The latest numbers are in and they tell a story we can all be proud of: ridership is up yet again, and another record has been set. On the basis of our year-to-date reporting, we now know that 2013 was the best June passenger count in our company’s history. With 2,804,804 passengers, we are once again seeing what our company and the rest of America already knows: the transportation Amtrak provides is vital to the economic future of our country.

We are all familiar with the debate going on in Washington about our federal budget appropriation. We know that many in Congress want to cut our operating and capital grants by 31 percent. The Senate proposed a funding level that recognizes the need for federal investment to operate and maintain the Amtrak national network, and will keep our NEC services reliable.

The difference between the House and the Senate bills is clear – the Senate understands that money is needed to sustain passenger rail service in this country. Neither bill provides an altogether sufficient level of funding, and that is a concern. The Senate level is, however, the better of the two, and while the backlog of deferred capital work will still continue to grow, it will not grow so sharply.

While these cuts come at the expense of our capital program, we shouldn’t forget that they imperil all our services. Our federal subsidies are necessary to maintain intercity passenger rail as a viable mobility option for Americans who have lost intercity bus and other transportation services. We lost $558 million on long-distance services last year, and while the House wants a nation connected by passenger train service, it doesn’t want to pay for it – and the long-distance trains that serve many of America’s rural towns and smaller cities are a particular issue.

We can’t leave those communities behind. Many communities need us and depend on rail travel to be part of greater America. We must take the debate outside Capitol Hill and explain to our fellow Americans why their train service might no longer be available.

We have big goals as a company, but we are also aware of our mission: to serve the American public and to connect communities that lack transportation alternatives.

We will hear more from Capitol Hill. In the meantime, keep your chin up and continue to do the work that makes this company America’s Railroad.

Check out one of our social media channels today!
Front Line Focus

“I would like to commend one of your employees – Fred Walker, tickets agents at Newport News. On Saturday, May 25, I took train #99 from Baltimore, Md. to Williamsburg, Va. [...] I forgot the bag under my seat that had my medicine in it. I am 83 years young. I told the Williamsburg ticket agents, Jeff Coffman. He called Newport News and spoke to Fred Walker who said he would look for my bag. He found it and arrived at the Williamsburg station with my bag at 10:45 pm! Employees like Fred Walker are very exceptional. He went far out of his way to help a customer!”

— Mary Louise Kane, Baltimore, Md.

“In particular, I would like to bring Mr. Maclin to your attention. We boarded the Empire Builder in Portland on May 4 and felt that this gentleman provided exceptional service during our time between Portland and Chicago. Mr. Maclin was always very courteous, patient and helpful with requests from the passengers he served. He has a very pleasant, upbeat demeanor and sincerely wants each passenger to have a great experience as they travel via Amtrak.”

— Pam and Dave MacGurn

“I would like to express my gratitude to Amtrak for hiring two remarkable and professional women Roxanne Williams and Fernanda Ferdinand (who work at Washington Union Station). [...] These two ladies were very helpful with a baggage issue that my daughter and I had, not only were they friendly and professional, they were caring and concerned for me and my daughter... These ladies assisted in helping to make sure that my daughter and I ended our first “girls trip” in an awesome way with their helpfulness.”

— Kelly Newby Boyd, Suffolk, Va.
Participate in Honoring Our Veterans

On Wednesday, June 26, we unveiled Locomotive #42 dedicated to American veterans. The Veterans’ Locomotive was presented to the public in a ceremony at Washington Union Station that included members of the board of directors, members of Congress, Amtrak leadership and many employees.

Amtrak is committed to honor American veterans and their families and we are a partner of the United States of America Vietnam War Commemoration. The commemoration started on Memorial Day 2012 and as a partner in the commemoration, we pay tribute to more than three million Americans who served in Vietnam.

“I like the paint job and I think it represents our respect for my fellow veterans,” said Robin Boling, an electrical technician who has been with Amtrak for over four years. Boling is a Gulf War veteran.

“I am an avid military man at heart. I come from a long line of military people,” he added.

If you are a veteran, please share your stories with Ink to help with the commemoration. Please send your stories to Ecom@amtrak.com.

Obsessed with spies? Don’t miss this exhibit

Amtrak employees can get discounts to SPY: The Secret of World of Espionage at The Franklin Institute in Philadelphia from May 4, 2013 to October 6, 2013.

Amtrak employees get a $5 adult discount on exhibition tickets when they use the code AMTRAK by making their purchase in advance by phone or web only.

The exhibit features over 200 historical artifacts. Among the fascinating items: a collapsible motorbike, a two-man submersible and a CIA robotic catfish. The exhibit is also interactive, so visitors get to navigate a laser field, alter their voices and create their own spy disguise.

Ticket prices range from $18 to $28 depending on times of visit. Call 215.448.1200 or visit fi.edu/spy/ to buy tickets and use your discount code.

Amtrak Employees Save with Membership

Amtrak employees who join or renew their membership with Sam’s Club Plus qualify for a $25 gift card. Those with Advantage level memberships can qualify for a $10 gift card.

Please visit the Amtrak Employee Store on the Intranet for the exclusive certificate: wiki.corp.nrpc/display/ES/Sam%27s+Club

Proof of Amtrak employment and the certificate must be presented when you sign up. This offer is valid through June 30, 2014.
Amtrak Launches Corporate Messaging Campaign

Building on the success of our recent ridership performance and enthusiasm surrounding this year’s National Train Day, the Marketing department recently kicked off Amtrak’s corporate messaging campaign. In an effort to educate the public about who we are, the

Marketing department worked closely with Government Affairs and Corporate Communications to develop this campaign to communicate the integral role we play in communities across America.

