

Amtrak Police Department **2024** *Annual Report*

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Our Mission

To “Protect America’s Railroad” by proudly safeguarding a nation in transit through ethical and respectful service.



Our Vision

To work with partners and stakeholders to deliver a safe, secure, and reliable passenger railroad system in the United States.

Message from Chief Dotson



Dear Amtrak Stakeholders, Employees, and Passengers,

It is with great pride that I present the 2024 Annual Report of the Amtrak Police Department (APD). This past year has been marked by significant achievement and meaningful transformation as we continue to deliver on our mission: safeguarding the passengers, employees, and infrastructure of America's Railroad.

A Year of Strategic Progress

Now in the third year of our 2022–2026 Strategic Plan, APD has made measurable strides across each of our four pillars: Supporting Our People, Protecting People and Infrastructure, Optimizing the Business, and Strengthening Internal and External Partnerships.

In 2024, we successfully completed the reaccreditation process with the Commission on Accreditation for Law Enforcement Agencies (CALEA)—a rigorous validation, reinforcing our continued commitment to the highest standards of professionalism and accountability.

One of our most defining accomplishments was the creation of the Amtrak Police Leadership Academy, developed in partnership with George Mason University. This initiative reflects our deep investment in cultivating the next generation of law enforcement leaders - leaders prepared to meet today's challenges and tomorrow's expectations.

Washington Union Station, a historic landmark and vital hub, transitioned under Amtrak's management on July 29, 2024. With it came a renewed focus on safety and security. In the first five months of our stewardship, our targeted Crime Prevention Plan drove a nearly 20% reduction in crime—an early indicator of the impact purposeful policing can have in critical transportation spaces.

Our partnership with the h3 Project continues to be one of the most forward-thinking programs in our portfolio. By working alongside social services professionals, our officers are better equipped to address the needs of unhoused individuals—especially those struggling with mental health or substance use issues—through compassion, connection, and accountability. It's a smarter, more humane way to police, and one our officers have embraced with purpose.

I'm also proud that our department's efforts were recognized in the U.S. Department of Transportation's 2024 Advisory Committee on Human Trafficking report. This national recognition reflects the breadth of our approach, including enhanced training for all employees and the rollout of QR-code-based outreach campaigns placed throughout our network, discreet tools designed to offer help and hope to those in crisis.

We continue to lean into data and technology to shape smarter operations. APD integrates Amtrak's Customer Satisfaction Index (CSI) metrics directly into our CompStat process, helping us align strategies with the passenger experience. We've also expanded our Route Risk Assessment methodology to include stations, giving us a more complete picture of vulnerabilities and priorities across the system.

On the infrastructure front, our Corporate Security team delivered unmatched results—completing over \$14.6 million in capital projects and successfully executing \$8.5 million in Department of Homeland Security grant-funded programs. Their security expertise supported over 100 projects across the enterprise, including major capital initiatives valued at more than \$6.1 billion.

A Department on a Mission

This report is more than a summary of activities—it's a reflection of the exceptional people who carry out our mission every day with integrity, purpose, and resolve.

To our officers and professional staff—thank you for your tireless service and steadfast commitment. And to the greater Amtrak community—thank you for your continued partnership and support.

Together, we move forward focused on security, grounded in service, and united by a shared commitment to "Protecting America's Railroad."

With respect and appreciation,

D. Samuel Dotson

*Vice President, Chief of Police
Amtrak Police Department*

Executive Summary

The 2024 Annual Report of the Amtrak Police Department showcases a year of significant accomplishments and ongoing challenges. Our commitment to passenger and public safety, community outreach, social service partnerships, and specialized training initiatives remains unwavering. In the face of evolving security concerns and societal dynamics, our department continues to adapt, innovate, and serve with dedication.

Notable Successes

In 2024, our officers and professional staff delivered measurable results in advancing the safety and security of our passengers, employees, and infrastructure. I'm proud to report a meaningful reduction in crimes against persons, property, and Group B offenses—even as ridership rose by 11% over the previous year. This progress is not coincidental; it reflects the discipline, professionalism, and strategic focus of a team committed to protecting people and earning public trust every day.

6.3%

Decrease in the rate of crimes against persons.
2023–2024

5.27%

Decrease in the rate of crimes against property.
2023–2024

1.4%

Decrease in the rate of Group B offenses.
2023–2024

Strategic Partnerships and Continued Training

Through collaborative training initiatives, we fostered a culture of knowledge exchange across departments. This comprehensive approach resulted in an enhanced skillset for both individual officers and the department as a whole.

13

Specialized Trainings

Total - Operation RAILSAFE, Conventional and Tactical

9

U.S. Cities Part of the RAILSAFE Partner Training

5

Strategic Security Operations

Community Outreach

APD's community outreach programs have been instrumental in building strong relationships with local communities. APD appreciates and supports the communities it serves through public education programs on safety and security focused on rail safety, participation in community events and partnerships with local law enforcement agencies.

5

Successful Community Outreach & Special Events

Outreach events & Officers of the Year Ceremony

12

Safety Initiatives Implemented

OLI Training, Operation Clear Track

Foundational Pillars

This foundation of our strategic plan creates a strong culture of accountability and responsibility in the Department.



PILLAR 01

Protecting People & Infrastructure



PILLAR 02

Supporting Our People



PILLAR 03

Internal & External Partnerships



PILLAR 04

Optimizing the Business

The Amtrak Police Department remains steadfast in its commitment to delivering the highest standard of safety and service to our passengers and employees. We recognize that public safety is a shared responsibility, and we will continue to strengthen our partnerships with community organizations and local leaders to proactively identify and address emerging concerns. It is our honor to serve, and we do so with humility, professionalism, and a deep sense of purpose.

Core Values

We are committed to working in partnership with our employees, customers, and the communities we serve to build and sustain relationships rooted in trust, transparency and mutual respect. Our focus remains clear: reduce crime, enhance quality of life, and stand vigilant against those who seek to do harm. This is not just our duty, it is our purpose.

Our core values are more than words, they are the foundation of how we lead, serve and protect. They guide our decisions, shape our culture and define who we are as a department. These values reflect our shared commitment to integrity, accountability, and excellence in everything we do.



AMTRAK POLICE DEPARTMENT CORE VALUES



Safety

We commit to providing a safe environment and experience for all.



Service

We commit to reducing the levels of crime, fear, and disorder through an evidence-based and data-driven approach that is fair, courteous, responsive, efficient, and effective.



Integrity

We pledge to uphold our position of trust by maintaining the highest ethical standards.



Respect

We respect all members of our community and organization. We foster an environment that encourages teamwork, innovation, and excellence.



Professionalism

We treat the public and our colleagues with courtesy and respect. We understand that appearances, words, and demeanor contribute to the public's confidence. We are responsive and deliver services promptly and efficiently.



Teamwork & Collaboration

We work together as one organization in carrying out the mission of the Department. As individual members of the Department we are respectful to each other and work collectively to solve problems and serve our community. We dedicate ourselves to working with our stakeholders (internal and external) to find solutions to emerging challenges.



Fairness and Impartiality

We act with fairness, restraint, and impartiality in carrying out our duties. We work with the people to continually understand and overcome cultural influences and unconscious biases. We understand that our actions combined with the way we treat all people contributes to our "legitimacy" in the eyes of the public.



Humility

We recognize our positions in the larger community as servant leaders. We do not consider ourselves more highly than we ought to; but rather, we seek continuous improvement in the service we provide to our community.



Efficiency

We keep abreast of standard procedures, legal issues, and innovative topics in modern policing through regular training. We exercise rigor in thinking strategically about identifying trends, exploring alternative solutions, and solving problems.



Wellness

We will care for our staff so they can care for those we serve.

Defining the Department's 2022-2026 Strategic Direction

The Amtrak Police Department continues to advance a strategic vision rooted in accountability, collaboration, and operational excellence. Our current strategic plan, launched in 2022, builds on the foundational insights provided by the Amtrak Office of Inspector General's 2020 report, "Safety and Security: Management of the Police Department Has Recently Improved but Foundational Decisions Are Needed on Its Role and Priorities." That report served as a catalyst for meaningful change, prompting a department-wide reassessment of our mission, staffing models, and resource deployment.

Since then, we've engaged deeply with our employees, customers, and executive leadership to shape a forward-looking strategy that reflects both operational realities and aspirational goals. Through structured interviews, collaborative planning sessions, and ongoing dialogue with the Amtrak Executive Leadership Team, we've aligned our priorities around a shared commitment to safeguarding people and infrastructure through partnerships and best practices.

As we move through the second half of this strategic cycle, our focus remains on:

- Optimizing staffing and deployment to ensure the right mix of commissioned officers, professional staff, and contract security.
- Strengthening relationships with internal and external stakeholders to build trust and improve service delivery.
- Enhancing readiness and resilience in the face of evolving threats, including terrorism and emerging public safety risks.

**This plan is not static,
it is a living framework
that guides our decisions
and adapts to the needs
of the communities we
serve.**

**We remain committed to
transparency, continuous
improvement, and deliv-
ering measurable results.**



STRATEGIC RECOMMENDATIONS

FOR THE AMTRAK POLICE DEPARTMENT

| | | | |
|--|---|---|---|
| 1. Integrate Safety Early in the Journey | 2. Redefine the Customer Experience Starting at the Door | 3. Strengthen Law Enforcement Coordination | 4. Enhance Visibility as a Deterrent and Response Tool |
| Embed security considerations at the point of ticketing to proactively manage risk and enhance passenger confidence. | Recognize that the passenger journey begins upon arrival at the station - prioritizing visibility, accessibility and reassurance from the outset. | Establish dedicated APD liaisons to ensure seamless collaboration with local, state, and federal partners across jurisdictions. | Maintain a strong, visible presence on trains and in stations to deter threats and enable rapid intervention when needed. |
| 5. Leverage Intelligence-Led Policing | 6. Tailor Resource Deployment for Counterterrorism | 7. Expand the Use of K9 Screening Teams | 8. Prioritize Customer-Centered Policing |
| Use data and analytics to drive deployment decisions, assess threats, and allocate resources with precision. | Implement specialized strategies and assets to address evolving terrorism threats across the national network. | Deploy K9 Units as a proactive screening and deterrence tool, enhancing both safety and public confidence. | Foster a calm, stable environment through empathetic engagement and service-focused policing practices. |

STRATEGIC FOUNDATIONS: 2022–2026

To ensure the Amtrak Police Department remains aligned with the evolving needs of our organization and the communities we serve, we undertook a comprehensive assessment to define our goals and objectives for the 2022–2026 strategic cycle. This process included a department-wide SWOT analysis that included evaluating our strengths, weaknesses, opportunities, and threats and was conducted in collaboration with APD commanders and key stakeholders. Their insights, combined with direct feedback from the Amtrak Executive Leadership Team, helped surface the most critical areas of focus for our future.



