation RAILSAFE



partners, worked with Emergency Management and Corporate Security, and provided active shooter training to Amtrak employees. Additionally, a leadership cohort program was developed for our captains that has been well received. We also produced a YouTube video about the APD for recruiting that is great. It can be found on our website: <http://amtrakpolice.com>.

What priorities and new initiatives are front and center for your team?

The APD wants to continue to enhance crime prevention through partnerships, preparedness and participation while using data, crime analysis and conversations about developing strategies to prevent crime. This will be known as Trackstat. We want to do our part to improve on-time performance. We continue to expand technology. We will be undergoing reaccreditation, and enhancing existing training for members to increase safety and improve our communication with customers.

What has impressed you about Amtrak? What are some challenges you see for Amtrak?

I enjoy working for Mr. Boardman. It is rare to have a boss who is a visionary manager and a leader. I am impressed with the fine men and women of the APD who are committed to customer service and their mission of protecting America's Railroad. I look forward to coming to work every day and being a part of such a unique organization. The challenges are the state of our infrastructure, funding, growing ridership and improving customer service.

Describe some of your career highlights and what has prepared you for this role?

Every job I've had prior to coming to the APD helped to prepare me for this position. I spent 27 years in mass transit with Metro in Washington, D.C., where I rose through the ranks to the position of chief of police. I was the chief of patrol when Metro was evacuating people from the city on September 11. I was the chief of police at Metro when the attacks in Madrid and London occurred. These were bellwether events for transportation policing. My job at the Department of the Interior involved responsibilities for programs that reached across the 50 states, territories and insular islands, and my job with the Washington, D.C. Metropolitan Police (MPD) provided a hands-on opportunity to do research and crime analysis and to learn about and appreciate the culture of another police agency.

What do you want people to know about you and how you approach your work?

I have been in public service my whole adult life. I worked for the United States Park Police when I was in college and after I graduated. I became a cop in 1981 and have been in the profession ever since. I'm passionate about and committed to the people I work with and for every day. I, along with the 500-plus members of the APD, work hard to keep Amtrak employees, passengers and property safe and secure.

What attracted you to work at Amtrak? What makes Amtrak a great place to work?

I enjoy transportation policing. During my career with Metro and

MPD, I would occasionally come to Union Station for lunch or to pick something up, and I always found the activity of people coming and going alluring. Railroad cops have a close relationship with our passengers and employees that is different from other kinds of police departments. We assist passengers with train boarding, and first aid, provide directions and help them when they are in need, which allows us to be a part of their journey. Something new happens every day on the railroad. Amtrak is vitally important to the Northeast Corridor and in other parts of the country where folks have no other way to visit grandma or get home. It's exciting to be a part of moving America where it wants to go and delivering intercity transportation with superior safety, customer service and financial excellence.

What do you enjoy doing outside of Amtrak?

I like to go to new baseball parks in major league cities. I garden and being a mother is an important part of who I am.

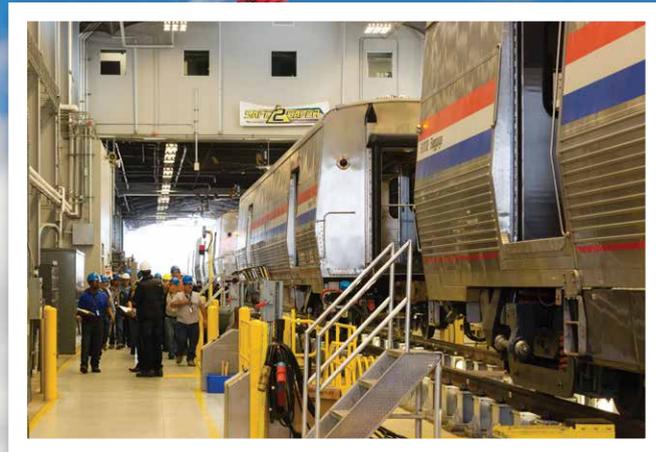
What is your favorite historical figure, favorite book or favorite movie? Why?

