Amtrak Is Ready To Build

Q&A with Richard Anderson: New Amtrak President and co-CEO

NY Penn Infrastructure Renewal Work Is Complete
What is Amtrak doing to hold the host railroads accountable for some of the poor on-time performance (OTP) we’ve been seeing this past year?

Wick—The short answer is, we are highly dependent on the host railroads, and we need to keep working with them to improve this issue. Some host railroads work hard with us, and others do not. But we need to work with them.

Richard—We have a saying about this issue: Coal does not file customer complaints. The host railroads can operate at a different level and still run a different business. We were hoping to get some legislative assistance here with the PRIAA (Passenger Rail Investment and Improvement Act) that would have required the FRA to enact OTP standards with the host railroads—and enforce those standards. But we lost this legal case, and we’re now going back to the drawing board. This is one of the biggest challenges we have to overcome. It’s hard to run a consumer business where you have a high level of late performance, and we see this reflected in our own eCSI numbers. We do have other efforts underway to address this issue, and we will keep working on this.

What is the future status of Amfleets? Will we get new equipment at some point?

Wick—We are undertaking another round of strategic reviews to set our plan for the next 10 years. A lot of solid work has been done. As you know, we started with the Amfleet I refresh program, and we anticipate doing more with the Amfleet IIs and the Superliners. The airline industry certainly has a long history of dealing with expensive and aging assets.

Richard—Most of the trains I see around here are young compared to a lot of the airplanes I’ve operated at Delta. We had a really good interior maintenance program where seat cushions would get replaced, and everything was clean, and you could get on a 35- to 40-year-old airplane, and if you weren’t schooled in what to look for, you wouldn’t know it was an old plane.

At Amtrak, we need to figure out what we can afford, and then we need to put our capital to work. I would expect you’ll see us be very forthright about what we need.

Check out one of Amtrak’s social media channels today!
Front Line Focus

“Yesterday [July 18, 2017], I was a passenger on Amtrak# 2175, on my way to Philadelphia from New York. I left my wallet with cash, credit cards and other contents on my seat when I exited. This morning Mr. [Anthony] Kelly emailed me advising that an Amtrak employee(s) had found my wallet. I am extremely grateful to Amtrak for this, and most appreciative of Mr. Kelly for his courtesy and for reaching out to me so promptly. Mr. Kelly took the extra step of kindly providing me with the tracking number. I rely on Amtrak for East Coast travel—it is the best environmental and personal option. The personnel are always helpful, the seats are comfortable and the ride is easy.”

Thank you all,
Adrienne Freya Jarvis, Ph.D., J.D.

Amtrak Corporate Headquarters Has Moved
The new address for Amtrak Corporate Headquarters is 1 Massachusetts Ave., NW, Washington, D.C. 20001. Please direct all correspondence to this new address, instead of 40 and 60 Massachusetts Ave., NE.
Amtrak and Lyft Partner to Help You Go More Places

Amtrak and Lyft, the fastest growing rideshare company in the U.S., announced a partnership to make it easier to go more places. Many of our customers’ trips don’t start or end at an Amtrak station. This exciting partnership with Lyft is one of the ways we are working to make it easier for travelers—including Amtrak employees—to get where they’re going in a convenient, comfortable and enjoyable way.

If you haven’t used Lyft before, you can receive $5 off each of your first four Lyft rides by using the promo code AMTRAKLYFT. To do so, download the Lyft app on your phone, enter the code under the “Promos” menu option and request a ride. You can also access the Lyft app from the train status page of the Amtrak mobile app (you may need to update your Amtrak app first). Customers booking tickets on our website are also provided information about the partnership on the booking confirmation page.

Lyft operates in more than 360 communities across the U.S., reaching 97 percent of Amtrak riders. This partnership furthers our commitment to improving the travel experience and connecting with the communities we serve. It’s also one of many opportunities we’re pursuing to strengthen our connections with other transportation modes, including public transit, commuter rail and bikeshare.

Amtrak celebrated the launch of the partnership on Aug. 3, at Chicago Union Station, where a car wrapped in Amtrak and Lyft branding was placed in front of the station and Lyft ambassadors provided information to customers.

The Just Move It! Challenge Was a Great Success

Employees from across the company participated in the six-week Just Move It! activity challenge. Employees walked, ran, biked and kept moving as part of the healthy competition to encourage employees to find ways to get and stay active. The competition was fierce, and the results were remarkable. Amtrak employees logged a grand total of 313,816,949 steps! This is approximately 142,644 miles, which is 5.5 trips around the world or more than halfway to the moon.