PILLAR 01
Protecting People & Infrastructure



PILLAR 02
Supporting Our People



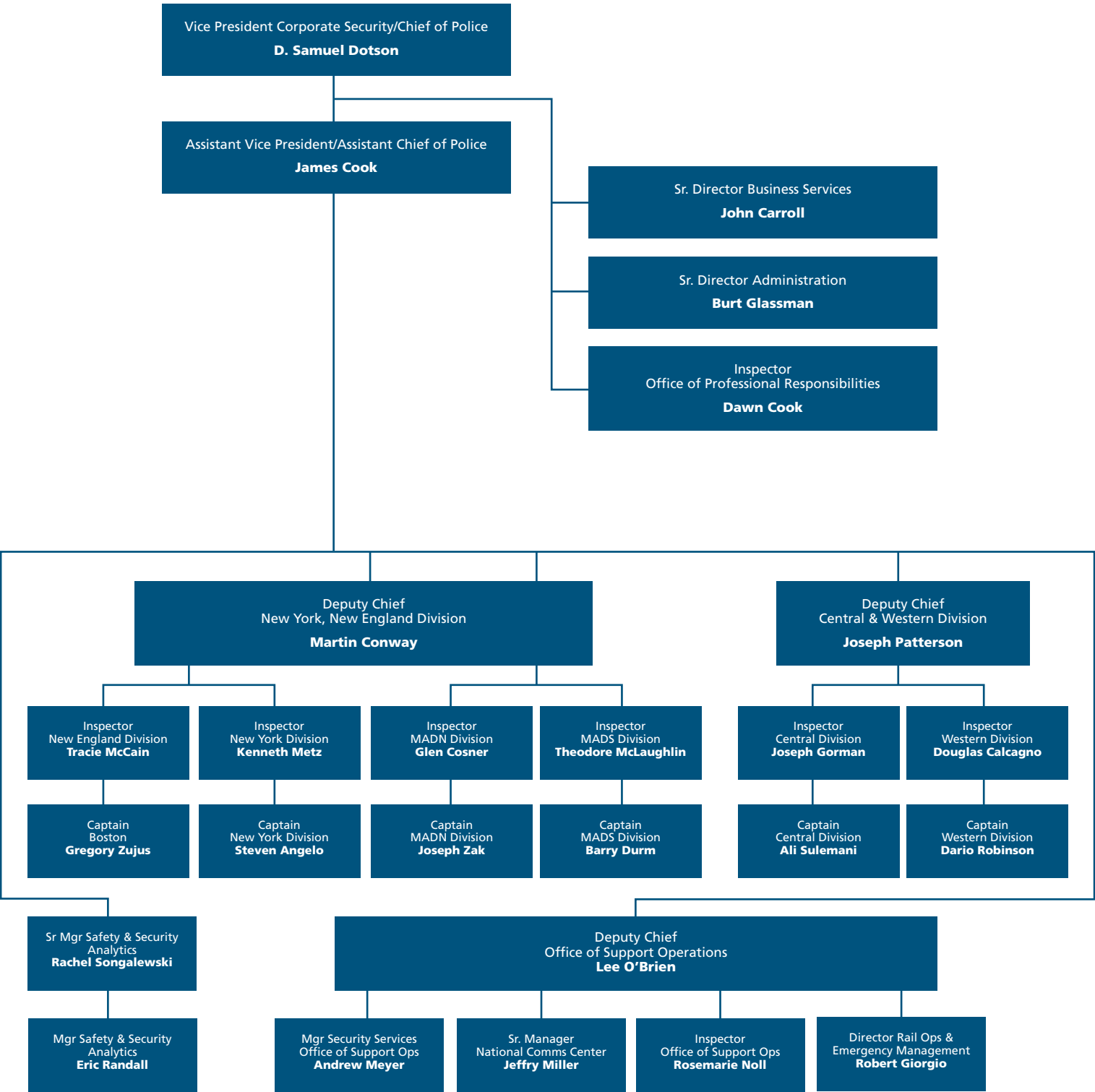
PILLAR 03
Internal & External Partnerships



PILLAR 04
Optimizing the Business

This foundation creates a strong culture of accountability and responsibility in the Department and sets APD on a path providing public safety in collaboration with the communities we serve at the same time valuing both the long and complex history of policing in our country and embracing the calls for reform and the need to change.

Organizational Chart

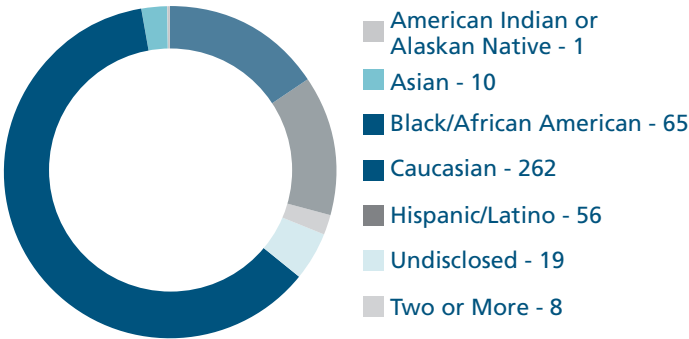


Staffing

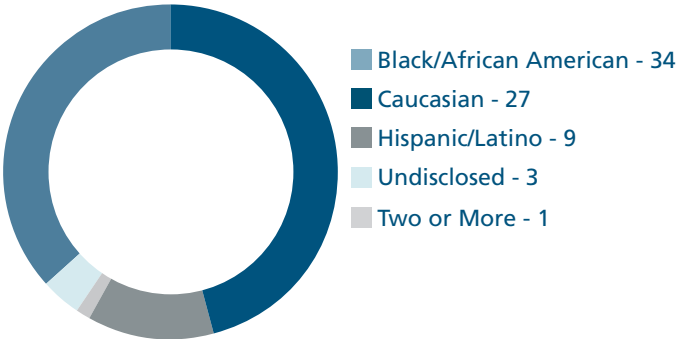
| Based on December 31, 2024 Data (Authorized Positions) | | | | |
|--|-----------------------------|-------|----------|-------|
| | | Sworn | Civilian | Total |
| Chief of Police | | 1 | 1 | 2 |
| Intel | | 4 | 8 | 12 |
| Office of Professional Responsibility | | 15 | | 15 |
| Administration | | | 6 | 6 |
| Corporate Security | | | 11 | 11 |
| Support Operations & NCC | | 15 | 19 | 34 |
| Assistant Chief of Police | | 1 | | 1 |
| | New England - Patrol | 48 | 1 | 49 |
| | New England - K9 | 8 | | 8 |
| | Total New England | 56 | 1 | 57 |
| | New York - Patrol | 80 | 6 | 86 |
| | New York - K9 | 13 | | 13 |
| | Total New York | 93 | 6 | 99 |
| | Mid-Atlantic North - Patrol | 65 | 8 | 73 |
| | Mid-Atlantic North - K9 | 9 | | 9 |
| | Total Mid-Atlantic North | 74 | 8 | 82 |
| | Mid-Atlantic South - Patrol | 58 | 2 | 60 |
| | Mid-Atlantic South - K9 | 8 | | 8 |
| | Total Mid-Atlantic South | 66 | 2 | 68 |
| | Central - Patrol | 55 | 1 | 56 |
| | Central - K9 | 6 | | 6 |
| | Total Central | 61 | 1 | 62 |
| | Western - Patrol | 42 | 1 | 43 |
| | Western - K9 | 3 | | 3 |
| | Total Western | 45 | 1 | 46 |
| *Authorized numbers | Total | 431 | 64 | 495 |

Demographics

Male



Female



Budget and Expenditures

| Division / Unit | Salaries (\$k) | Wages Straight & Overtime (\$k) | Benefits (\$k) | Non-Labor Expense (\$k) | Total (\$k) |
|---------------------------------------|----------------|---------------------------------|----------------|-------------------------|---------------|
| New England | 327 | 5,060 | 2,092 | 453 | 7,933 |
| New York | 562 | 9,402 | 3,723 | 482 | 14,169 |
| Mid-Atlantic | 593 | 14,186 | 5,551 | 1,090 | 21,420 |
| Central/Western | 850 | 9,593 | 4,062 | 1,203 | 15,707 |
| K9 Program | 167 | 7,522 | 2,942 | 2,486 | 13,116 |
| Corporate Security | 1,087 | 229 | 373 | 1,043 | 2,732 |
| Chief, Intel, Support Operations, NCC | 3,758 | 5,805 | 3,294 | 8,346 | 21,203 |
| Total Amtrak Police Department | 7,344 | 51,796 | 22,037 | 15,102 | 96,279 |

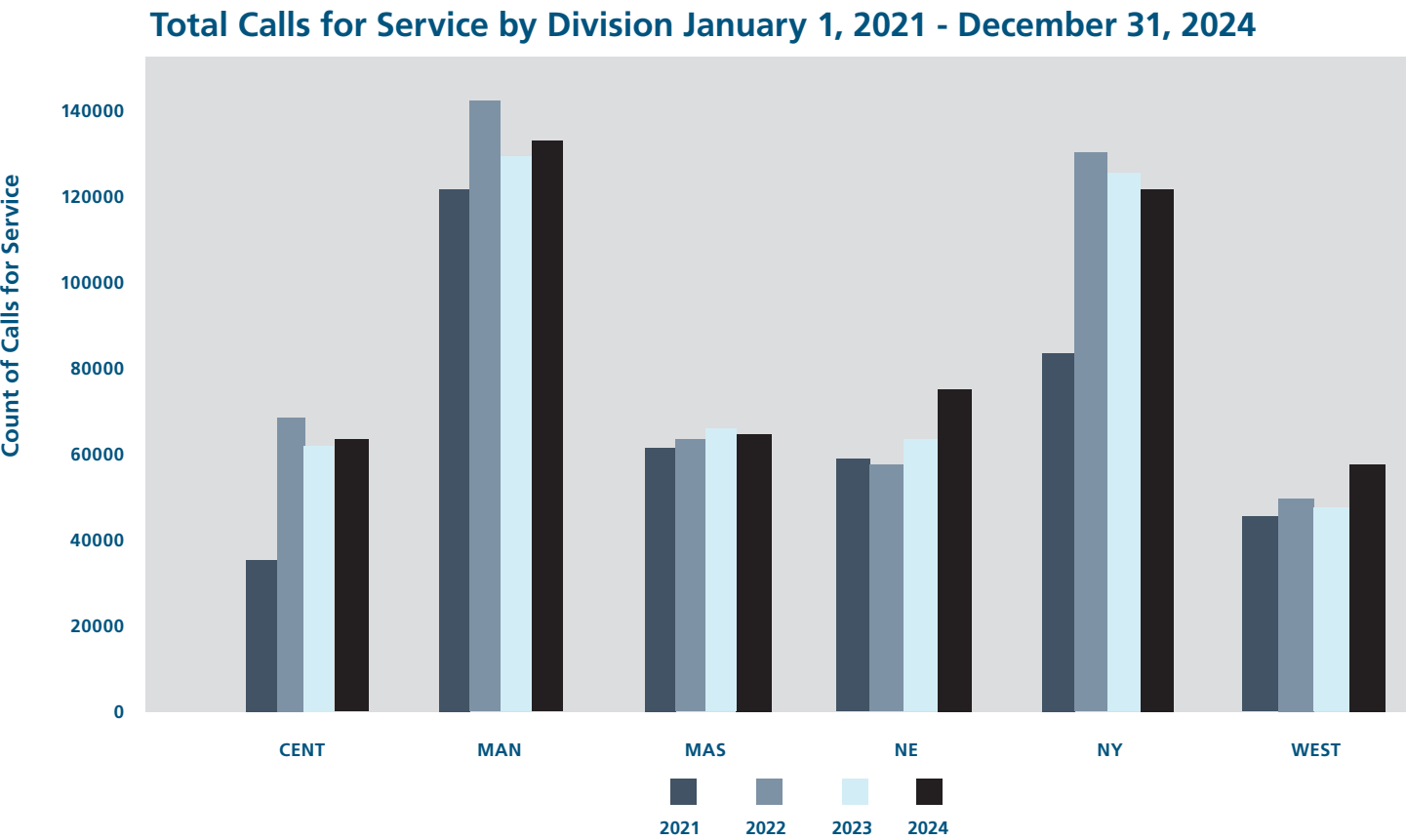


Calls for Service

Amtrak police officers respond to a variety of incidents, ensuring the safety of passengers and staff on trains and at stations. These incidents are known as “calls for service.” There are two main ways calls for service come about:

- Dispatched Calls: These calls originate from the public, who report suspicious activity or emergencies by dialing 911. The dispatcher then relays the details to the nearest Amtrak police officers to investigate and respond accordingly.
- Self-Initiated Calls: At times, officers themselves initiate calls for service. During their patrols through stations and on trains, they might observe suspicious activity or potential threats. These proactive measures help prevent incidents and ensure a safe environment for everyone.