This role extends beyond moving a record-setting 31.2 million riders to also include helping America’s economy move forward. For every federal dollar invested in Amtrak, we return nearly three dollars to the communities we serve via jobs, and goods and services purchased - not to mention the 20,000 people Amtrak employs and an additional 3,000 new hires planned for next year. These are but a few of the messages our campaign will feature as we move forward.

As an initial push in this important effort, both Washington Union Station and Philadelphia 30th Station now feature the campaign messages on large hanging banners. Also the campaign is featured on the screens and toppers of our Quik-Trak kiosks in Washington. Extending our reach beyond the stations themselves, the campaign is also featured in web banners both on Amtrak.com and elsewhere on the internet.

“The corporate messaging campaign is one of the building blocks of our overall marketing and advertising program,” said Chief Marketing Officer Matt Hardison. “It builds on the success of National Train Day by continuing to reinforce the “Trains Matter” theme from that event to increase the overall awareness of the services and value that Amtrak brings to communities across the U.S.”

The campaign's message will eventually spread across the nation with messages from our customers about why we matter to them and their communities.

Chief Next Generation Integration is now a Fellow of the Chartered Institute of Logistics and Transport

Andrew Wood, Amtrak’s chief next generation integration for the Northeast Corridor Infrastructure and Investment Development business like (NEC IID) has been inducted into the Chartered Institute of Logistics and Transport (CILT) Fellowship.

Wood was granted the fellowship that goes to professionals with qualifications in the transportation field and is the highest grade of membership at the CILT. The CILT fellowship is also granted to individuals who have attained an advanced professional position in logistics or transportation. Wood said that this fellowship places him in an environment where “learning from others, not making the same mistakes, finding tips and methods that will work for us and prevent us having to reinvent the wheel will save us time and money when we come to start building our new Next Generation High Speed NEC Railway.”

Wood became a member of CILT over 20 years ago and has been an Amtrak employee for two years. He led the 2011-12 NEC business and finance plan and produced the 2012 vision update for the NEC. Part of Wood’s role at Amtrak is his involvement in the first steps of the process of building a new railway for the NEC and to pursue new trainsets for the next generation of rolling stock. This procurement is a joint effort with the California High Speed Rail Authority for a similar purchase of new trains.

The CILT is recognized worldwide and Wood considers international fellowships part of professional development. “I have always believed that we
have good ideas to pick up from others doing similar work, and in other countries. Someone is always at the forefront of development and if we are not and if we want to see who is, we should see if what they are doing can work for us here,” said Wood. “The benefits of rail, especially high speed rail as an economic driver for the country are the same the world over. This is why so many other countries are investing billions in their systems.” Wood is also a life fellow of the Royal Society of Arts (RSA) in the United Kingdom.

The Winner is My CareerTrak!

When Chief Human Capital Office Barry Melnkovic announced the contest to name Amtrak’s new online performance management tool, the Human Capital office was amazed to receive over 300 creative submissions from employees across the country. The winning submission, from Janice Kavanagh, a protection officer in Los Angeles, Calif., is My CareerTrak. Janice was working on a train when she learned of her win and had this to say, “I was excited to enter - I love contests and appreciate Human Capital’s interest in engaging employees in projects that impact us. It makes me feel a part of the project as it is being developed”. My CareerTrak is an online tool intended to assist in employee career development and will be ready for launch in 2014.

Philadelphia Contact Center Greets High School Visitors

Mid-Atlantic Reservations Sales Contact Center (MRSCC) Director Bob Cook had been kicking the idea around for a while to invite students from local high schools for a vocational visit to the Contact Center. “Students need role models,” said Cook. “Many of our co-workers are products of the Philadelphia Public School System and I thought it would be a great opportunity to have a positive impact on the local community.”

On March 6, students from George Washington High School in Philadelphia visited the Philadelphia Contact Center to learn about Amtrak as part of their educational experience and to obtain exposure to a business environment.

The students were given a presentation that included a brief history of Amtrak. The also learned about the passenger services that we offer, took a peek at our nationwide rail network during the presentation and equipment, and received an overview of Contact Center operations.

“I was really impressed with the enthusiasm the students showed during our presentations and tour of the facility. They asked some excellent questions about our operation, and the skills that would be required to be considered for employment at the Contact Center,” said Manager Doug De Lia who attended George Washington High School.

Dwight Holliman has been with the company for over five years and he was one of the team members at the Contact Center who had an opportunity to talk to one of the high school visitors. “I always enjoy helping young people out,” said Holliman. “Many times students think that they know what they want to be when they leave high school. A lot of times, six or seven years after high school, they will come across something completely different that they really like. I love what I do and I hope that these students also find something they love to do.” He went to Germantown High School in Philadelphia so he shares some of the same experiences that the students have had.

“It was a great opportunity for them,” said Debbie Duarte who has been with Amtrak for 40 years. “They listened to calls that we received. We are in the complaint department, so we made sure to explain that we treat people the way you want to be treated. It was very exciting to see someone so young interested in business. You never know what impression you make on someone.”

Janice Kavanagh’s entry names the new online performance management tool.
One Step at a Time: Amtrak Employees Keep it Moving with Keep Walking Program

When Gretchen Keith, a Human Capital specialist from Wilmington, Del., started walking with the Amtrak Keep Walking program she had no idea the impact it would have on her life. Now 115 pounds lighter she’s busy convincing her family, friends and co-workers how much walking can change your life.

“My progress has prompted my friends and family to become more health conscious and drop pounds,” Keith said. “My little brother has lost almost 60 pounds and my sister has lost around 30. Even my Mom is walking.”

The Keep Walking program encourages employees to consider what experts agree on: walking briskly for 30 minutes a day can decrease the risk of many chronic diseases and help most people burn calories to jump start weight loss. After years of inactivity, our Keep Walking program also helped Reginald Miller, a ticket agent at the Kissimmee, Fla., station, get started on embracing healthy habits. In just a year and seven months Miller lost 100 pounds from walking and changing his diet. He says he’s never felt better and encourages everyone at Amtrak to get started.