There were 73 teams competing to outstep each other. Members of the top five teams each won a prize. The team final was a close competition and the results are below:

Team Standings:

1st Place: King Street Step Children (Seattle)
2nd Place: Cut the Caboose (Sanford Auto Train)
3rd Place: No Speed Restrictions (Track Geometry)
4th Place: Maine Maniacs (Downeaster crew in Portland, Maine)
5th Place: Grizzlies (Riverside Contact Center)
6th Place: Catch Me If U Can (Food and Beverage in Wilmington, Del.)
7th Place: Holgate Hustlers (Seattle)
8th Place: Alex and Sole Steppers (Various departments)
9th Place: Steppers (Marketing and Business Development)
10th Place: Los Angeles Engineering

More than 1,400 employees participated in the individual completion. The average participant walked 5,375 steps per day. Among the employees who participated, 286 participants averaged...
10,000 or more steps per day and 64 participants averaged 20,000 or more steps per day.

The results, listed by screen names, are below:

**Individual Standings:**

1st Place: Scottidog
2nd Place: Good Foot
3rd Place: Stp N Go
4th Place: John Gomes
5th Place: Kent miles
6th Place: Santa-Fe3751
7th Place: CD
8th Place: Red Sonya
9th Place: big tee
10th Place: anna.albers

Congratulations to all the participants—you worked together to create a healthier and happier workplace.

**Update to the Timekeeping Process at Amtrak**

Amtrak is working on a new initiative to make our timekeeping systems more efficient across the entire company. “For most of our employees, keeping track of the time they have worked is a daily activity,” said Amtrak Chief Financial Officer Bill Feidt. “We want to make this process as easy and reliable as possible, because that’s good for our people and it’s good for our business.”

Feidt said Amtrak is currently partnering with industry leaders to identify the best technologies and best practices for timekeeping. “We want to make a significant improvement here,” Feidt said. “It will take strong teamwork across the company, but I am confident we can do it.” Stay tuned for more details.

**EMCS Collaborates with Emergency Partners in Simulated Drills**

In August, several senior leaders from Emergency Management Salt Lake County Emergency Management, West Valley Fire Department, Salt Lake City Fire Department, University of Utah Emergency Management, University of Utah Police Department, Union Pacific, Murray Victim Advocates, Jordan Valley Medical Center and Utah State Medical Examiner.

The exercise was held to allow multiple law enforcement agencies to practice public protection and emergency response procedures together.
Amtrak Guest Rewards Surpasses 7 Million Members

As of July 1, 2017, more than 7 million members are now enrolled in the Amtrak Guest Rewards program. This achievement follows a record-breaking month for new enrollments—with more than 130,000 members joining the program in June alone.

The significant rise in enrollment during FY17 can be attributed to many factors, including recent improvements made to the overall program and the digital customer experience. It is easier than ever to enroll on Amtrak.com and the Amtrak mobile app. Additionally, there’s been an increase in enrollment via Amtrak agents in stations and the contact centers.

“Reaching this major milestone confirms that more customers than ever are recognizing the value of Amtrak’s loyalty program,” said Kerry McKelvey, vice president of Marketing.

Loyalty programs drive more engagement and revenue, with Amtrak Guest Rewards members contributing more ticket revenue each year and spending more per trip than non-members. Currently, the Amtrak Guest Rewards program is ahead of projections to enroll 1 million new members by the end of the fiscal year.

In addition, the Amtrak Guest Rewards team announced enhancements to its redemption options whereby members can redeem Amtrak Guest Rewards points for e-gift cards to retailers, restaurants and travel providers.

Travel Aggregator and Metasearch Engines Deliver Amtrak Ridership

Advertising placements were launched on a new media channel this summer targeting consumers who are researching and planning travel. HomeAway is an online marketplace for vacation rentals that receives nearly 10 million unique visitors to its website each month and is very popular with vacationers who are looking for a place to stay with at home comforts. Display ad placements are running across the HomeAway network. Additionally, Amtrak ads are included in its high-impact email newsletter, sent to their 6.5 million email subscribers who recently searched for rental listings on both mobile and desktop devices.