By responding to both dispatched and self-initiated calls for service, Amtrak police officers play a vital role in maintaining order and safety across the Amtrak network.



Amtrak Police Department Calls for Service

| | 2021 | 2022 | 2023 | 2024 |
|-----------------------------|---------|---------|---------|---------|
| Central Division | 40,201 | 71,922 | 65,242 | 66,638 |
| Mid-Atlantic Division North | 135,778 | 158,570 | 127,937 | 132,460 |
| Mid-Atlantic Division South | 68,657 | 70,940 | 73,283 | 72,707 |
| New England Division | 65,440 | 64,613 | 71,464 | 71,464 |
| New York Division | 93,368 | 145,321 | 144,147 | 140,711 |
| Western Division | 50,419 | 55,279 | 53,648 | 66,213 |
| Unknown* | 2,544 | 2,083 | 1,907 | 1,237 |
| Total | 456,407 | 568,728 | 537,628 | 565,057 |

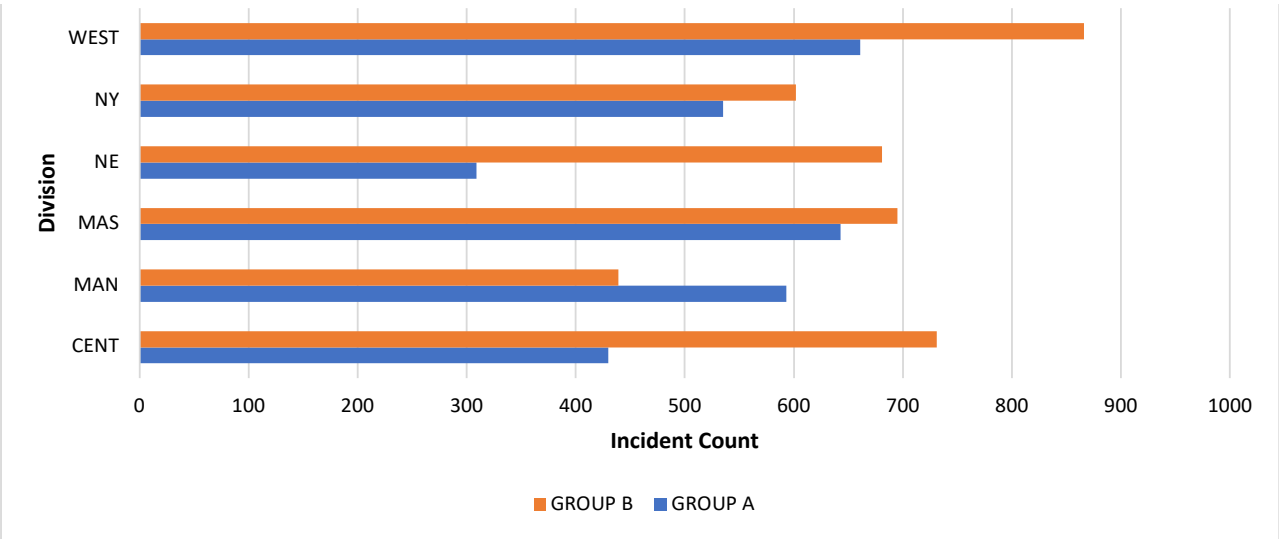
*Unknown encompasses calls for service for which sufficient geographical information was unavailable for the call location.

Group A & B Incidents

National Incident-Based Reporting System (NIBRS) is an incident-based reporting system created by the FBI in which law enforcement collects data on each crime occurrence. The goals of the NIBRS are to enhance the quantity, quality, and timeliness of crime data collected and to improve the methodology used for compiling, analyzing, auditing, and publishing the collected data, and to standardize the process nationwide to allow the FBI to collect and review consistent data.

NIBRS collects data on each incident and arrest within 22 crime categories made up of 46 specific crimes called Group A offenses. For each of the offenses coming to the attention of law enforcement, various facts about the crime are collected. In addition to the Group A offenses, there are 10 Group B offense categories for which only arrest data are reported. When used to its full potential, the NIBRS identifies with precision when and where crime takes place, what form it takes, and the characteristics of its victims and perpetrators. Armed with such information, law enforcement can better define the resources it needs to fight crime, as well as use those resources in the most efficient and effective manner.

Group A and Group B Incidents by Division: January 1 - December 31, 2024



Group A Incidents by Code Group: January 1 - December 31, 2024

| | |
|------------------------------|------|
| ARSON | 5 |
| ASSAULT OFFENSES | 435 |
| BURGLARY/BREAKING & ENTERING | 32 |
| COUNTERFEITING/FORGERY | 18 |
| DESTRUCTION/DAMAGE/VANDAL | 258 |
| DRUG/NARCOTIC | 91 |
| EMBEZZLEMENT | 4 |
| EXTORTION/BLACKMAIL | 2 |
| FAMILY OFFENSES, NONVIOLENT | 1 |
| FRAUD OFFENSES | 639 |
| HOMICIDE OFFENSES | 2 |
| HUMAN TRAFFICKING | 1 |
| KIDNAPPING/ABDUCTION | 2 |
| LARCENY/THEFT OFFENSES | 1574 |
| MOTOR VEHICLE THEFT | 6 |
| PROSTITUTION OFFENSES | 1 |
| ROBBERY | 16 |
| SEX OFFENSES | 44 |
| STOLEN PROPERTY OFFENSES | 15 |
| WEAPON LAW VIOLATIONS | 25 |

Office of Professional Responsibilities

In 2024, the Office of Professional Responsibility (OPR) demonstrated unwavering commitment to excellence, accountability, and public service across our core mission areas. Through comprehensive efforts in Internal Affairs, Training, Policy Formation, and Accreditation, we achieved significant milestones that reinforce our dedication to the highest professional standards.

Our accomplishments include the successful resolution of 59 internal investigations with enhanced tracking capabilities, delivery of extensive training hours to department personnel, implementation of critical policy updates aligned with evolving legal standards, and continued progress toward CALEA accreditation goals. These achievements reflect our steadfast commitment to maintaining public trust through transparency, integrity, and continuous improvement. OPR ensures the Amtrak Police Department operates with the utmost integrity, accountability, and excellence. Through thorough internal investigations, rigorous training programs, sound policy formation, and adherence to national accreditation standards, we strive to maintain public trust, enhance departmental effectiveness, and uphold our core values of service, protection, and professionalism in safeguarding America’s rail transportation system.

Internal Affairs Division

The Internal Affairs Division serves as a cornerstone of the Office of Professional Responsibility, operating with complete independence to ensure impartiality and integrity throughout all investigative processes. In accordance with CALEA standards, our division maintains strict protocols for receiving, investigating, and resolving complaints against department personnel while protecting the rights of all parties involved. During 2024, OPR implemented significant improvements to our internal affairs management system, focusing on enhanced data analytics, improved case tracking capabilities, and streamlined investigative workflows. These enhancements have resulted in more timely investigations, better trend identification, and increased transparency in our processes.

Complaint Analysis and Trends

In 2024, the Amtrak Police Department received 59 complaints compared to 61 in 2023, representing a 3.3% decrease in overall allegations. This reduction reflects the positive impact of our proactive training initiatives, policy clarifications, and enhanced supervision protocols. Of the 59 complaints filed, 57 complaints (96.6%) alleged misconduct violations while 2 complaints (3.4%) alleged discriminatory practices. This distribution demonstrates that the vast majority of complaints involve policy or procedural concerns rather than bias-related issues, indicating the effectiveness of our bias-based policing training and fair and impartial policing initiatives.

Investigation Dispositions

| Disposition | Definition | 2023 | 2024 | Trend |
|------------------------|--|------|------|---------|
| Administrative Closure | Insufficient evidence or information to proceed | 20% | 19% | ↓ 8.3% |
| Exonerated | Actions were justified, lawful, and proper | 12% | 14% | ↑ 14.3% |
| Non-Sustained | Insufficient evidence to prove or disprove | 16% | 20% | ↑ 20% |
| Sustained | Sufficient evidence proves the allegations | 36% | 28% | ↓ 22.7% |
| Unfounded | Investigation indicates alleged acts did not occur | 16% | 19% | ↑ 10% |

Key Findings: The 22.7% decrease in sustained complaints indicates improved officer performance and adherence to policies. The increase in exonerated cases (14.3%) suggests officers are making appropriate decisions under challenging circumstances.

Office of Professional Responsibilities

Disciplinary Actions and Corrective Measures

The 2024 data demonstrates our commitment to accountability and progressive discipline principles. The significant increase in counseling and instructional interventions reflects our commitment to corrective rather than purely punitive approaches, with notable increases in Letters of Counseling (375% increase) and Verbal Counseling (700% increase), emphasizing proactive supervisory intervention and employee development.

Use of Force Analysis

The Amtrak Police Department's use of force philosophy prioritizes the sanctity of life, dignity, and liberty of all individuals. Our approach emphasizes de-escalation, proportional response, and the preservation of human life while ensuring officer and public safety.

2024 Statistical Overview:

- Total Reported Incidents: 17,126 (requiring formal reports)
- Total Calls for Service: 530,000+ (estimated public contacts)
- Use of Force Incidents: 191 (1.1% of reported incidents; 0.036% of total contacts)
- Officers Involved: 393 officers
- Force Applications: 326 total applications

This data demonstrates that use of force remains an exceptional occurrence, used in less than 1% of documented police activities and an infinitesimal fraction of total public interactions.

Critical Insights from Force Analysis

The analysis reveals nearly 50% reduction in armed subject encounters demonstrating effective de-escalation training, 75% decrease in citizen assaults showing improved public protection, and increased "preventing injury" cases indicating proactive officer intervention to protect individuals. The comprehensive review of injury outcomes demonstrates the effectiveness of our training programs, with 87% of subjects and 91% of officers remaining uninjured during force incidents.

Training and Equipment Insights

The analysis of 2024 use of force incidents reveals significant improvements in overall technique effectiveness across multiple operational categories. Officers demonstrated enhanced proficiency in control techniques, including take downs and arm bars, while showing reduced reliance on weapon displays. The continued deployment of body-worn cameras has produced measurable positive effects, with officers consistently demonstrating increased awareness and application of de-escalation techniques.

Training Unit Overview

The Amtrak Police Department's Training Unit serves as a vital component of our professional development infrastructure, operating with a dedicated team of 2 training sergeants and 12 certified training officers who collectively possess extensive expertise across firearms instruction, defensive tactics, crisis intervention, leadership development, and specialized tactical operations.

During 2024, the Training Unit achieved significant success in delivering comprehensive



Office of Professional Responsibilities

professional development across the organization, maintaining exceptional course completion and training compliance rates. Training delivery was carefully distributed across critical competency areas, with appropriate emphasis on mandatory compliance training, skills enhancement, leadership development, specialized operations, and community relations.