I like the author Alice Hoffman and always look forward to a new book release from her. Her books take ordinary events and infuse them with magic. I admire marksman and showwoman Annie Oakley who really exemplifies the cowgirl spirit of courage and self-resilience. ■

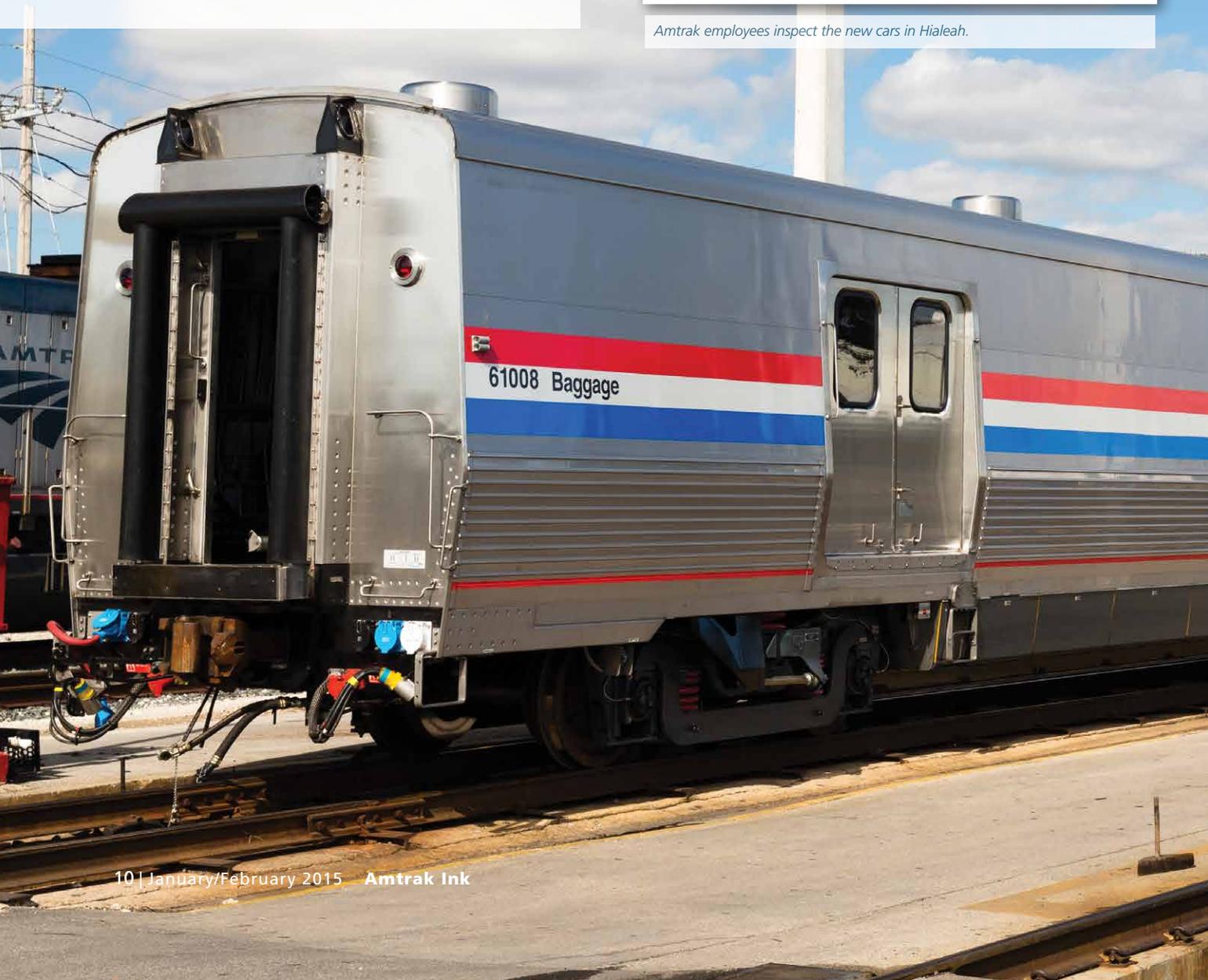
CAF Cars Milestone

The Amtrak program to modernize its long-distance train equipment advanced to a key milestone on Wednesday, December 17, 2015, when 18 new baggage cars departed the CAF USA Elmira, New York, facility and traveled to Amtrak's Hialeah maintenance facility in Florida for final inspections before acceptance.