More than 188 walkers participated in the most recent Keep Walking program from May 8 to June 18, 2013 and walked 54,682,643 steps with an average of 8,650 steps per walker.

Amtrak also offered a walking challenge simulating the route of the California Zephyr as part of the launch of Every Day Wellness for Amtrak employees. For that challenge, 39 employees walked more than eight million steps in total.

Recent research indicates that doing even minimal movements during the day like pacing while you talk on the phone, using the stairs or walking during meetings can have significant benefits. In fact, the book “Move a Little, Lose a Lot” by James Levine and Selene Yeager advocates increasing your NEAT or “non-exercise activity thermogenesis” through these types of simple changes to your daily life.

The program is a good start of what can become a healthy habit and sometimes it transforms into something bigger. Keith completed her first 10k in July.

And for those who tried it and liked it, it is time for the next walk... through August 27, 2013.

If you are new to Amtrak and would like to participate in the Keep Walking Program send your name, work address and work telephone numbers to nesmitr@amtrak.com.
The Writing Is On The Wall of Fame: Updates

Improvements are coming to the Wall of Fame program to streamline the customer feedback process and make it easier for Amtrak to achieve a customer-first culture. Currently crew bases across the country use praise boards to highlight the success accomplished by employees based on customer feedback. The boards also show feedback that points to service that needs improvement.

“The Wall of Fame program is an important step in meeting our strategic goal to be a more customer-focused company and a critical element to our overall strategy to drive onboard customer service to new heights across Amtrak,” said Vice President of Operations DJ Stadtler announcing the updates.

The program was brought to life almost a year ago and it has been successful in many crew bases. “The basic idea is that if our employees are seeking to please our customers, our customers’ overall onboard and station experience will improve,” said Rick Babiarz, senior director of business process and measurement.

“The Wall of Fame program raises our employees’ awareness with good and bad comments about their service. We are trying to get people to understand that they are an important part of the business process at Amtrak,” said Los Angeles Superintendent of Passenger Services Michael Dwyer.

So far, the program has relied on traditional methods to collect customer feedback. In the very near future, the program will adopt new tools such as “Enjoy the Journey cards” to make it easier for customers to leave positive feedback. These are essentially business cards where the employees can write their names and give them out to customers. The cards include the web address of our feedback site and the 800 number for our new “Employee Praise Line” where they can leave a voice mail with their feedback. The purpose is to make our customers’ travel experience more personal and make it obvious that we care about their comments. Each crew base now has a supply of these cards, and employees should begin using them. The Southern division has been using the cards on a trial basis for the past few months and the results have been positive.

Over the next few months, we will create a new page on Amtrak.com dedicated to praise to make it easier for customers to tell us about their experience. Enhancements to “Ask Julie” will direct customers to the praise page when compliment and praise words are detected. Posters onboard our trains and brief paragraphs on eTickets will encourage customers to tell us about their good experiences. As always, CSPMI will collect these comments and send them to the local offices to share with employees in briefings and praise boards.

Next year, we will introduce an awards program in the crew bases, a national recognition program and a new Customer Service category in the President’s Service and Safety Awards program. According to Babiarz, “recognition of superior customer service is valued by our employees and is also a great motivator. With the praise to complaint ratio as one of the primary corporate metrics, the results of this program are watched closely by senior management each month. So far the results are good.”

“All the information that we put out there is like a barometer on how the crew base is doing and it shows that all of us are working together and that is not just management or agreement employees,” Dwyer said. “Our frontline employees understand that we are working together to improve the bottom line. Our job security depends on it and we have the company’s best interest at heart.”

Posters will encourage customers to offer positive feedback about our service.
Locomotive #42 After Paint Makeover

Locomotive #42 leaves the Beech Grove mechanical facility after employees finished painting its new paint scheme. Locomotive #42 was painted to commemorate the service of U.S. veterans to our country. The Beech Grove shops employees work to ensure that locomotives and cars are maintained to high performance and safety standards. They primarily rebuild and overhaul the Superliner, Viewliner, Surfliner, Heritage and Horizon car fleets. P32, P42, and F59 locomotives are also overhauled and rebuilt at Beech Grove for use across the Amtrak system. Tasks at the shop include inspecting engines, refurbishing passenger car interiors, replacing wheel sets and painting car exteriors in the latest color scheme or “phase.”
Brighton Park Car Shop, just outside of Chicago, Ill., is our general maintenance and service facility that services most Horizon and Superliner cars. Significant repairs and modifications can be carried out here such as fleet winterization. The shop was built in the 1970s to support the Chicago based Turboliners.

Today, the facility has made significant updates in safety and security including: 23 new cameras installed in-house for security, monitors in the foreman’s office and main office, new exterior lighting - new high efficiency 220 volt LED lights were installed for improved safety, and lower maintenance - and fork trucks and track mobile have had new LED lights installed to enhance safety.

The shop uses a blue flag system with foot pedal for safety. A blue flag at the entrance and another blue flag just before the shop door provides a double safety measure.

Electrician Wojuech Kecici works on replacing a communications device in a Superliner coach car.

Coach couplers for Amtrak’s Horizon and Superliner passenger coach fleet. Most of the couplers are replaced at Brighton Park.
The engineering team installs new switches and tracks that lead into the facility.

Top: The shop has a redesigned passenger coach car fork lift. Wires were rerouted under the floor to ensure safety for employees.

Above: Brighton Park Shops General Foreman Michael Fricka stands in front of Brighton Park’s safety board.
Josh Raymond, principal officer for corporate strategy will be featured this fall in *Progressive Railroading* Magazine as one of 20 individuals selected by the magazine’s editorial staff as the “Rising Stars” of North America’s railroad industry in 2013.