Nationally, advertising continues on Kayak and Trip Advisor. Through Aug. 20, advertising on these two sites have contributed 223,000 customers and $36.8 million in revenue for Amtrak. Two additional travel planning websites—Fodors and Frommers—were added to the national advertising campaign in June. These sites are popular for consumers researching travel destinations and combined they receive nearly 6 million unique visitors per month.

Amtrak Guest Rewards Credit Cards

In partnership with Bank of America, Amtrak offers two co-branded credit cards—the Amtrak Guest Rewards® World Mastercard® and Platinum Mastercard®. Both credit cards are designed to fit passengers’ travel and spending preferences, making it easier than ever to ride with Amtrak, earn points and redeem them for Amtrak travel and upgrades as well as gift cards from retailers, travel companies and dining options.

The Amtrak Loyalty Partnerships team works closely with functional groups across the company to promote the cards. While the cards have been promoted by the Amtrak Guest Rewards contact center agents since launch, the team recently commenced an effort with the contact center to expand the promotion of the card program to call center agents who assist the general public. Philadelphia call center supervisor Theresa Trojecki and Riverside supervisor Mike Eisenberg led the pilot effort to have their teams promote the Amtrak Guest Rewards Mastercard program. “The credit card program is a wonderful way to introduce the Amtrak Guest Rewards program and its benefits to our passengers,” said Trojecki.

The pilot was so successful that the program is now being rolled out to nearly 500 public-facing agents.

For information about the rates, fees, other costs and benefits associated with the use of these Amtrak credit cards, visit amtrakguestrewards.com for the card you wish to apply for, and refer to the disclosures accompanying the credit card application.
Amtrak Is Ready to Build

With the success of this summer’s New York Penn Station Infrastructure Renewal Program, which Amtrak completed safely, on time and on budget, we truly demonstrated that we have the expertise, experience and skilled workforce to deliver large-scale infrastructure projects. A new media campaign—called “Ready to Build”—launched in early October to reinforce this message for a broad audience including our customers, members of the general public, state and federal stakeholders and transportation advocates.

Designed to raise awareness of the critical need for investment in our nation’s rail infrastructure, the campaign emphasizes that Amtrak is ready to build the infrastructure of the future. This is especially true in the Northeast, where the majority of Amtrak-owned assets are located. The core of today’s Northeast Corridor (NEC) between Washington and Boston is largely the result of investments made more than a century ago. Numerous sections are at or already exceed intended capacity and cannot accommodate expected regional growth.

The NEC is a lifeline for the greater Northeast, one of the country’s economic engines that generates 20 percent of U.S. gross domestic product. The Northeast Corridor Commission estimates that a loss of all NEC services for just one day could cost the nation’s economy an estimated $100 million in transportation-related impacts and productivity losses.

Investment in railroad infrastructure has not kept pace with the growing demand for intercity and commuter rail services. There is an approximately $38 billion backlog of deferred capital investments needed to bring the NEC to a state of good repair, or prime operating condition. Among the wide benefits of replacing and rebuilding this infrastructure are increased service reliability, reductions in trip times, more efficient operations and lower maintenance costs.

The Ready to Build campaign highlights five especially critical investments, shown in the table below, that are key to the realization of a renewed, modern passenger rail system in the Northeast. Amtrak and its state and federal partners have already started the necessary planning and regulatory reviews required for these complex, multi-year projects. Once funding is identified and obtained, they are ready to begin construction.

Visit NEC.Amtrak.com/ReadytoBuild to watch a series of short Amtrak-produced films highlighting these projects, and to view detailed fact sheets. Amtrak is also broadly promoting the campaign through its social media channels, and we encourage you to share campaign materials among your networks.

![Ready to Build](https://example.com/ready-to-build)