After arriving in Hialeah, the baggage cars went through a final round of inspections before being accepted. The baggage cars are expected to enter revenue service in 2015 and will be used on Amtrak's 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. All four car types will modernize the Amtrak fleet, improve reliability and maintenance, upgrade passenger amenities and travel at speeds up to 125 mph.



Amtrak employees inspect the new cars in Hialeah.





Hialeah facility employees check the undercarriage of newly released baggage cars.



*Above: Randy Schwartz, Mike Mas and Lou Mancuso inspect underneath the cars.
Right: Lou Mancuso and Mike Roach participate in the inspection.*

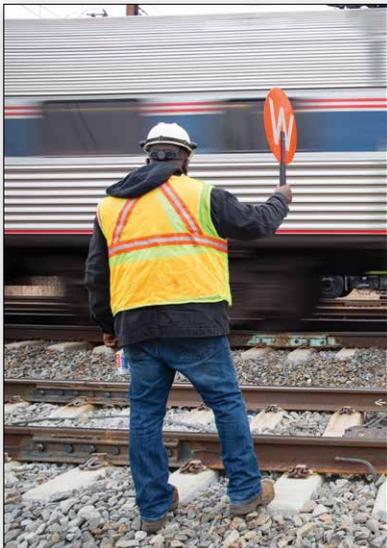


System Safety Department Update

The System Safety Department has developed a top five list of strategic safety projects for the 2015 fiscal year. According to Vice President and Chief Safety Officer Michael Logue, the System Safety Department is moving forward to implement a safety strategy that contributes to setting the standard for safety and security in the transportation industry and ensuring that every passenger and employee goes home injury free every day. The strategy is built with these five top safety projects for Fiscal Year 2015:

Accident/Incident Notification, Investigation and Reporting

The goal of this project is to identify opportunities for improvements to the process of accident/incident notification, investigation and reporting.



A watchman keeps fellow employees safe when working on the railroad.

This will happen across Amtrak with an eye toward standardization of processes. This includes forms revisions, templates for investigation reports, investigation skills training and an improved investigation manual for all supervisors.

Change Management

This project focuses on developing a process to proactively identify and manage the safety impacts associated with many of the exciting changes on the Amtrak system.

This process includes major infrastructure projects and new equipment acquisitions, as well as modifications to existing systems. The System Safety Department has been working with project managers across the system to identify and eliminate potential safety issues or reduce the impacts to safety stemming from system changes. “Partnering with project managers in the early phases of system changes not only improves safety,” Logue said. “It is just good business. If we can identify a potential safety concern during the design phases of a project, we can address it more simply and avoid costly workarounds in the future.” The team is already involved in major construction programs, such as bridge and tunnel rehabilitation and replacement projects, as well as new equipment procurement efforts, such as the NextGen high-speed rail equipment.

Data Analysis

The Safety Department is updating the Amtrak Safety Information System (ASIS). This includes sorting data

from a different number of locations. The team will have real analysis since it is critical that they know what the numbers mean. The goal is to use FRA Class I a benchmark for our data.

Operation Rule Violations (ORV) Reduction

The goal is to reduce ORV from last year and Amtrak is on track to do so with the contribution of everyone. Audits are being done quarterly. General Managers and the Transportation Department are contributing to the more holistic approach to deal with ORVs. The team has a cross-functional analysis and approach to resolution. “The goal is also an increase in communication. The message is it is not us alone, we are all in this one together,” Logue said.