Core Training Programs

Our Conflict Resolution program continues to serve as an important component of professional development for civilian Amtrak employees, addressing the complexity of public interactions in transportation environments.

APD's Leadership Development initiative, conducted in partnership with George Mason University, represents a cornerstone of our professional advancement efforts through an intensive curriculum addressing ethical leadership, strategic thinking, crisis management, and community engagement skills.

The Training Unit maintained exceptional standards in tactical and operational readiness throughout 2024, achieving outstanding firearms qualification rates and maintaining full defensive tactics certification compliance among sworn personnel. The unit's emphasis on safety resulted in exceptionally low training injury rates, significantly below national averages.

CALEA Accreditation Overview

The Amtrak Police Department's commitment to the Commission on Accreditation for Law Enforcement Agencies (CALEA) standards represents our unwavering dedication to professional excellence and continuous improvement. During 2024, the department made substantial progress toward full CALEA compliance, achieving strong performance across all major standards categories.

Our systematic approach to standards implementation has resulted in comprehensive policy alignment with CALEA requirements and robust

documentation systems that support ongoing compliance efforts. The department's progress spans all critical areas of law enforcement operations, including organizational management, personnel processes, operational procedures, and community engagement initiatives.

Standards implementation encompasses role definition and organizational relationships, personnel structure and processes, operational support functions, and specialized operational capabilities. This comprehensive approach ensures consistent application of professional standards across all departmental functions and geographic locations.

Policy Formation and Development Overview

The Office of Professional Responsibility leads a comprehensive policy development framework that ensures all departmental policies reflect current legal requirements, industry best practices, and community expectations while maintaining alignment with Amtrak Corporate policies. During 2024, the department undertook an extensive policy review and development initiative that strengthened our operational foundation and enhanced our commitment to constitutional policing.

The year's policy development activities encompassed critical areas of law enforcement



Office of Professional Responsibilities

operations including constitutional policing requirements, operational procedures, crisis intervention protocols, and community engagement guidelines. Our multi-stage policy development process ensures thorough consideration of all relevant factors and stakeholder perspectives, incorporating comprehensive needs assessment, extensive research and development, stakeholder consultation, and systematic review and approval phases.

To ensure transparency and public education, APD's policies are made available on a PowerDMS public portal (Amtrak Police Department Policies). This allows stakeholders and community members to review the department's best practices and understand what they can expect from APD officers, serving as formalized rules, guidelines, and procedures governing officer actions and ensuring conduct is consistent, lawful, and aligned with the department's ethical standards.

Conclusion

Through systematic implementation of professional standards, comprehensive training programs, thorough internal investigations, and continuous improvement initiatives, the Office of Professional Responsibility demonstrates the Amtrak Police Department's commitment to excellence, accountability, and professional service to the communities we serve. Our achievements in 2024 position the department for continued success in upholding constitutional principles, maintaining community trust, and protecting America's rail transportation system.



Office of Support Operations

The Amtrak Police Department's Office of Support Operations plays a critical role in sustaining and enhancing the effectiveness of our field operations nationwide. Structured into four key areas: Support Operations, National Communications, Contracted Security Operations, and Rail Operations & Police Response, this office ensures our front line teams are equipped, informed, and supported to meet the demands of modern policing.

Support Operations

Support Operations serves as the backbone of our administrative and logistical functions. From central records management and data analysis to fleet services and procurement, this team ensures our officers have the tools and resources necessary to operate efficiently and effectively. Their work is essential to maintaining operational continuity and driving performance across the department.

K9 Administration

Our K9 Administration oversees 55 explosive detection teams deployed across the country. These teams serve as both a psychological and physical deterrent to threats involving explosives. In partnership with TSA, DHS, and local law enforcement, our K9 units are divided into standard explosives detection and personal detection capabilities—Amtrak leads the rail industry in deploying personal detection dogs. We also maintain two narcotics detection teams, further enhancing our interdiction capabilities.

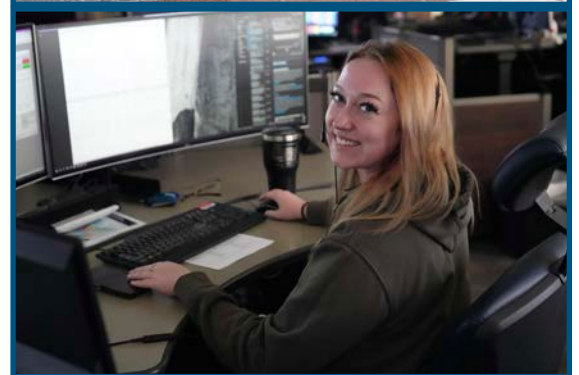
National Communications Center (NCC)

The NCC is the nerve center of APD operations, providing 24/7/365 communications support to over 400 sworn officers. Through radio dispatch, CAD systems, and digital platforms, NCC ensures rapid response and coordination across the national network. It also manages APD11 "txt-a-tip" inputs and facilitates inter-agency collaboration during incidents requiring multi-jurisdictional support.

Nationwide Contracted Security Operations

In 2023, APD led the development of a comprehensive Statement of Work for national contracted security services, resulting in the award of a system-wide contract to Allied Universal. This initiative standardizes security operations across Amtrak and is managed through a \$10M+ portfolio focused on five strategic objectives:

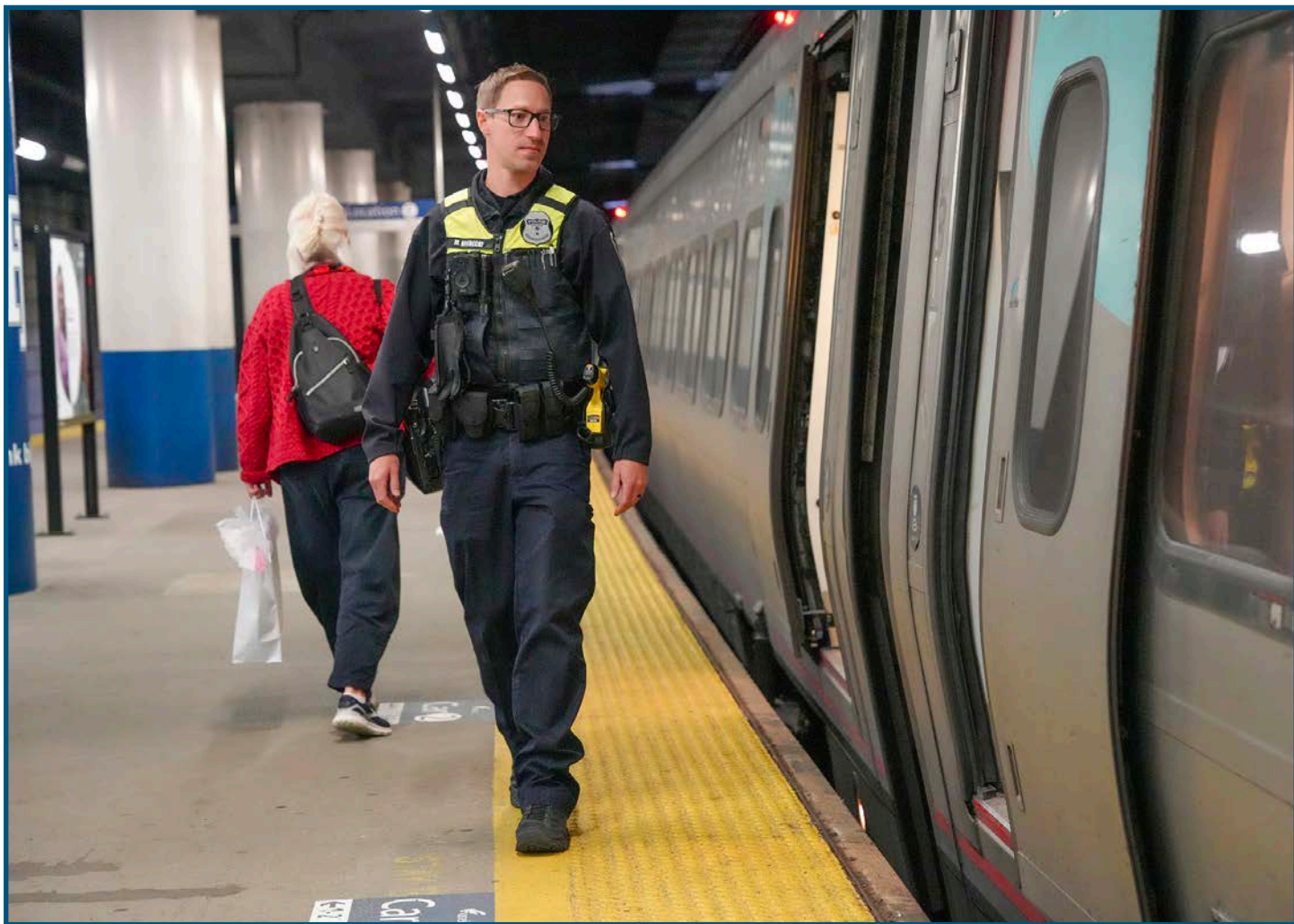
- Risk Reduction: Mitigating vulnerabilities in contracted guard services.
- Resource Efficiency: Aligning police and security resources to operational needs.
- Fiscal Savings: Driving cost-effective solutions without compromising quality.
- Quality Improvement: Elevating security standards across the enterprise.
- Information Sharing: Enhancing threat awareness and response coordination.



Office of Support Operations

Rail Operations & Police Response

This unit serves as APD's liaison to System Operations, ensuring real-time coordination during rail incidents. It integrates police, rail operations, and public safety resources to protect passengers and employees while restoring service swiftly. The team also leads critical programs in emergency response, infrastructure protection and homeland security intelligence, bringing technical expertise to support APD's strategic goals.



New England Division Highlights

APD Provides Protection During the Boston Marathon

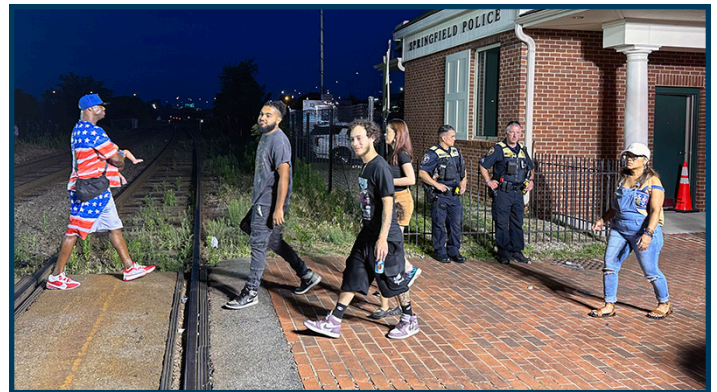
The Boston Marathon is a world-renowned race hosted by the Boston Athletic Association, the City of Boston and several neighboring communities. The Boston Marathon started in Hopkinton, Mass., and ended in the Back Bay area of Boston, Mass. Many marathon attendees utilized mass transit inclusive of Amtrak, MBTA Mass Transit and Commuter Rail Systems to access the event.

This event typically draws over one million spectators along the route, with several hundred thousand gathering in Boston to watch the conclusion of the race. The Boston Marathon also coincided with a Boston Red Sox game at Fenway Park. To provide protection leading up to and throughout the marathon, APD officers were deployed at Boston South Station, and Back Bay, Route 128, Providence New London, New Haven, Hartford, and Springfield Amtrak stations and along the right-of-way throughout the division. Officers and K-9 units were visible in the stations for the boarding of all trains and during peak rush hours. Passenger screening teams were also active in stations on peak travel days and times. The event and surge were successful and concluded without incident.