The awards celebrate employees under the age of 40 who are making a positive impact in their company. One of our corporate goals is to develop, acquire and retain talent that is best fit for our vision.

“Winning the award was definitely an honor, but it was actually the nomination that means more to me. Knowing that someone within the company thought what I do is valuable, and then took the time and effort to write a nomination is a more important recognition than the award itself,” said Raymond. “The broader message for other young Amtrak employees is that the company realizes rank and seniority aren’t nearly as important as values and results. Improving the business and doing so with the right values and behaviors is what matters – whether you’re 22 or 62.”

Twenty-nine percent of Amtrak employees are under the age of 40. Awards are a great way to show recognition, but they are also limited and many people in the company took this opportunity to stop and think about those younger colleagues who come in every day and are innovators, value creators, and agents of change in their departments.

Julia Costello, employee relations officer, has been in the company for four years. People in her team say that Costello lives Amtrak’s values. She is very responsive to her internal customers and takes pride in providing an excellent work product, she constantly looks for ways to improve employee relations’ processes, she takes ownership of the projects assigned to her and looks for ways to use feedback received to make them better and she is respectful of others’ differences and different viewpoints.

“Many times I have to demonstrate values pretty early during conversations, but once I show what I have to offer then people always listen to what I have to say,” Costello said about being a younger employee in the company. “I’ve felt really respected. People come to me for information and
guidance. No matter what your age is, what people look for is what value you bring,” she added.

“Don’t get discouraged. Keep pushing for what you know is right. Growth is good, and is a challenge and it can be painful. Don’t be afraid to improve,” Costello added.

Our younger employees have a clear vision on where they would like our company to go and our company drives their desire to make Amtrak a better company. Ryan Bernaski, director of engineering development, has been at Amtrak for four years and he finds that the company has many opportunities to offer regardless of age. “I was an individual contributor and now I have a staff of six,” he said. “I have not felt that age is a factor. There is opportunity for folks coming in regardless of age. People are leaving and retiring and we are going to need employees who are excited about doing their jobs.”

Bernaski has had an opportunity to interact with other departments and that experience has made his job at Amtrak a different experience than in any other companies. “This is a company where sometimes relationships are more important than just knowledge,” Bernaski said. “You can come in here with skills in your field, but here we have so many other things to learn because the company is so different. Don’t be afraid to ask a lot of questions and listen, put in the time to do what you need to do and learn.”

Denis Martinez, senior information technology officer in the office of the inspector general says that living the company values can be achieved at all levels. He started in the company as a contractor and now is a full-time employee whose job at times can be extremely challenging because his department has a variety of systems and applications. “Each individual has his own story and they all have different experiences within the company and you learn something from them when you talk to them,” Martinez said. “It is helpful to have good customer skills to deal not just with the age difference, but to the way people express their needs. You have to be able to communicate with everyone across the board and be able to deliver.”

Our younger influencers agree that Amtrak is a promising place for a younger generation and many are eager to take up the challenge of taking the company to the next level.

“I believe we have an opportunity to take control of our own destiny. The key for any business is having customers who want your product or service. People are choosing Amtrak more and more and they’re willing to pay more for our service. If we can focus on becoming more efficient and embrace changes in technology and modern business practices, there’s no reason we can’t become a self-sustaining corporation that truly leads the world in passenger transportation – not just rail – but among all modes. Doing that is not easy or simple, but it is possible. Instead of worrying about what will happen to Amtrak, we as a company have to decide what kind of Amtrak we will create,” said Raymond.
Leading Amtrak’s Technology to Excellence

Our Chief Information Officer Jason Molfetas has been leading our information technology (IT) team for over a year now. Ink had the opportunity to ask him questions about where the department is going under his leadership and in the process we learned a lot more.

You have been with Amtrak for over a year now. What are the major changes that have happened in the IT department?

The past year we have focused on our people, IT’s financial responsibility and our delivery capabilities. The IT organization is undergoing a reorganization that is centered on a better understanding of our people and their skills and then leveraging that to build a world-class IT organization to partner with the business. The reorganization is in alignment with Operations and will be completed by the end of September. IT has also partnered with Finance to create new financial processes and we are now delivering to budget. These changes are allowing us to deliver on our key projects like eTicketing, ResNG and our Mobile Rider Apps. We are running IT like a business.

Change is sometimes difficult to achieve in many organizations. What is the biggest challenge that you have encountered when bringing change to our company?

Fear of change and a fear that we will repeat past mistakes. What I have seen is not a fear of change itself, but a fear that the changes we are making will do harm or repeat past mistakes. We have a great group of people in IT and a lot of historical knowledge. They want the best for Amtrak and are worried about making incorrect or unsustainable change. Our most powerful tools to alleviate this fear are transparency and communication.

What was your approach when making changes during the IT reorganization? How did you make the needed changes while being responsive to the business and the department?

The key to our approach is breaking down the barriers, opening up communication, and more importantly, putting in feedback loops. My leadership team and I are holding ourselves accountable for a new level of transparency and we have made course corrections along the way. We have utilized Town Halls, created an employee feedback program called IT Speak Box, invested in communications and put measures and scorecards in place focused on business deliverables. We have also leveraged the cascading of the Amtrak Strategy and the Balanced Scorecard to drive alignment and consistent communications on our objectives. These all add up to a more collaborative and open team that is working more closely with our business partners in order to drive positive results for our customers.

Can you share with our readers an accomplishment that you and your team have experienced in the past year?

If I were to list a single accomplishment it would be that we are collectively delivering as a team and our information technology business solutions are supporting our growth in revenue and ridership. Over the past year, multiple projects have been delivered that directly support our revenue generating customers; Mobile Rider, eTicketing, Ask Julie, WiFi and travel agency integrations to name a few. These have all been delivered with high quality and minimal disruption to the business. This is only possible by IT working as a team internally as well as having strong partnerships with the business.