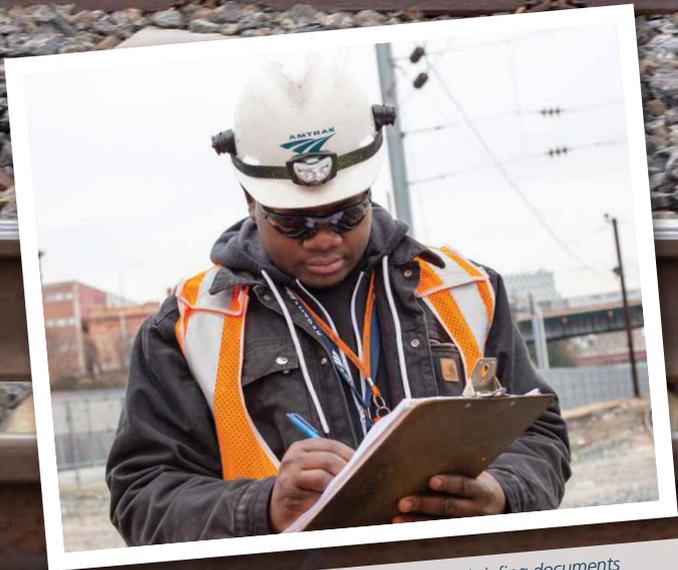
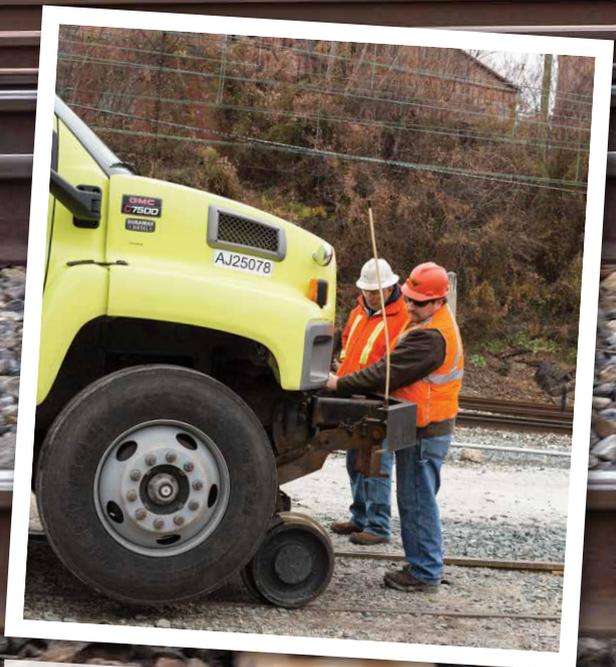
Departmental Development

The System Safety Department is recruiting staff with subject matter expertise in many facets of system safety. Members of the department are working with leaders throughout operations to improve the safety resources available to the company. “Safety was decentralized at Amtrak. Each department had its own safety administrator. That structure was inefficient,” said Logue. We now have the opportunity to improve our impact to integrate the separate safety organizations into one department dedicated to System Safety. The department’s goal is to complement the direction in which Amtrak is moving to fill in the skill gaps that we have—we are looking to develop and also create those skills.” ■

A Day in the Life of Amtrak Track Inspectors

Neither snow nor rain nor heat stops track inspectors, such as Roger Hunt, from their job. Hunt works along the Northeast Corridor based out of Quad Avenue in Baltimore. His job is to check for safety conditions along an 8-mile section of the corridor. "I enjoy doing the work on foot," Hunt said. "You really get to know your territory and make sure that you follow up on any issues that you find." When doing his job, he looks for broken or partially cracked joint bars; misaligned or kinked track; profile conditions; and saturated ballast, such as mud spots; among others.

A daily morning bulletin lists temporary speed restrictions, many of which are set by the track inspectors after checking for issues on ties, rails and deviations in track structure. These restrictions are communicated to the train engineer by the dispatcher. "It is about safety," Hunt said. "We determine if the tracks for our territory are safe to travel."



Track Inspector Roger Hunt and Driver Ron White get the truck on the tracks to conduct a hy-rail inspection.

Track Inspector Ahmad Adewusi reviews the safety briefing documents before starting the inspection shift.

Positive Train Control: Moving Ahead Safely

This year Amtrak will achieve the following three main goals with Advanced Civil Speed Enforcement System (ACSES), an important component of the Positive Train Control (PTC) System along with the Northeast Corridor (NEC):

1. Enforce civil track speeds.
2. Enforce temporary speed restrictions, such as work zones.
3. Enforce Positive Train Stop (PTS) at interlockings and signal control points.

How does it work?

PTC technology, such as ACSES, is designed to automatically stop a train before certain potential incidents caused by human error occur, including train-to-train collisions, derailments caused by excessive speed or train movements through misaligned switches, and work zone mishaps.

For example, when an unsafe movement occurs, ACSES audibly alerts the locomotive engineer and displays a safe braking distance based on the train's speed, length, width and weight, and the grade and curve of the track. If the locomotive engineer does not respond to the audible warning and screen display, the onboard computer will activate the brakes and safely bring the train to a stop.