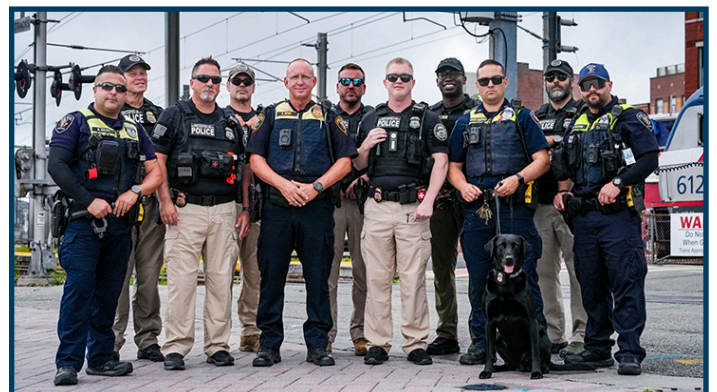
APD Protects the Star Spangled Springfield Event

On July 4, Star Spangled Springfield was held at the Riverfront Park in Springfield, Mass. Star Spangled Springfield celebrates Independence Day with family-friendly entertainment and a fireworks display. APD NED Officers were on hand for the event and received great praise from the Springfield Police Department Commanders and Fire Chief, the Springfield Arson and Bomb Squad, the Massachusetts Emergency Management Agency, the Mayor's Office, and the Spirit of Springfield coordinators for the success of the event based on the assistance of APD Officers facilitating the safe movement of tens of thousands of pedestrians over the State Street rail crossing.



APD Collaboration Protects Sailfest 2024

The APD New England Division played a crucial role in ensuring the security of Sailfest 2024 in New London, Conn., on July 13-14. Collaborating with the New London Police Department, Connecticut State Police, and DHS Federal Air Marshals, the APD worked diligently to provide a safe environment for the more than 200,000 attendees. In addition to their responsibilities at Sailfest, the APD officers were tasked with protecting the New London station, Amtrak's main line, and the active grade crossings that provided access to the venue. Their presence and efforts were essential in maintaining the safety and security of the event.



New York Division Highlights

New York Division Homeless Assistance Unit

The New York Division (NYD) Command established the Homeless Assistance Unit as a means of implementing innovative strategies to address the homelessness issues affecting the Division. Officers Stephen Smedley and David Park were assigned full-time to the unit. Their responsibilities extend beyond law enforcement and involve engaging with individuals from diverse backgrounds to assist them in acquiring essential resources such as food, shelter, shower facilities, mental health services, and reuniting with their families. The team collaborates closely with the outreach teams from the Bowery Residents' Committee (BRC), an agency that offers specialized programs and facilities catering to the most vulnerable residents of New York. These services encompass transit outreach, temporary housing, workforce development, and long-term housing. Furthermore, Officers Smedley and Park have established a robust partnership with the Homeless Outreach teams at the NYPD and MTAPD. They convene monthly to exchange valuable information and insights. Their dedication and effectiveness in assisting the homeless population have resulted in a notably high success rate. The NY Command has also collaborated with NYPD, FDNY, BRC (outreach services contractor), and Amtrak Engineering to perform joint inspections inside the Empire Tunnel to look for homeless encampments, security issues, fire hazards and any other issues that may arise or observed. A total of 7 undomiciled individuals accepted housing or relocation to another state to stay with family.

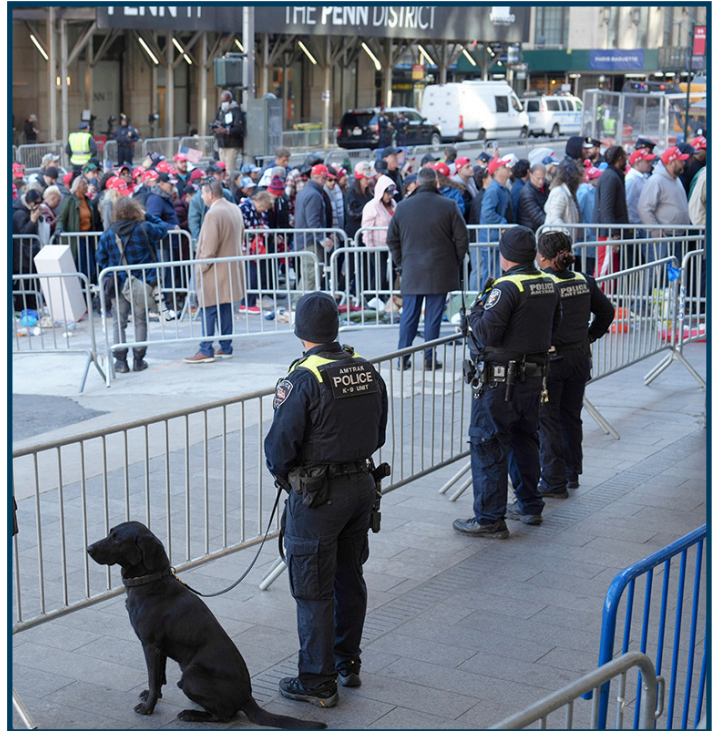


Securing a Major Event at Madison Square Garden

On October 27, the New York Division faced a unique challenge: helping secure a major event at Madison Square Garden, while at the same time ensuring the seamless flow of thousands of our customers. Thanks to the dedication and hard work of all our officers, we were able to meet this challenge head-on.

The rally at Madison Square Garden for FPOTUS drew a capacity crowd, and our officers helped support the effort to keep everyone safe. Working alongside numerous agencies, including the NYPD, Secret Service, and MTA Police, our officers patrolled strategic locations to deter potential threats, assisted sick and injured attendees and provided first aid, and offered directions and information to those attending the rally and navigating our stations.

Despite the large crowds and heightened security measures, New York Penn Station and Moynihan Train Hall operations remained smooth. Our officers' professionalism and commitment to public service ensured a safe and efficient experience for all passengers.



Mid-Atlantic Division North Highlights

Recognition for Officer Frank Jones

On June 3, Officer Frank Jones was on duty at the Harrisburg Train Station and responded to a cardiac arrest call at the Greyhound Bus Station parking lot located downstairs from the station. Officers Jones and Nicholas Neely responded. When they arrived, they found woman in apparent cardiac arrest and applied an AED and Officer Jones began chest compressions along with members from the Harrisburg Bureau of Fire Squad 8 and Life Team Harrisburg, after which the woman regained a good pulse, was transported to UPMC Harrisburg Hospital, and survived.



The Harrisburg Bureau of Fire held an awards ceremony and as part of that event, recognized Officer Frank Jones and the members of Squad that were involved in this life-saving event.

APD Assists with Coastal Clean-up

On September 14, the APD Wilmington Field Office assisted Amtrak's Office of Community Engagement with a Coastal Clean-up event at Fox Point State Park in Del. The event consisted of several community volunteers and Amtrak employees that conducted a trash/debris clean-up around the park that is adjacent to the Northeast Corridor. APD and the Amtrak Track Department worked together to ensure the safety and security of all participating volunteers.



Coffee with a Cop Event in Lancaster

On October 2, Amtrak Police officers participated in National Coffee with a Cop Day at Lancaster Train Station. The event was attended by Officer Daniel Moser and his canine partner Nela, and Officers Andrew Shahade, Hector Negrón, and Michael Evans, Sergeant Joseph Harper, and Captain Joseph Zak. The Lancaster Field Office invited the public to enjoy complimentary coffee, and to engage in conversations aimed at fostering strong relationships with the community



and passengers. Throughout the morning, officers engaged in meaningful and thoughtful discussions with patrons, explaining the department's mission and responsibilities. The event was well-received, with the public expressing their appreciation for the opportunity to connect with the officers and learn more about their work.

Mid-Atlantic Division South Highlights

POTUS Event East Hall Washington Union Station

On April 9, the East Hall of Washington Union Station hosted an event organized by the Care Can't Wait Action Coalition, featuring remarks by President Joe Biden. The Amtrak Police Department (APD) deployed 30 officers in coordination with the U.S. Secret Service to ensure the safety and security of the event. APD maintained 15 security posts, executed a full closure and clearance of Columbus Circle during the President's arrival and departure, and provided comprehensive law enforcement support throughout the duration of the event.

Major Narcotics Seizure and Arrest

On June 2, Officer Brandt Bartman reported his canine partner alerted on four luggage bags, while they conducted a canine sweep in the boarding area. The luggage and three associated subjects were escorted to Washington Union Station APD Office. APD Officers discovered what appeared to be packages of marijuana inside the luggage bags. United States Capitol Police were notified, and after arriving to the station they conducted a field test which indicated positive for THC. The marijuana reported to be total of 169.5 pounds, with an estimated street value of \$610,200.00



APD Officers Deploy During Protest in D.C.

On July 24, thousands of demonstrators gathered in Washington, D.C., to protest Israeli Prime Minister Benjamin Netanyahu's visit to the United States and his joint address made in Congress. Prior to the speech, groups of protesters demonstrated near the Capitol before police pushed them away.

Many of the protesters turned away from the Capitol and gathered in front of Union Station to continue their demonstrations.

As the protest moved from the U.S. Capitol to Union Station, demonstrators became increasingly disruptive engaging in acts of vandalism, flag burning, and graffiti on monuments in Columbus Circle. With support from the Metropolitan Police Department (MPD) and U.S. Park Police, APD successfully maintained the protest line and assisted in multiple arrests. Notably, there was no damage to Union Station or Amtrak property, no injuries to APD personnel, and no disruptions to Amtrak customers or employees.



Central Division Highlights

Protecting Customers and Employees in Kansas City

In preparation for the Super Bowl LVIII victory parade for the Kansas City Chiefs, Sergeant Douglas Balk, Officer Brian Paine, Officer David Coglianesse, Investigator Kevin Conner, and K9 Officer Michael Simmons along his canine partner Dory were deployed to supplement Detective Nicholas Binner at Kansas City Union Station to protect Amtrak customers and the public during the Super Bowl LVIII victory parade for the Kansas City Chiefs held on February 14. Starting early in the morning, Officers worked diligently to keep



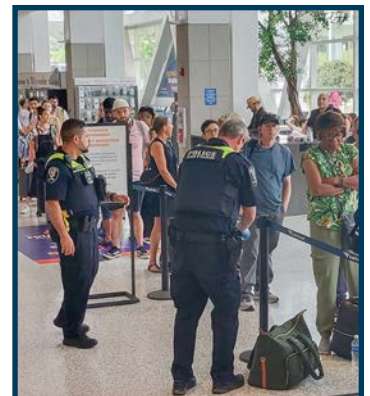
trains arriving and departing on time and conducted station and train patrols to provide for the safety and security of our customers and employees during the time of the event.

Around 2:00 p.m. during the celebration held outside the station, gunfire erupted injuring over 20 people and one fatally. During the ensuing surge of people attempting to escape the scene of the shooting, the station quickly became a refuge for those seeking shelter. The APD Officers secured the station, ensured the safety of our on-duty employees, assisted local law enforcement, and stayed late into the night to reassure and ensure the safety of our customers and employees. The mass shooting resulted in twenty-two victims shot, one fatality, and countless others injured as the crowd surged. The Officers who were on scene during this event are commended for their calm and professional response which brought a sense of reassurance during the chaos immediately after the shooting.