What have you learned from your peers at our company? How has that information helped you understand our company from the call centers to the frontline employees?

In my opinion, one of the reasons that we are and will continue to have success is the way in which the executive leadership team is working together as a team. Our President and Chief Executive Officer Mr. Boardman, supported by our board, has set a clear strategy and we are all working towards the same end goals. One of the key things I have learned from my peers is about the passion and commitment of our Amtrak employees. Every day I hear examples about Amtrak employees across the organizations who are committed and working together to make a difference. It is very encouraging to see and makes me proud to be part of the Amtrak team. My peers have also been instrumental in helping me not just understand who our customers are, but what we can do to service them better and generate more revenue. Having a
collaborative relationship with my peers and meeting on a regular basis keeps me well informed and helps me understand the company all the way out to the frontline employees.

**What is your passion?**

Cars and racing! In my younger days I used to race cars and one of the things I liked most about it was that it was a team effort and we were all focused on a single goal – safely winning the race. Though a single individual drove the car, it took the entire team and all of our resources – the car itself, the tools of the mechanics and the technology in the pit - to win races. I think that is why I get so passionate and excited about what is going on at Amtrak right now. We have a great team and if we can get the people, processes and technology all working seamlessly together, we can rally around winning races and ultimately the championship, which in this case is higher ridership, higher customer satisfaction and higher revenues!

**Can you share with us what is coming up in the future? What are the new initiatives that are front and center for your team?**

There are a lot of exciting initiatives in progress and on the horizon. Our ultimate goal is to move the needle on optimizing our operating ratio. IT plays a key role in doing this through improving efficiencies and achieving system optimizations through technology. We have a lot of behind the scenes projects and initiatives that are revamping our technology stack and enabling us for even more capabilities in the future. The visible part of what we are working on revolves around the interaction of our customers with Amtrak and how our employees work. Expect to see even more exciting new deliverables from IT that meet the needs of our business partners to improve employees’ tools and capabilities as well as directly impact our customers and their experience. Our employees and our customers are the two biggest levers in optimizing our operating ratio: operating more efficiently and increasing revenue.

**How do you envision our company evolving with the demands of the market and our needs as we drive for excellence? What is your vision for IT and the business?**

Ultimately, our customers will drive how the market evolves. There is a clear trend that demand for passenger rail is going to continue to increase. Gas prices are forecasted to hit or exceed 2012’s highs and as the economy continues to recover, even more people want and need efficient transport for work and travel. So it’s not really a question of if we will deliver services to our customers. It is how we will deliver those services. At the core of it all is technology that provides real-time information and connects our customers to Amtrak in new, efficient and effective ways. A key part of our future vision is innovation: from enabling the conductors to have more real-time information about who is riding on the train to providing our customers with new ways to manage their bookings with us. Creating new services and new revenue generating ideas will help us stay vibrant, adaptive and competitive. If all employees have the tools to clearly see their financial and operational impact, then we can all drive for excellence in everything we do. In the end, it comes down to being customer-centric and giving our customers the tools and services to book anywhere, anytime and do it efficiently.

**Michael Logue Named Chief Safety Officer**

Amtrak welcomes new Chief Safety Officer Michael Logue who will be responsible for planning, directing and overseeing the safety activities and standards of our company. Under his leadership we will continue improvements in employee and passenger safety, including the railroad’s Safe-2-Safer behavior-based cultural safety program. Logue will also provide oversight of our compliance with safety regulations and participation in current and emerging industry safety practices.

Logue joins Amtrak as part of our company’s strategy to continuously improve our culture of safety and security in order to achieve our goal of becoming North America’s safest railroad.

Logue has an extensive career in the railroad industry. He spent 30 years at the Federal Railroad Administration (FRA) where he served as acting associate administrator for railroad safety. He also acted as chief safety officer at the FRA.

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.
Amtrak participated in the annual National Council of La Raza (NCLR) conference in New Orleans this July. The NCLR is the largest national Hispanic civil rights and advocacy organization in the United States. The organization has a network of nearly 300 affiliated community-based organizations. The annual conference is the largest gathering of Latino leaders and advocates.

The NCLR national family expo is part of the conference and it has approximately 40,000 attendees every year. Our presence in the expo consisted of an exhibit booth where we distributed bilingual information and educated the community about the benefits of rail travel.

“Latinos are an important part of our ridership and we are actively engaging the community to choose Amtrak for their travel needs and to consider us as a career option,” said Darlene Abubakar, senior director of national advertising for Amtrak.

Spanish speaking Amtrak employees volunteered to staff the booth. Conductor J.J. Quezada, who has been with Amtrak since 1988 and in the passenger rail business since 1980, traveled from San Antonio to New Orleans to help with the booth. Quezada leads the team of volunteers at National Train Day in San Antonio. He says he loves doing these types of events because it gives him an opportunity to share his passion for train travel.

“Train is the best way to travel. If you asked my children what is their best memory of growing up, they would say: ‘dad and us on the train’,” said Quezada, the father of four who during his Amtrak career has been awarded two President’s Service and Safety Awards.

“I really liked volunteering for the Spanish speaking community,” said Martha Serrano from the Contact Center in Riverside. “I enjoyed speaking to them about traveling with Amtrak and seeing their reaction when they learned more about Amtrak.”

“It made people aware of our services,” said Martha Lindo, one of our bilingual contact center representatives in Riverside. “Many didn’t know that we have a train station in their towns or cities and they felt more comfortable talking about it in Spanish and talking to someone face to face.” “I was very glad we had this opportunity to help because we helped the community and I also felt great to be part of our company.”