Radio Maintainer David Jones works on the access radio site.



Left to right: C&S Production Maintainer Jerry Joyce, Signal Construction Supervisor David Marison and PTC Engineer David James

“This thing will stop the trains, and it offers another layer of safety to what we already have in place,” said Mid-Atlantic Division Supervisor of Signal Constructions David Marison. “We are always doing whatever we can to make the railroad safer and better.”

Along the tracks, ACSES communicates with a locomotive's onboard equipment as it passes over a series of transponders that relay information such as accurate location, track designation and direction, permanent civil speed restrictions, and Positive Train Stop at home signals. Transponders are placed approximately two to three miles from each interlocking.

As a locomotive passes over a transponder, it switches the train's onboard radio to the proper channel and sends a message to the appropriate radio base station, which will request the status of the Wayside Interface Unit (WIU), and relays the position of switches and signals in the interlocking to the train. This enables the train to receive the appropriate temporary speed restrictions, route, speed and stopping distance for the locomotive using our private fiber network connected to servers in Boston, New York City and Wilmington, Delaware.

The ACSES network connects all the wayside locations, many of which are near completion. PTC staff continues to test them for operational service, bringing new areas online

and expanding the system as they go.

“This project has included lots of hard work from the different groups involved, including C&S, Mechanical, Operations and Track departments,” said Mid-Atlantic Division PTC Engineer David James. “The project is very close to being complete and on time, even with significant hurdles. We want to make sure that all of the Amtrak devices used in the NEC are running with the necessary upgrades to begin revenue service. We are hopeful that the new ACSES system will be operational by the end of 2015.”

The end-of-the-year significance relates to FRA regulations that mandate that Class 1 railroads’ main lines that handle hazardous material, or provide regularly scheduled intercity passenger or commuter rail services have PTC in place by December 31. Through this action, the FRA expects nearly 70,000 miles of track to be covered by PTC.

Currently, ACSES is operational on 400 miles of track. These service lines include the *New England Line* from Boston, to New Haven, Connecticut; the *New York Line* from New Brunswick to Trenton, New Jersey; and the *Mid-Atlantic Line* from Perryville, Maryland to Wilmington.



Mid-Atlantic Division PTC Engineer David James

What's next?

On the horizon, Amtrak looks to implement ACSES on 1,200 more miles of track. Target lines include the remainder of the *Northeast Corridor* from Washington, D.C., to New



C&S Production Maintainer Scott Lieske

Rochelle, New York; the *Harrisburg Line* from Philadelphia to Harrisburg, Pennsylvania; the *Springfield Line* from Springfield, Massachusetts to New Haven, Connecticut; and the *Empire Line* from Penn Station to Spuyten Duyvil in New York City and Albany to Poughkeepsie, New York.

“We are trying to be the leader in passenger rail safety,” James said. “Over the next couple years, we will implement PTC over the NEC. Then we will analyze, renew and start looking at the next evolution of PTC.”

Amtrak has trained 50 employees, including radio maintainers and C&S employees, who will work with ACSES equipment. Training for ACSES requires work with transponders, WIUs, test trains and radios. As part of the in-depth instruction, maintainers learn about transponder programming and field verification processes, which require the use of a wideband mini transponder, laptop and label printer. Employees also run transponder testing on test trains to account for design changes and cutovers. For this, they again use a laptop with ACSES software and cable. The WIUs require new test software called wayside carborne simulator, and the radios system also require programming and testing of multiple devices.

“This upgrade is going to help reduce train accidents,” said Radio Maintainer David Jones. “Maintaining this system is a great opportunity to increase knowledge in new technology and help with our safety goals.” ■

Amtrak Ambassador Program Kicks Off

“I felt that I was prepared to handle all of the questions I was asked,” said Senior Manager of Revenue Systems for Information Technology Joe Dannemann. He was part of the Amtrak Ambassador program launched in November by Amtrak’s Emergency Management and Corporate Security (EMCS). Dannemann volunteered and offered support as an ambassador during Veteran’s Day at Washington Union Station when the Concert for Valor attracted a crowd of hundreds of thousands to the National Mall.