APD Provides Protection During the RNC and DNC

The 2024 Republican National Convention (RNC) was held in Milwaukee, Wisc., on July 15-18. RNC activities took place primarily at the Fiserv Forum, Baird Center and Panther Arena and throughout the Milwaukee metro area. The RNC brought approximately 50,000 people to the Milwaukee area with many using Amtrak rail and bus service as their mode of transportation to get to and from the city.

APD Officers deployed to provide a safe environment for our passengers and employees, to protect corporate property, equipment, and assets, and to ensure train operations were not delayed during this event. Efforts included joint patrol activities with partner law enforcement agencies, coordinating with internal railroad departments, passenger services personnel and other station partners, deploying personnel to screen every train in and out of the Milwaukee Inter-modal Station (MKE), securing the station and Amtrak equipment, maximizing train patrols on board every train in and out of MKE, monitoring and regulating both vehicular and pedestrian traffic around stations, deploying motor vehicle patrol along train routes, and staffing operational command and intelligence command posts.



The Democratic National Convention (DNC) was held from August 19 - 22, at the United Center in Chicago, Ill. During the DNC, APD ensured the safety of our employees, passengers, and infrastructure. Several hundred pro-Palestinian protesters gathered at the Israeli Consulate just a short distance from Chicago Union Station. APD officers deployed to secure the station while the Chicago Police Department focused on dispersing the crowd. APD prevented disruptions to operations and the station remained open during the entire evening. Coordinated efforts with other law enforcement agencies and the lessons learned from actions in other cities played a key role. As protesters attempted to march through the city, the vigilance of the APD Officers ensured the station and all inside were safe, and our trains continued to run.

Western Division Highlights

APD Supports MADD

On July 9, Detective Isaac Benabou and Officer Jake Mumford with his canine partner Lucky attended the 2024 Mothers Against Drunk Driving (MADD) law enforcement appreciation event. The event was held at the Blackhawk Auto Museum in Danville and recognized over 500 officers from agencies all over the Greater Bay Area.



Operation Clear Track in California

Operation Clear Track 2024 was a tremendous success in California, APD joined forces with the Union Pacific Railroad Police, California Highway Patrol, Oakland Police, San Leandro Police, and the Alameda County Sheriff's Office for a county-wide enforcement effort to raise awareness about the dangers of grade crossings and trespassing. In just three hours, this collaborative operation resulted in 40 citations and multiple warnings at targeted crossings and right-of-way.

Senior Safety and Security Analyst Malik Barrymore's critical data analysis helped pinpoint key areas for enforcement focus. This operation was a joint effort with the Capitol Corridor Joint Powers Authority and California Operation Lifesaver, aiming to spread the vital message of rail safety: See Tracks? Think Train.



APD at the California Coroner's Symposium

Dario Robinson, Sergeant Doug Balk, Detective Isaac Benabou, Emergency Manager Kerinne Monaco-Hilliker and Inspector Doug Calcagno were presenters at the 2024 California Coroner's Symposium, on behalf of the Amtrak Corporation. In attendance were approximately one hundred coroners and medical examiners representing nearly ninety percent of the coroner/medical examiners in California.

The objective was to provide an overview of the railroad infrastructure, the hazards associated in responding to a railroad incident, and investigative techniques and processes associated with railroad related fatalities. This presentation was compiled by Captain Robinson in coordination with the members of the presentation team and was very well received, as the attendees remained engaged and attentive throughout the presentation.



Security Operations

NY SECURE Deployments

Throughout 2024, the APD New York Division participated in NY SECURE multi-agency deployments along the Empire Line, which often included the Yonkers, Croton-Harmon, Hudson, Albany-Rensselaer, and Buffalo Depew stations. NY SECURE is a high-visibility crime prevention and counter-terrorism operation that encompasses heightened platform patrols, an increased security presence onboard trains, canine detection sweeps, and counter-surveillance measures. The APD was typically supported by the Metropolitan Transportation Authority Police (MTAPD), New York State Police, and TSA Surface Inspectors.



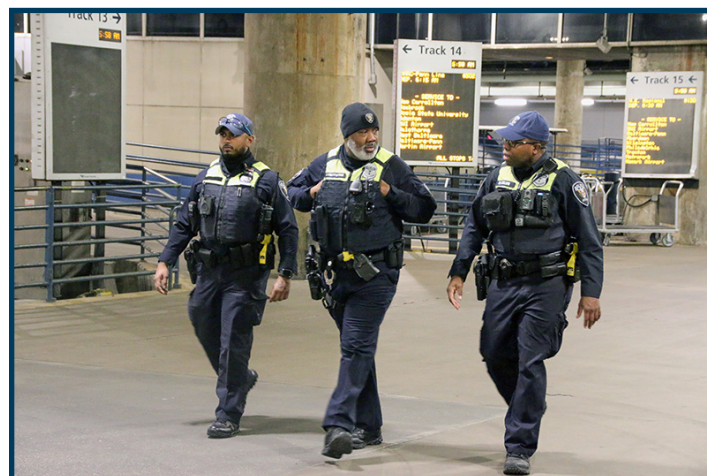
APD Participates in Active Shield

On January 23-24 and again on June 27-28, APD participated in Active Shield, an international counter-terrorism operation conducted along with our partners in RAILPOL. RAILPOL is an association of governmental controlled police organizations responsible for policing the railways in Europe and was founded to enhance and intensify international railway police cooperation. By increasing visibility, enforcement and counterterrorism efforts, member agencies help prevent crime and acts of violence targeting surface transportation systems. APD is an associate member and actively supports RAILPOL and Active Shield through intelligence and enforcement activities across the United States. Active Shield deployments increase police presence, emphasize random train rides and station checks to provide a highly visible deterrent to any potential attack.



APD Officers Deploy During Protest in Washington, D.C.

On February 1, Amtrak Police Officers from the New York and Mid-Atlantic North Divisions were deployed to Washington D.C., to deliver supplemental support to the APD Mid-Atlantic Division in providing for the safety and security of Amtrak customers and employees during



a planned protest demanding a cease-fire in the Israel- Gaza war. Protesters blocked roads throughout the morning and gathered outside Washington Union Station, but little to no impact was made to Amtrak service throughout the day.

Security Operations

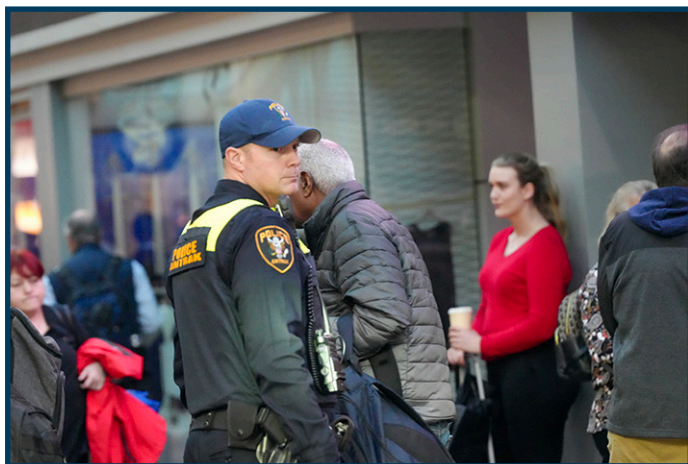
APD Provides Protection During the SOTUA

The U.S. President's State of the Union Address (SOTUA) at the U.S. Capitol on March 7, was designated a National Special Security Event (NSSE). Security for this event is a huge undertaking, and our APD Officers were on the front lines and supported by our partners from the Transportation Security Administration (TSA) to keep things safe and secure.

TSA's Visible Intermodal Prevention and Response (VIPR) Teams, and our officers were a visible presence patrolling Washington Union Station, making sure everyone felt safe and comfortable as they traveled. Even more APD and TSA teams took to the rails, patrolling trains between Baltimore and Washington D.C. during the event to deter any potential issues.

APD Communications Manager James Lewis and Corporate Communications Sr. Public Relations Manager Kimberly Woods staffed the Secret Service's Joint Information Center answering media questions about the SOTUA and Amtrak service.

While all that was happening, APD Officers were also busy providing security for the Chef Embassy Challenge at Washington Union Station. This culinary competition, featuring over 20 chefs from different embassies in the D.C. area and was a delicious celebration of cultures. Our officers made sure the event went well without incident. From the State of the Union to international cuisine, it was a busy week, but thanks to the dedication and professionalism of everyone involved, both events were a success.



NJ CONECT

The Amtrak Police Department New York Division participated in NJ CONECT (Coordinated Operations on NEC Trains) multi-agency counterterrorism drills that held at Amtrak and New Jersey Transit rail stations along the Northeast Corridor in New Jersey, between Newark Penn Station and the Trenton N.J. Transit Center.

APD Officers and New Jersey Transit Police collaborated with law enforcement partners including New Jersey State Police, and local agencies such as the Woodbridge, New



Brunswick, Rahway, and Trenton Police Departments to conduct platform checks and greet passengers and crews of Amtrak and New Jersey Transit trains. These deployment exercises create a visible deterrent to crime and are essential in fortifying our resilience against potential threats.



Safety Initiatives

Hudson River Tunnel Exercise

On February 28, the Amtrak Police Department in coordination with Amtrak Response and Resilience conducted a tabletop exercise as part of a two-part Hudson River Tunnel Exercise Series. These exercises are funded through the US Department of Homeland Security Intercity Passenger Rail (IPR) Security Grant Program. This exercise was conducted for Amtrak and partner agencies to explore issues and challenges when responding to an incident impacting an Amtrak passenger train in the Hudson River Tunnel. The event was hosted at the New York City Police Academy with over 70 partner agencies in attendance. Objectives included clarify roles and responsibilities of Amtrak and partner agencies for initial response, reconnaissance and assessment, and evacuation and rescue operations, determining hazards, response and mitigation actions, and timelines to mitigate hazards, identifying resources needed, the responsible agency for each resource and request and coordination procedures, reviewing interoperable communication capabilities inside the Hudson River Tunnel and between response agencies, highlighting new and/or updated procedures and equipment and verifying the information-sharing plans and procedures used by an initial reconnaissance team to establish a common operating picture between Amtrak and first responders.



Amtrak Grade Crossing Hazard Index

Safety & Security Analytics, in collaboration with Operational Safety and Central Reporting, is proud to announce the development of the Amtrak Grade Crossing Hazard Index (AGCHI). This innovative model leverages data from across Amtrak to identify high-risk locations along existing and future service routes. The AGCHI offers a toolkit that helps analyze risk by considering how operational or environmental changes, such as speed adjustments, schedule modifications, or new crossings, might impact safety, helps in understanding how changes in the commercial and residential landscape around crossings might affect vehicle types and traffic patterns, supports strategic decision-making by facilitating targeted data collection and grant applications for safety improvements and evaluates mitigation effectiveness by allowing the measurement of the impact of existing grade crossing and trespasser risk-reduction measures. The AGCHI is a significant step forward in railway safety analytics, demonstrating APD and Amtrak's commitment to safety and innovation. The APD Safety & Security Analytics group is excited to continue collaborating and developing new advancements that keep passengers and communities safe.

APD Supports National Reading Week

APD Officers understand the importance of strong relationships with the communities we serve. These connections not only foster trust and understanding but also create opportunities to educate and keep people safe. During National Reading Week, Sergeant Pete Whitaker visited the 1st grade class at McGuire Elementary School in North Providence, R.I. Sergeant Whitaker has been an Operation Lifesaver presenter since 2013 and has been attending this school, during National Reading Week, since 2016. By reading books and sharing the Amtrak K9 Patrol animated video, Sergeant Whitaker sparked the children's curiosity in public service while also teaching valuable safety tips.