“We are here for them, but having a face-to-face meeting makes all the difference. We are lucky to have a great team and we are happy to have the opportunity to reach out to the community this way,” said manager of reservations at the Riverside Contact Center Dianne Pitts.

Liliana Lopez, senior corporate communications officer, shared remarks to an audience of 1,600 leaders during the NCLR awards ceremony. “The Latino Amtrak journey began long ago, when many of our ancestors helped build the railroad. Today, Latinos are part of Amtrak and the American journey,” Lopez said. “Conferences like this one give us an opportunity to remind everyone how important rail passenger is for our communities and our country.”
Congratulations to All of You!

Employee Milestones

25-Year Anniversary
April 2013

STEVENs, PAUL
Chicago Crew Base

STUMPF, ERIc
Los Angeles Offices

SWEET, DOUGLAS
St. Louis Station

VANETTES, THOMAS
Los Angeles Offices

VARELA, JULIA
Sanford, Fla. Station

WIEMAN, TAMMY
Bear, Del. Car Shop

30-Year Anniversary
April 2013

ARCHAMBO, DAVID
Sunnsyde Yard N.Y.

BAYLOR, KEVIN
Quad Ave. MIW Base Baltimore, Md.

BRUNO, STEPHEN
New Haven, Conn. Station

GALLAGHER, SINCLAIR, MAUREEN
Sunnsyde Yard N.Y.

GEISENDAFFER, RAYMOND
Quad Ave. MIW Base Baltimore, Md.

HARGETT, CHARLES
Baltimore Station

KLEIN, JAMES
Niles, Mich. Station

KRALLE, THOMAS
Philadelphia 30th Street Station

LINDSAY, JUNIOR
Miami Mechanical Yard

MCCADDEN, DAVID
Amtrak Corp. Headquarters

MCCLoskey, MAUREEN
Philadelphia 30th Street Station

POULTON, GERALD
Boston South Station

RUXTON, ALFRED
Philadelphia 30th Street Station

SAXON, ANTHONY
Perryville, Md. MIW Base

SPIVEY, SHERMAN
Quad Ave. MIW Base Baltimore, Md.

STEVENSON, DUDLEY
Ivy City Maintenance Facility Washington, D.C.

STUDIVANT, JOE
Quad Ave. MIW Base Baltimore, Md.

TALBOTT, WAYNE
Lancaster, Pa. Station

WALKER, CARL
Philadelphia 30th Street Station

WANNAIT, MARK
C&S Construction Linden, N.J.

35-Year Anniversary
April 2013

BURTON, RICK
Beech Grove Maintenance Facility

CHENORE, LINDA
Chicago Mechanical & Terminal Offices

DETRATTO, ERNEST
Brighton Park, Ill. Facility

GARDEN, VICTORIA
Old Saybrook, Conn. Station

JOHNSON, PAUL
Calif. Reservation Sales Office

KOZMEL, THOMAS
Chicago Offices

LOTSBAICH, ROBERT
Jackson, Miss. Station

MILER, JAMES
Philadelphia 30th Street Station

MOW Base
Hamden, Conn.

GAVIN, ROBERT
Philadelphia 30th Street Station

GOLDSTEIN, HOWARD
Philadelphia 30th Street Station

HORTON, VERLA
Calif. Reservation Sales Office

HUMBLE, STEVEN
Seattle Mechanical Yard

INGALSBE, ALICE
Renaissance Building Wilmington, Del.

MATTOON, JAMES
Amtrak Corporate Headquarters

MEDORO, MARIO
Philadelphia 30th Street Station

MERRITT, ANNE
Oakland, Calif. Station

MONAGHAN, KATHLEEN
Pa. Reservation & Sales Office

PALMER, RICHARD
Philadelphia 30th Street Station

PRINCE, LARRY
Brighton Park, Ill. Facility

SMALL, MICHAEL
Philadelphia 30th Street Station

SQUIETIERI, VIRGINIA
Philadelphia 30th Street Station

20-Year Anniversary
May 2013

AMOS, GEORGE
New York Penn Station

BEY, DAWN
Philadelphia 30th Street Station

BLAKEY, TIMOTHY
Rensselaer, N.Y. Station

BLOCHER, ANDREW
Los Angeles Offices

BRADLEY, MAUREEN
Pa. Reservation & Sales Office

BRATTON, DAVID
Rensselaer, N.Y. Station

BRIDGE, RAYMOND
Trenton, N.J. Station

BUIE, JEFFREY
Transportation Bldg. Washington, D.C.

CLINGER, JEFFREY
New York Penn Station

CRUMIT, ARNOLD
Miami Station

CRUZ, MANUEL
Los Angeles 8th St. Coach Yard

DAGEN, MICHAEL
CNOC Wilmington, Del.

DESAIL, NARESH
CNOC Justison Office Wilmington, Del.