“The Amtrak Ambassador program is a voluntary program open to all employees. The program provides training and develops a team of employees who are prepared to jump in and offer assistance to our customers,” said Emergency Management and Corporate Security Vice President Susan Reinertson. The program trains employees to provide customer service at stations during planned and unplanned events that could cause overcrowding conditions.



Regional Emergency Manager Steve Fruchtman conducts Ambassador training in Washington, D.C.

As of the end of November, 165 ambassadors have been trained through the program and were qualified to help during the holiday rush. Amtrak Ambassadors volunteered from Boston to Seattle during the busy holiday week.

“The Amtrak Ambassador program leverages the wealth of experiences that our employees have. The program focuses on providing support situations, such as communications, coordination, and collaboration. One of our strategic goals is Safety and Security and having this team trained and ready to go makes Amtrak safer and better prepared to respond to service disruptions, customer surges, and disasters of all kinds,” said Deputy Chief of Emergency Management Jim Metzger.

Francine Berk from Amtrak’s Government Affairs and Corporate Communications said she became an ambassador because she knows the value that employee volunteers bring to different initiatives such as the Amtrak Exhibit Train. “It is about collaboration, and this is a great opportunity to volunteer,” Berk said.

Lead Ticket Agent Lysa Ridley-Jones based in Atlanta used her visit to family in Baltimore to volunteer at Baltimore Penn Station before Thanksgiving.

“Serving as an Amtrak Ambassador is an exciting, gratifying experience. Ambassadors are deployed to help others solve problems, see immediate benefits and know that they had an impact to safely move ‘America where it wants to go,’” Metzger said.

“We appreciate the ambassadors. They are answering a lot of questions and helping us to focus on our job,”



Community Relations Manager Fran Berk volunteers during Veterans Day holiday weekend in Washington Union Station.

said Amtrak Police Capt. Deborah Myers. According to Myers, partnerships across the organization keep Amtrak safe and secure.

Amtrak Ambassadors are trained to

- Assist customers.
- Report safety or suspicious activities in the station.
- Assist Amtrak authorities where needed if a large incident occurs.

All ambassadors complete required training that includes security awareness and fire extinguisher training. The security awareness course is accessible under the EIP portal by clicking on Training>Course Catalog>Security Awareness>Amtrak Security Awareness. Amtrak accredited ambassadors are then requested, or “called up,” to serve when needed.

To become an Amtrak Ambassador, please visit the EMCS intranet page and complete the request form. ■

Employees Celebrate the Holidays

Employees across the nation celebrated the holidays by giving back to their communities and contributed to the holiday spirit of sharing and giving.

In some stations and on select train routes, employees worked with the U.S. Marine Corps Reserve Toys for Tots Foundation to collect toys and other gifts to distribute during the holidays to needy children and families in those communities.

"Giving back to the community is just the right thing to do. Many of the employees who contribute have been through tough financial times themselves and it helps to remind us to be grateful for our employment at Amtrak," said *Silver Service* Route Director Karen Shannon. "When we give back, it helps to foster a team spirit. We are planting seeds in hopes that others will understand the importance of giving back when they are in a position to do so."



Amtrak and Canadian Pacific come together in the spirit of the holiday season again to operate the Toys for Tots holiday train in upstate New York. Veterans were also recognized during the event.



Washington Union Station employees and gifts collected for the holidays.



Miami Amtrak employees display the gifts collected for needy families in the community. From left to right: Miami Crew Base Manager Georgia DaCosta, On Board Service Manager Carlos Barral, Miami District Manager Debi Benham, Miami Lead Agent Tony Calvacca, and Operations Supervisor Raymond Harris

Awards & Recognition



Amtrak employees, Assistant Superintendent Operations Greg Godfrey (top/left), Corporate Security Vice President Susan Reinertson (top/right), District Station Manager Jay Green (bottom/left) and Assistant Superintendent Operations Wayne Crooks (bottom/right) receive their diplomas from Michigan State University Railway Management Certificate Program.

Amtrak Employees Obtain Railway Management Certificates

Last November, Amtrak employees Wayne Crooks, Greg Godfrey, Jay Green and Susan Reinertson graduated from the Michigan State University Railway Management Certificate Program.