Safety Initiatives

Crossing Safety Event in Connecticut

On May 20, Officer Giancarlo Ardolino and Sergeant Peter Whitaker participated in a crossing safety handout event in Hartford and West Hartford, Conn. APD was joined by Operation Lifesaver, West Hartford and Hartford Police Departments, Connecticut State Police, and Department of Transportation members. The event was held to promote rail safety awareness around railroad crossings and over 600 safety brochures were handed out to drivers.



PTER Training in Vermont

APD Detective Steve Streiff, Sergeant James Forsyth, Captain Greg Zujus, Sr. Emergency Manager Brian McDonough, and members of the Canadian Border Services Agency, U.S. DOT and the South Burlington Vermont Fire Department attended Passenger Train Emergency Response (PTER) training held at the South Burlington Fire Department. Equipment for the training was provided by Amtrak Operations with assistance from the Vermont Railway Service.



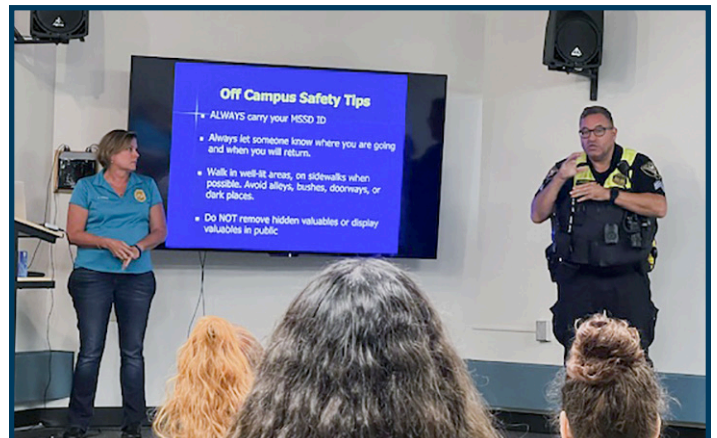
Safety Blitz in Chicago Union Station

Responding to an increased number of calls related to passengers crossing the tracks on the south end of Chicago Union Station, Sergeant Doug Balk and Officer Sonia Medrano joined other Amtrak employees to conduct an Operation Lifesaver safety blitz on August 12-13 to educate the traveling public on railroad safety and the danger related to crossing live tracks.



Gallaudet University Safety Presentation

Sergeant Kevin Dauphin delivered an off campus safety presentation to 19 high school seniors at the Model Secondary School for the Deaf (MSSD) on the campus of Gallaudet University. This is a community partnership that APD has had with MSSD and Gallaudet University Department of Public Safety for over 15 years. There is a university campus shuttle bus stop in Washington Union Station parking garage and the MSSD students will use it to get to and from their internships.



Safety Initiatives

Operation Clear Track

Operation Clear Track is the largest rail safety law enforcement initiative in North America, aiming to reduce railway crossing and trespassing incidents across Canada and the United States. These incidents tragically result in over 2,100 deaths or injuries annually.

Operation Clear Track took place on September 24, aligning with Rail Safety Week, which promotes public awareness about safe behavior near railroad tracks and crossings. Throughout the week, various community engagement activities highlighted the importance of making responsible choices around railways.

Law enforcement agencies from both countries work together, combining their expertise and resources to enforce rail crossing and trespassing laws. Beyond law enforcement, Operation Clear Track focuses on raising rail safety awareness through a variety of methods, including virtual and in-person outreach. Amtrak Officers play an active role in these efforts by interacting directly with the public at railroad crossings and stations. These outreach activities target drivers, pedestrians, and cyclists, with the goal of fostering responsibility and vigilance to reduce rail-related accidents and prevent future tragedies.



Detective O'Connell Shares Railroad Safety Tips

The Kenly Police Department in North Carolina, welcomed APD Detective Alissa O'Connell as a guest speaker for the Kenly Senior Club. Detective O'Connell shared safety tips and warned the seniors about scams related to the railroad. The Kenly Police Department shared their gratitude in a post on Facebook in which they thanked O'Connell for her dedication, enthusiasm, and commitment to keeping Kenly secure.



Lithium-Ion Battery Experiments at the Bear Facility

On October 3, members of the APD were on hand, along with members from several other Amtrak departments, outside agencies, and several fire departments to support lithium-ion battery experiments conducted by Underwriters Laboratories (UL) Research Institutes at the maintenance facility in Bear, Del.

The experiments involved triggering progressively larger lithium-ion batteries to thermal runaway on the bike rack, overhead luggage rack and in the exit pathway inside the shell of an Amtrak train car. Thermal runaway can lead to extremely high temperatures, smoke, fire, and the discharge of shrapnel, gas, and other particulates from the battery. The day's events were led by Steve Kerber, Vice President, and Executive Director of the Fire Safety Research Institute (FSRI), a division of UL Research



Safety Initiatives

Institutes. Steve leads a fire safety research team dedicated to addressing the worlds unresolved fire safety risks and emerging dangers to reduce death, injury, and loss from fire. The video and data collected that day will assist Amtrak in developing content to address lithium-ion battery fires for train crews and first responders.

Operation Lifesaver Training in Illinois

On October 7, Sergeant Doug Balk and CSX Special Agent J.P. Furman delivered Operation Lifesaver presentations to six Driver's Education classes at the Bradley-Bourbonnais Community High School in Bourbonnais, Ill.

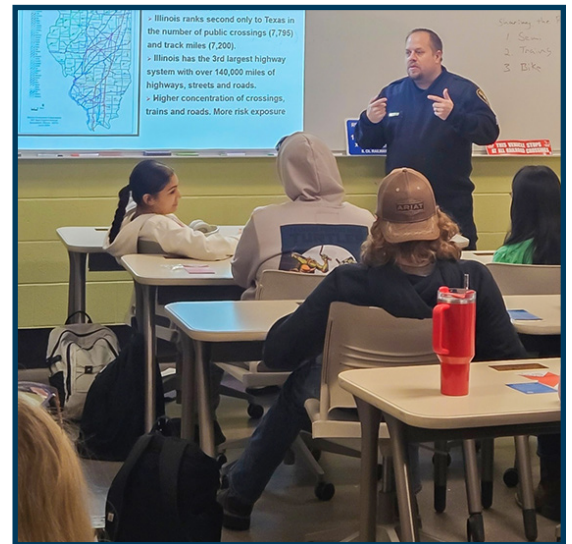
The following day, the officers attended the Region 7 Illinois High School Drivers Education workshop in Champaign County, Ill. In attendance were 19 Driver's Education teachers from different High Schools in Central Illinois along with members of the State of Illinois Drivers Education Board and Illinois State Board of Education.

Sergeant Balk and Special Agent Furman were asked to deliver an Operation Lifesaver presentation and they asked each teacher to consider inviting them to their schools to deliver the presentation to their students. They received great feedback and were asked by the State Board to present at the next State of Illinois Drivers Ed teachers conference in May of 2025 in Effingham, Ill.

On December 12, Sergeant Doug Balk delivered Operation Lifesaver presentations to six driver's education classes at the Bradley Bourbonnais High School in Bradley, Ill. Approximately 160 students and 6 teachers were in attendance. Assisting Sergeant Balk was Canadian National (CN) Police Officer Jose Cardona. This was a great partnership between CN and APD spreading the rail safety message.

Amtrak Attends BNSF Drill in Downers Grove

On November 20, BNSF hosted a full-scale drill for first responders held at the Downers Grove rail yard in Downers Grove, Ill. Attendees included members from BSFN, Downers Grove Fire Department, Lombard, Downers Grove, Metra and Amtrak Police Departments and Amtrak Response & Resilience.



Specialized Training

APD Officers Attend PTO Training

Amtrak Police Officers from across the country attended the Southern Police Institute at University of Louisville PTO (Police Training Officer) training course.

The PTO program addresses the changing philosophies required for effective policing in America today. It is specifically mentioned in the President's Task Force on 21st Century Policing as a potential model to teach new officers how to think proactively with their community using adult learning strategies.

This course prepares Officers to become post-academy trainers in the PTO program. Participants will learn how to use and teach community policing strategies, emotional intelligence, and problem-based learning. Each of the program components will be thoroughly taught and practiced, and agency specific evaluations will be developed. This challenging course teaches program mechanics, training foundations, organizational leadership, and personal accountability through community learning.



Operation RAILSAFE Partner Training

Operation RAILSAFE Partner training was conducted in nine locations across the United States in 2024. This training program strengthens coordination and integration between APD and partner agency members by sharing information regarding the proper response to incidents involving our trains and enhancing situational awareness of critical assets, establishing interoperability, sharing resources, and allowing for networking opportunities. All to protect the rail system and maximize resource planning and allocation, as well as establish and maintain critical relationships with partner agencies.



Human Trafficking Working Group Attends DHS Summit

Members of the APD human trafficking awareness and mitigation group attended the Department of Homeland Security Center for Countering Human Trafficking symposium held on January 25-26 in Arlington, Va. This event brought together federal, state, local, tribal, and community organizations, law enforcement, business professionals and lived experience consultants for sessions on important topics that included "Human Trafficking in the Transportation Industry," "Identifying Male Victims of Human Trafficking," "Labor Trafficking in the United States: Lessons in Identifying, Investigating, and Prosecuting Cases," and much more.

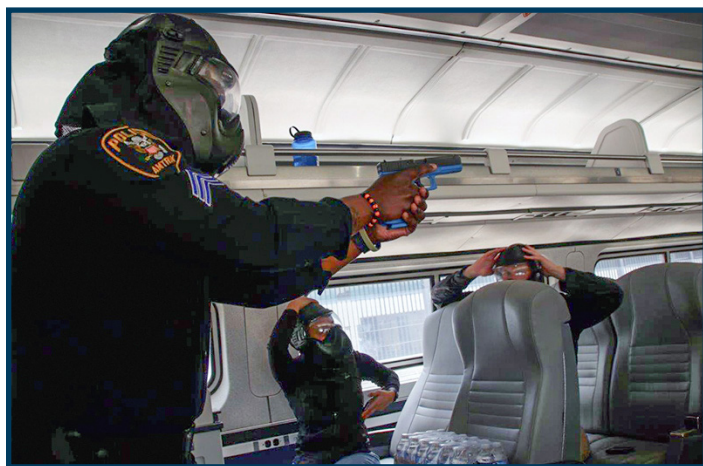
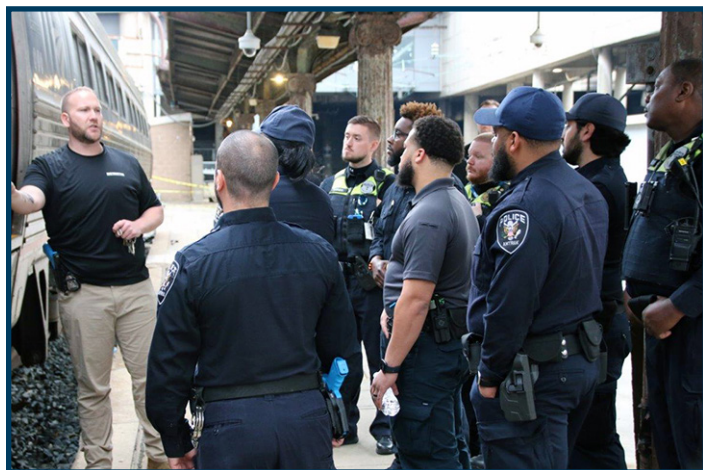


Specialized Training

Operation RAILSAFE Tactical Training

The Operation RAILSAFE Tactical Training pilot was conducted on April 10, in Washington D.C. Curriculum was developed and refined by members of the APD Training Unit and participants included officers from the Mid-Atlantic Division South. This class compliments the ongoing conventional classroom Operation RAILSAFE Partner training course. The new training program was delivered throughout Amtrak's network, with curriculum developed by members of the APD Training Unit. The course focuses on a hands-on railroad equipment experience within the context of responding to a terrorist/targeted violence event.