FORD, CONCErTa
Pa. Reservation & Sales Office

FRIERSON, MOZELLA
Brighton Park, Ill. Facility

FULTON, LAMIN
Wilmington, Del. Station

GOODE, VINcent
Philadelphia 30th Street Station

HENRANDEZ, GUADALUPE
Los Angeles Offices

HOSSAIN, IQBAL
Los Angeles Offices

KILPATRICK, SHEILA
Pa. Reservation & Sales Office

KITTRELL, CRYSTAL
New York Penn Station
## Employee Milestones

### Congratulations to All of You!

<table>
<thead>
<tr>
<th>Name</th>
<th>Office/Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOPEZ, ALFONZO</td>
<td>Los Angeles Offices</td>
</tr>
<tr>
<td>MARK, SELWYN</td>
<td>Sunnyside Yard N.Y.</td>
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<tr>
<td>MUR, DARREN</td>
<td>Los Angeles Offices</td>
</tr>
<tr>
<td>MUKHERJ, CHANDRA</td>
<td>Pa. Reservation &amp; Sales Office</td>
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<tr>
<td>NORA, ELISEO</td>
<td>Los Angeles Offices</td>
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<tr>
<td>PILAT, GARY</td>
<td>Chicago Crewbase</td>
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<tr>
<td>POTTS, MICHELLE</td>
<td>Pa. Reservation &amp; Sales Office</td>
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<tr>
<td>QUEZADA, RAYMOND</td>
<td>Los Angeles Offices</td>
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<tr>
<td>ROMANO, ERIC</td>
<td>Chicago Union Station</td>
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<tr>
<td>RUFFIN, MARVIN</td>
<td>Trenton, N.J. Station</td>
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<tr>
<td>SALDIVAR, ADRIENNE</td>
<td>Chicago Crew Base</td>
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<tr>
<td>SCHUM, NICOLE</td>
<td>CNOC Wilmington, Del.</td>
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<tr>
<td>SLACKTER, JOSEPH</td>
<td>Trenton, N.J. Station</td>
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<tr>
<td>SMALLS, STEVEN</td>
<td>New York Penn Station</td>
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<tr>
<td>SMITH, MARY LOUISE</td>
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<td>SMITH, TYRONE</td>
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<td>STEVENS, MARILYN</td>
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<td>STRONG, SEAN</td>
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<td>TATE, TONYA</td>
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<td>TRAN, DAM</td>
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<td>VOGEL, JOHN</td>
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<td>WADE, CAROLANNE</td>
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<tr>
<td>WALKER, BENJAMIN</td>
<td>Philadelphia 30th Street Station</td>
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<td>WALLACE, ANTONIETTA</td>
<td>Pa. Reservation &amp; Sales Office</td>
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<tr>
<td>25-Year Anniversary</td>
<td>May 2013</td>
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<td>BANKS, JEFFREY</td>
<td>Philadelphia 30th Street Station</td>
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<td>BEHRLE, JANICE</td>
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<td>BRYSON, J.</td>
<td>Calif. Reservation Sales Office</td>
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<td>BURWELL, ELWOOD</td>
<td>Metrolink Crew Base San Bernadino, Calif.</td>
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<td>BUSBEE, JOHNSON</td>
<td>Denver Station</td>
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<td>CARSWELL, HERBERT</td>
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<td>COLES, DIANN</td>
<td>New York Penn Station</td>
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<td>FALKENSTEIN, JAMES</td>
<td>New York Division Headquarters</td>
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<td>FREDREICK, LEONARDO</td>
<td>Miami Station</td>
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<td>FRIEND, ERL</td>
<td>W. Oakland Maintenance Facility</td>
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<td>FUSCO, MARIA</td>
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<td>HOLMES, PATRICIA</td>
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<td>IRVING, ROBERT</td>
<td>Southampton St. Yard Boston, Mass.</td>
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<td>LISBY, DARLENE</td>
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<td>MADER, JANIS</td>
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<tr>
<td>MERINO, JAIME</td>
<td>Los Angeles Offices</td>
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<tr>
<td>MORRIS, JAMES</td>
<td>Greensboro, N.C. Station</td>
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<td>O’ROURKE, DENNIS</td>
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<td>PAOLINI, ROGER</td>
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<td>PATTERSON, GERALD</td>
<td>Meridian, Miss. Station</td>
</tr>
<tr>
<td>PLATT, ALLEN</td>
<td>Salt Lake City Crew Base</td>
</tr>
<tr>
<td>RAINEAR, GENE</td>
<td>Amtrak Corp. Headquarters</td>
</tr>
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<td>REESE, GEORGE</td>
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<td>RODRIGUEZ, ROY</td>
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<td>SALOMON, RICHARD</td>
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<td>SAMPSON, CORELL</td>
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<td>Los Angeles Offices</td>
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<td>Salt Lake City Crew Base</td>
</tr>
<tr>
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<td>Pa. Reservation &amp; Sales Office</td>
</tr>
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<td>New York Penn Station</td>
</tr>
<tr>
<td>YOUNG, LAJEUNE</td>
<td>Philadelphia 30th Street Station</td>
</tr>
<tr>
<td>30-Year Anniversary</td>
<td>May 2013</td>
</tr>
<tr>
<td>ANGOTTI, CHARLES</td>
<td>New York Office</td>
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<td>CAMPBELL, MARK</td>
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<td>CARPINONA, ROCCO</td>
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<td>DEAL, LEWIS</td>
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<td>EDELE, MICHAEL</td>
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<td>GAYLE, ORETTA</td>
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<td>GILLARD, KYLE</td>
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<td>HANNAH, WILLIAM</td>
<td>C&amp;S Construction Linden, N.J.</td>
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<td>HOWE, WILLIAM</td>
<td>Quad Ave. M/IW Base Baltimore, Md.</td>
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<td>JONES, DONALD</td>
<td>C&amp;S Repair Shop Lancaster, Pa.</td>
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<td>KATT, GERARD</td>
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<td>KNEPP, WAYNE</td>
<td>Baltimore Station</td>
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<tr>
<td>MCNAMARA, THOMAS</td>
<td>Springfield, Ill. Station</td>
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<td>MYERS, WILLIAM</td>
<td>Baltimore Station</td>
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<td>PISANI, DANIEL</td>
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<td>PRISCO, SALVATORE</td>
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<td>REBERGER, JEFFREY</td>
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<td>ROBINSON, BRAMWELL</td>
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<td>ROQUE, ARTURO</td>
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<td>Baltimore Station</td>
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<td>WEIGLE, VINCENT</td>
<td>Bear, Del. Car Shop</td>
</tr>
<tr>
<td>WHYTE, CHARLES</td>
<td>Sunnyside Yard N.Y.</td>
</tr>
</tbody>
</table>
Congratulations to All of You!