Since starting in 2007 thanks to funding from several senior rail industry leaders, the program has graduated more than 120 future managers and leaders for the industry from freight, passenger, and transit operators, as well as the supply side.

This program, based within the Eli Broad College of Business Department of Supply Chain

Management, was established to help ensure continuing broad managerial knowledge of the rail industry. Two rail and transportation industry leaders and academics direct the program, which spreads four weeks of intensive education over four months.

Leading-edge, topical content is governed by a cross-industry curriculum committee, and is delivered by MSU faculty and supported by subject matter experts from the railroad community. Topics covered included marketing, risk management, safety, supply chain management, labor relations and finance.

The participants worked on major projects that addressed three major issues facing the industry: talent,

finance and congestion.

Participants are managers with experience in the rail industry who need to learn about the breadth and depth of the industry beyond their daily responsibilities. The latest class included representation from the American Association of Railroads, Amtrak, Belt Railway of Chicago, Conrail and Pacific Harbor Line.

Classes were held this year in various locations, combining lectures with site visits that provided a broad perspective of rail industry activities and brought classroom content and concepts to life.

Amtrak Creative Services Team Wins International Design Award

The 2014 Amtrak Strategic Plan brochure was recently awarded the Distinguished Award for Publication Design by Graphic Design: USA Magazine, a graphic design and arts industry magazine. The award honors outstanding new work of all kinds including print, packaging, point-of-purchase, Internet, interactive and motion graphics.



The members of the Amtrak Creative Service team for the winning design are, from left to right, Senior Manager of Creative Services Marlon Sharpe, Senior Graphic Designer Lisa Pulaski and Senior Multimedia Specialist Chuck Gomez. ■

Employee Milestones

Congratulations to All of You!

35-Year Anniversary November 2014

JUDEFIND, WILLIAM
Wilmington, Del. Shops

LENTO, CHRISTOPHER
Wilmington, Del. Shops

MAZEWSKI, SUSAN
N.Y. Penn Station

MCGOWEN, FRED
Beech Grove
Maintenance Facility

MCKIM, RONALD
Beech Grove
Maintenance Facility

O'CONNELL, RAYMOND
Philadelphia 30th
Street Station

VIETRI, ALBERT
Wilmington, Del. Shops

Retirees November 2014

BACKERT, JAMES
Perryville, Md. M/W
Base

BAKER, LAURA
Southampton St. Yard
Boston, Mass.

BEDSTED, NEAL
Spokane, Wash. Station

BEIL, THOMAS
Metrolink San
Bernardino, Calif.
Crew Base

BELANDER, CHARLES
Brighton Park Facility

BONSE, ALAN
Champaign-Urbana, Ill.
Station

BROWN, DONALD
Sanford, Fla. Station

BRYAN, ANDREA
Philadelphia 30th
Street Station

BURNS, JAMES
Brighton Park Facility

CARR, RAYMOND
Chicago Mechanical &
Terminal Offices

CARRILLO, MELANIE
Fullerton, Calif. Station

COLEMAN, JACQUELINE
Washington Union
Station

COLLINS, PERSIVIA
Engineering
Groton, Conn.

DELUCA, RICHARD
Philadelphia 30th
Street Station

DIANGELO, ANTHONY
Philadelphia 30th
Street Station

DONNELLY, THOMAS
Philadelphia 30th
Street Station

DRISCOLL, THOMAS
Boston South Station

FALCON, JULIO
N.Y. Sunnyside Yard

FOX, CHRISTOPHER
Boston South Station

FRANKLIN, LAMAR
Los Angeles Offices

FUDGE, ROBERT
Chicago Crew Base

GAINES, JEROME
Transportation Bldg.
Washington, D.C.