Named "RAILSAFE Tactical", the class is held on board, and around train equipment specifically detailed for the training. The delivery of the program was held on June 13, in Chicago with participants from DHS/Federal Protective Service, the Milwaukee and Cooks County Sheriff's Offices, Chicago Police Department SWAT, DEA Chicago, and Chicago Transit Police. The Amtrak Police Training Unit also provided Railsafe Tactical training for the Mid-Atlantic Division North on August 5-9, at the Penn Coach Yard in Philadelphia, and during the week of October 29, members of the New York Division participated in Rail Tactics training at Adams Yard in North Brunswick, N.J.



Field Intelligence Officer (FIO) Training Conference

The Office of Intelligence & Analysis held its annual Field Intelligence Officer (FIO) training conference in Wilmington, DE, at the NCC on October 8-9. Briefings included threats surrounding the election, First Amendment demonstrations, cybersecurity, and the interdictions process, among other topics. The NYPD intelligence unit gave a

briefing on their FIO program and its success. FIOs also received hands-on technical training in Accurant. Guest speakers included the NYPD, USCP, CISA, TSA, LexisNexis and SLATT (DOJ's State & Local Anti-Terrorism Training Program). In addition, APD FIOs networked with key partner agencies and shared their thoughts during a roundtable discussion on efforts to strengthen the program.



Officers of the Year

On July 26, APD Officers and staff, family members and members of the Amtrak leadership team gathered to recognize and celebrate the 2023 Divisional and Department Officers of the Year recipients.

New England Division Officer of the Year and Amtrak Police Department Officer of the Year – Officer Kevin Saunders

In just a short time since his arrival at the New Haven field office last year, Officer Saunders has become a cornerstone of the community, exemplifying the highest standards of service and commitment to safety. His steadfast resolve is reflected in the staggering number of calls he's responded to which is a testament to his vigilance and dedication to duty.

Officer Saunders' bravery is woven into the fabric of his service, as demonstrated by his courageous actions in the face of danger. In February 2023, he reacted swiftly and decisively, saving a distraught individual from a potential tragedy. Then, in July, he was part of a team that displayed remarkable composure and courage in the aftermath of a shooting, providing lifesaving medical aid to the victim while securing the crime scene.

Officer Saunders' impact extends far beyond these moments of heroism. His acts of compassion and kindness, such as buying shoes for a homeless person in need, exemplify his genuine care for the well-being of others. He isn't just a hero; he's a model officer whose proactive approach, professional demeanor, and willingness to help set a standard for all to emulate.

Officer Saunders is a credit not only to the New England Division, but to the entire Amtrak Police Department, and in that regard Officer Kevin Saunders also received the highest honor of being selected as the 2023 Amtrak Police Department Officer of the Year.



New York Division Officer of the Year – Officer Anthony Shamsundar

Since joining the Amtrak Police Department in 2021, Officer Shamsundar has consistently demonstrated exceptional commitment. His dedication to ensuring the safety and security of Amtrak passengers and employees was evident throughout 2023 when he tackled a remarkable 2,148 calls for service, participated in over 300 incidents, and made a staggering 115 arrests, while also assisting in another 90 apprehensions.

Officer Shamsundar's excellence extends far beyond the impressive statistics. His sharp investigative skills were on display in January, when he joined forces with Investigator Alli. Together, they meticulously analyzed video footage and collaborated with the NYPD to identify and apprehend a suspect in an assault against a Don Pepi employee. This impressive feat of teamwork and investigative prowess earned them a well-deserved Distinguished Unit Award.

Later in August, Officer Shamsundar's attentiveness and compassion shone brightly. A woman exhibiting signs of distress caught his eye. Going beyond simply offering assistance,



Officer Shamsundar's vigilance uncovered a critical situation. Through careful questioning, he discovered the woman was a missing juvenile. His quick thinking and collaboration with Officer Madramuthu, along with local authorities, ensured her safe return home. This act of compassion and decisive action rightfully earned them the Officer of the Month Award.

Officer Shamsundar's dedication extends beyond these specific incidents. His colleagues consistently praise his unwavering work ethic, positive demeanor, and genuine commitment to his role. He truly embodies the spirit of the Amtrak Police Department, prioritizing the safety and well-being of those who travel through New York Penn Station.

Mid-Atlantic North Division Officer of the Year – Sergeant Joseph Coskey

Sergeant Joseph Coskey's journey with the Amtrak Police Department began in 2012, marked by a steadfast dedication to service and excellence. Rising through the ranks, he now serves as the supervisor of the MADN Criminal Investigative Unit, showcasing exemplary performance and unwavering commitment.

In 2023 alone, Sergeant Coskey answered 999 Calls for Service, demonstrating an unwavering commitment to ensuring the safety and security of our community. Furthermore, his involvement in 67 incidents and supervision of over 22 arrests as the CIU supervisor underscores his exceptional leadership and investigative skills.



His instrumental role in the investigation of wire thefts stands as a testament to his tenacity and collaborative spirit. Through meticulous investigative efforts and strategic coordination with both internal and external partners, Sergeant Coskey played a pivotal role in apprehending a suspect responsible for multiple thefts, thereby safeguarding our community and railroad infrastructure.

Sergeant Coskey's exemplary conduct during a critical incident in November 2023, further illustrates his unwavering commitment to public safety and officer well-being. Sergeant Coskey and Officer Rafman were near a recreation center in Philadelphia conducting a wire theft investigation when they heard gun shots in very close proximity to their location. Both officers ran to the area and observed a man holding a handgun with another lying on the ground in front of him. Coskey and Rafman unholstered their firearms and ordered him to drop his weapon. The man immediately complied. At that time, multiple officers from the Philadelphia Police Department arrived on scene and took the individual into their custody. In the face of immediate danger, Sergeant Coskey demonstrated courage, professionalism, and decisive action, embodying the highest ideals of law enforcement.

Sergeant Coskey's dedication to duty, exceptional leadership, and unwavering commitment to public safety serve as a beacon of inspiration to all members of the APD.

Mid-Atlantic South Division Officer of the Year – Officer Denitra Spencer

Throughout 2023, Officer Denitra Spencer consistently embodied the core values of the Amtrak Police Department. She handled a staggering number of calls for service – over 2,500 – and her dedication was further reflected in the 177 incident reports she submitted and the 24 arrests in which she was directly involved.

Her commitment to her duties goes beyond the numbers; she is a role model for her colleagues and an advocate for passenger safety.

Officer Spencer's dedication extends beyond her core duties. She actively participates in additional assignments and plays a vital role in homeless outreach programs. Her commitment

to community service speaks volumes about her character.

Officer Spencer's bravery and quick thinking were on display in several critical incidents:

In February, she apprehended a man threatening Amtrak employees with a makeshift weapon while on a moving train. In September, she disarmed a suspect wielding a handgun at Washington Union Station, ensuring the safety of passengers and bystanders. In June, her keen observation and teamwork with Officer Valentine led to the recovery of stolen property from a Washington Union Station passenger.

In December, alongside Officer Wilson, she apprehended a man armed with a firearm at New Carrollton Station.

Officer Spencer consistently demonstrates professionalism, dedication, and a positive attitude. She is a leader among her peers, inspiring them to strive for excellence. She fosters strong relationships with colleagues both within and outside the department. Officer Spencer is a true asset to the Amtrak Police Department and her exceptional skills, courage, and unwavering dedication make her a deserving recipient of the 2023 Mid-Atlantic South Division Officer of the Year Award.



Central Division Officer of the Year – Officer John Nies

As a vital member of the K9 Team for the Amtrak Police Department, K9 Officer Nies embodies the highest standards of excellence. His unwavering commitment to duty and tireless efforts in exceeding expectations serve as a shining example to all.

Beyond his professional achievements, K9 Officer Nies upholds the values of integrity and character both on and off duty. With years of experience within the Amtrak Police Department, he has become a respected mentor to fellow officers in the Central Division, earning admiration from peers and external agencies alike.



Throughout the year 2023, K9 Officer Nies has been rightfully recognized for his exceptional contributions through a series of prestigious awards, including the Police Officer of the Month, Life Saving Award, Distinguished Unit Citation, and Customer Service Award.

Ever since he joined the Amtrak Police Department August 24, 2011, K9 Officer Nies has demonstrated an unwavering dedication to protecting and serving our community, reflecting his deep-rooted passion for public safety. The entire APD extends our congratulations to K9 Officer John Nies for his outstanding achievements and express our gratitude for his continued commitment to the Amtrak Police Department.

Western Division Officer of the Year – Officer Mark Rosa

K9 Officer Mark Rosa has been selected as the Western Divisional Officer of the Year. Officer Rosa has been an integral part of the Amtrak Police Department since May of 2011, currently serving at the Los Angeles, California field office.

Throughout his tenure, Officer Rosa has exemplified exceptional dedication and professionalism

in his duties. In 2023 Officer Rosa handled over 593 calls for service and has consistently demonstrated his commitment to the safety and security of our community.

One notable instance of Officer Rosa's exemplary service occurred on Sunday, October 22, 2023, at the Oxnard Train Station. Responding to a call from station security personnel, Officer Rosa encountered a life-threatening situation. He swiftly identified a male individual, who had succumbed to an opioid overdose, and immediately administered life-saving Narcan. The individual was revived and received prompt medical attention.



Officer Rosa's quick and decisive actions on this occasion underscore his unwavering commitment to public safety and his willingness to go above and beyond the call of duty. His positive demeanor, professionalism, and proactive approach make him a valued asset to the Amtrak Police Department. Officer Mark Rosa's dedication, courage, and selflessness serve as an inspiration to us all, reflecting the highest ideals of law enforcement service.

National Communications Center Officer of the Year - Nicole Carswell

Since joining the Amtrak Police Department in 2012, Communication Officer Carswell has consistently demonstrated exceptional dedication. Her proficiency is evident in the sheer volume of calls she handled throughout the year – over 2,171 inbound, 757 outbound, and a staggering 6,700 calls for service processed. This commitment to keeping Amtrak's network safe is truly commendable.

However, it was Officer Carswell's exceptional composure under pressure last December that truly exemplifies the spirit of this award. When faced with a call about a suicidal employee, Officer Carswell didn't falter. Her ability to communicate calmly and clearly proved instrumental in coordinating a seamless response. She skillfully bridged the gap between the ticket agent, Amtrak Police Department, and Prince George's County PD. This ensured all parties had the necessary information to take swift and decisive action.



Officer Carswell's quick thinking and unwavering focus were paramount. By maintaining clear lines of communication throughout the ordeal, she ensured the situation unfolded safely. Thanks in large part to her decisive actions, the Amtrak employee received the help they desperately needed. This award goes beyond recognizing Officer Carswell's exceptional performance in a critical incident; it celebrates her overall work ethic. Her colleagues consistently recognize her positive attitude, professionalism, and commitment to teamwork. Communications Officer Nicole Carswell is a true asset to the Amtrak Police Department, and her dedication serves as an inspiration to all.

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