35-Year Anniversary
May 2013

ARNOLD, DONALD
Beech Grove Maintenance Facility

CLARK-WALCZAK, NANCY
Raleigh, N.C. Offices

CLEMPTONS, PAUL
Seattle Mechanical Yard

DILLON, PETER
Boston South Station

GIBSON, LARRY
Savannah, Ga. Station

HALL, SHERMAN
Merced, Calif. Station

HOPSON, WILLIAM
Beech Grove Maintenance Facility

HYTEN, BRUNO
Beech Grove Maintenance Facility

JOHNSON, DONALD
Dallas, Texas Station

MCCRAY, DIANA
T&E Toledo Crew Base

MEEK, SCOTT
Beech Grove Maintenance Facility

ROBERTS, LARRY
Southampton St. Yard

ROBLES, EDWARD
Los Angeles 8th St. Coach Yard

40-Year Anniversary
May 2013

CIESLA-DEANGELIS, KAREN
CNOC Wilmington, Del.

HUCK, ROBERT
Milwaukee Station

HUGHES, TERESA
CNOC Wilmington, Del.

POLLIN, DONNA
Pittsburgh Station

STAGI, SHARYN
Philadelphia 30th Street Station

RETIreeS
May 2013

BESTLIN, HELEN
Minneapolis-St. Paul Station

BOBO, KENNETH
Calif. Reservation Sales Office

BRODY, WAYNE
Chicago Crew Base

BRUGEMAN, PAUL
Rensselaer, N.Y. Mechanical Facility

BURRELL, DAVID
Beech Grove Maintenance Facility

CARLOS, EDGARDO
Los Angeles Office

COWART, RUBY
New Orleans, La. Station

DELANEY, THOMAS
Beech Grove Maintenance Facility

DICKERSON, COLLEEN
Chicago Union Station

DI PAOLO, JOHN
Philadelphia 30th Street Station

FOLPE, STEVEN
St. Louis, Mo. Station

GALLAGHER, TIMOTHY
Oakland, Calif. Crewbase

GUNARATNE, ANIL
Los Angeles Offices

HARDIMON, DAVID
Los Angeles 8th St. Coach Yard

HORNYAK-SMITH, JEANIE
CNOC Wilmington, Del.

HUGHES, MICHAEL
Chicago Mechanical & Terminal Offices

KAY, DALE
Beech Grove Maintenance Facility

LEWIS, JAMES
Chicago Mechanical & Terminal Offices

LEWIS, JAMES
St. Louis, Mo. Station

LIM, DAVID
Amtrak Corporate Headquarters

MOSLEY, LAURA
Sanford, Fla. Station

PERDOMO, GONZALO
Los Angeles Offices

PICULAK, JOHN
Philadelphia 30th Street Station

REED, GARY
Chicago Mechanical & Terminal Offices

SILENCEUX, JEAN
Chicago Crew Base

SMITH, CATHERINE
Amtrak Corporate Headquarters

SMITH, WAVENE
Los Angeles 8th St. Coach Yard

STEVenson, GARY
Amtrak Corporate Headquarters

SUTA, JANE
Pa. Reservation & Sales Office

TAYLOR, KEYSTER
Raleigh, N.C. Station

TWYMAN, JAMES
Rensselaer, N.Y. Station

WALKER-MANCINI, GERALDINE
Philadelphia 30th Street Station

WATSON, WILLIE
Miami Station

WELAN, STEPHEN
Providence Station

WILCOX, DAVID
Seattle Mechanical Yard

WITTING, JEFFREY
Brighton Park, Ill. Facility

ZAVISKA, DEBORAH
Chicago Offices

20-Year Anniversary
June 2013

ALDERMAN, EDWARD
Chicago Crew Base

BARNES, ORLANDO
Brighton Park, Ill. Facility

BELTON, MARK
Division Admin. Office

BOESS, RICHARD
Metrolink Crew Base

BROOKS, DWAIN
Metrolink Crew Base

BRODWAY, JAMES
Chicago Mechanical & Terminal Offices

CURRINGTON, MICHAEL
Raymond Plaza West

DAVENPORT, EDMUND
Miami Mechanical Yard

DI MARCA, JOSEPHINE
Chicago Crew Base

EASON, GLORIA
Miami Mechanical Yard

ELROD, JOSEPH
San Diego Station/ Mechanical

ERNEST, BILLIE
CNOC Wilmington, Del.

FLESHMAN, TOM
Los Angeles Offices

GIRGIS, NAGI
W. Oakland Maintenance Facility

GOLDEN, TAMAR
New York Penn Station

GOODRICH, CAROL
Calif. Reservation Sales Office

HANSA, KEVIN
Albany, N.Y. Station

HEEKEI, LESLIE
Calif. Reservation Sales Office

HERNANDEZ, JOSE
Miami Mechanical Yard

HORNET, SEAN
Chicago Mechanical & Terminal Offices

HUGHES, MARLENE
Wilmington, Del.

JONES, MARCIA
Miami Mechanical Yard

KOSAKOWSKI, JOHN
New York Penn Station

LAMB, JAMES
Shelby, Mont. Crew Base

Amtrak Ink August 2013 | 19
To change your address, sign onto the Employee Information Portal or complete an NRPC 2001 form and submit according to the directions.

In Amtrak History

AUGUST 7, 1975

First Amfleet I cars go into service. Today, Amtrak still has approximately 440 Amfleet I cars in service on the Northeast Corridor and state corridor routes. The cars include coach, business class and food service configurations in our regional and state corridor routes trains.

By early 1978 Budd Corporation will have built 492 new Amfleet passenger cars. Almost 8 continuous miles of gleaming stainless steel equipment that will comprise nearly a quarter of the entire Amtrak passenger fleet.