GALLANT, ROBERT
Chicago Crew Base

GREENE, CAROLYN
Washington Union
Station

GUNNING, DENNIS
Champaign-Urbana, Ill.
Station

HAMMEL, DENNIS
Beech Grove
Maintenance Facility

HARRIS, GLEN
Providence MOW Base

HO, HUE
Brighton Park Facility

HOWARD, GARY
N.Y. Penn Station

HUCEK-TATAR, JANET
Chicago Crew Base

IVY, JAMES
New Orleans Station

JACOBSON, ROLF
Fargo, N.D. Station

KEATING, THOMAS
Reno, Nev. Station

KLEIN, KATE
Seattle Mechanical Yard

LASSAHN, WAYNE
Ivy City Maintenance
Facility

LISIECKI, JOHN
Reno Station

MARSHALL, ERVIN
Meridian Station

MEDINA, ROBERT
Los Angeles Offices

MITCHELL, STEVEN
Beech Grove
Maintenance Facility

MORRELL, JON
Wilmington, Del. Shops

MORRIS, JANICE
Sacramento Station

OLDHAM, ERNEST
Wilmington, Del. Shops

PAPP, JEFFERY
Sacramento Station

PHAN, THUONG
Ivy City Maintenance
Facility

PHILPOT, GLORIA
Bear, Del. Car Shop

PICCINI, MARK
Rensselaer, N.Y. Station

PULGINI, JOSEPH
Wilmington, Del. Shops

QUINN, EDWARD
N.Y. Penn Station

RATLIFF, JAMES
Beech Grove
Maintenance Facility

ROBINSON, BRAMWELL
N.Y. Sunnyside Yard

SEREDA, LINDA
Chicago Locomotive
Shop

SHEPPARD, PEGGY
Amtrak Corporate
Headquarters

SIMS, DONALD
Beech Grove
Maintenance Facility

TOBIN, WILLIAM
Philadelphia 30th
Street Station

TUCK, STEPHEN
Kansas City
Maintenance Facility

VERCHER, VERNON
Chicago Offices

WIEFERICH, NANCY
Raleigh Offices

WIESE, BRIAN
Pompano Beach
Dispatch Center

WOLOS, EUGENE
Philadelphia 30th
Street Station

20-Year Anniversary December 2014

CORNERS, JUANITA
N.Y. Penn Station

HARMAN, WILLIAM
Wilmington, Del. Shops

HARRELL, MARTY
N.Y. Penn Station

NAGY, JEFFREY
Amtrak Corporate
Headquarters

TITUS, MANLEY
N.Y. Penn Station

WALTON, JAMES
Odenton, Md. M/W
Base

25-Year Anniversary December 2014

AHRENS, ROGER
N.Y. Penn Station

BAGOSY, STEPHEN
Philadelphia 30th
Street Station

GREENE, JEFFERY
Beech Grove
Maintenance Facility

HOWARD, MICHAEL
W. Oakland
Maintenance Facility

KLATT, FRANK
W. Oakland
Maintenance Facility

LOFTUS, GREGORY
Philadelphia Coach
Yard

OGLESBY, JOSEPH
Sanford, Fla. Station

SLAUGHTER, JOSEPH
Wilmington, Del. Shops

30-Year Anniversary December 2014

KENNEDY, MARTIN
Philadelphia 30th
Street Station

MCARTHUR, JESSE
Raleigh, N.C. Offices

35-Year Anniversary December 2015

ANNUCCI, BRIAN
Wilmington, Del. Shops

BARNUM, JOHN
Rensselaer, N.Y.
Mechanical Facility

COLLIER, FRANCIS
Wilmington, Del. Shops

GARLAND, DAVID
Houston Station

HUDSON, BARRY
Bear, Del. Car Shop

MOY, WAI
N.Y. Sunnyside Yard

OSBORNE, JEFFREY
Beech Grove
Maintenance Facility

40-Year Anniversary December 2015

BRACEY, ANNETTE
Dearborn, Mich. Station



**60 Massachusetts Avenue, N.E.
Washington, D.C. 20002**

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In Amtrak History • FEBRUARY 1, 1979

On this date, Amtrak begins operating the *Crescent*. Previously owned by Southern Railway, operations for the *Crescent* were turned over to Amtrak because of revenue losses and equipment-replacement expenses on February 1, 1979. “We recognize that the Southern Crescent is a regional institution and we intend to see that it remains one of America’s finest long-distance trains,” said former Amtrak President and CEO Allan Boyd at the time of the transfer.

In Fiscal Year 2013, the *Crescent* carried approximately 307,000 passengers, nearly double the number it transported before the 1979 Amtrak takeover.

**Learn more about Amtrak’s
history by visiting
History.Amtrak.com**



The Crescent, led by an F40 locomotive pulling Heritage cars, graces the official 1986 Amtrak calendar.