### Projects Overview

<table>
<thead>
<tr>
<th>Location</th>
<th>Planned Infrastructure</th>
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<tbody>
<tr>
<td><strong>Hudson Tunnel Project</strong></td>
<td>North River Tunnel opened in 1910</td>
</tr>
<tr>
<td></td>
<td>450 daily trains</td>
</tr>
<tr>
<td></td>
<td>Superstorm Sandy-related damage causes ongoing deterioration</td>
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<tr>
<td></td>
<td>Needs full renovation</td>
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<table>
<thead>
<tr>
<th>Location</th>
<th>Existing Infrastructure</th>
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</thead>
<tbody>
<tr>
<td><strong>Portal North Bridge</strong></td>
<td>New bridge is a high-level, fixed span</td>
</tr>
<tr>
<td></td>
<td>Faster trip times</td>
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<tr>
<td></td>
<td>Greater reliability</td>
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<thead>
<tr>
<th>Location</th>
<th>Major Stations Development</th>
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<tr>
<td><strong>Northeast &amp; Chicago</strong></td>
<td>Creates a more enjoyable customer experience</td>
</tr>
<tr>
<td></td>
<td>New bridge</td>
</tr>
<tr>
<td></td>
<td>Greater reliability</td>
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<tr>
<th>Location</th>
<th>Susquehanna River Bridge</th>
</tr>
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<tbody>
<tr>
<td><strong>Maryland</strong></td>
<td>New high-level, four-track fixed span bridge</td>
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<tr>
<td></td>
<td>Faster trip times</td>
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<thead>
<tr>
<th>Location</th>
<th>Baltimore &amp; Potomac Tunnel</th>
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<tr>
<td><strong>Maryland</strong></td>
<td>Resolves a key bottleneck</td>
</tr>
<tr>
<td></td>
<td>Greater capacity</td>
</tr>
<tr>
<td></td>
<td>Faster trip times</td>
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On July 12, 2017, Richard Anderson—a 25-year veteran of the aviation industry—was named president and chief executive officer of Amtrak. He has asked Wick Moorman to continue serving as co-CEO.

A native of Galveston, Texas, Richard most recently retired as executive chairman of the Delta Air Lines board of directors after serving as the airline’s CEO from 2007 to 2016. He was executive vice president at United Healthcare from 2004 to 2007 and CEO of Northwest Airlines from 2001 to 2004. He received a bachelor’s degree from the University of Houston at Clear Lake City and a law degree from South Texas College of Law.

Q&A with Richard Anderson: New Amtrak President and co-Chief Executive Officer
Richard remains particularly fond of his connection to the railroad industry. His father worked for 30 years at the Atchison, Topeka and Santa Fe Railway, and some of Richard’s fondest memories are of the times he visited his father at the Galveston train station and of family trips on the Santa Fe.

Now at the helm of America’s Railroad, Richard sat down with Ink to discuss Amtrak and what employees should expect of him, as well as how Amtrak can successfully position itself for the future.

**Ink: What inspired you to come to Amtrak?**

**Richard:** Amtrak is an incredibly important transportation asset for America. When I read that my friend Wick Moorman had volunteered to lead Amtrak, I was inspired to also volunteer, and decided not to take a salary. I have been fortunate over the years to work with many fine people, and it is a privilege to lead the fine employees of Amtrak.

**Ink: How is your broad work experience leading large businesses relevant to Amtrak?**

**Richard:** Amtrak is a customer business that is no different from running the airline business. Serving customers in the airlines is the same as it is on the railroad. Serving customers with a safe, clean, on-time product—with courteous and helpful service—is essential for Amtrak.

**Ink: What can employees look forward to?**

**Richard:** First, we must develop plans across our businesses, including fleet and engineering. Wick and I have commenced long-term planning for capital investments in engineering. Given the demand to put our railroad in a state-of-good repair, we need to have a long-term view of investment.

Second, we are building a long-term fleet plan for all of our rolling stock. We have the Amfleet interior overhaul underway, and the new Acela trainsets arrive in 2021. But we must develop a long-term diesel plan and map out the Amfleet II overhaul.

**“Serving our customers with a safe, clean, on-time product—with courteous and helpful service—is essential for Amtrak.”**

Amtrak President and co-CEO
Richard Anderson
Ink: Will we continue to focus on our three strategic principles—safety and security, customer service and financial excellence?

Richard: Yes—and I want to emphasize that we must elevate our focus on customer service.

Ink: You have spoken about Delta’s “Rules of the Road” being important for all employees to know. Can you describe what those are and how we can apply them at Amtrak?

Richard: These are basic principles about how we must treat each other and our customers. These strong core values provide a great foundation for a successful business. We can write rules every day but we’re not going to have a rule for every conceivable situation that our people experience on the front lines. We must be guided by our strong values—honesty, integrity, hard work and respect are essential guides for our behavior.

Ink: What can we do to strengthen our brand and reputation with travelers?

Richard: 1) run on time, and 2) maintain clean, well-kept facilities and passenger cars.

Air conditioners must work and the bathrooms should always be clean and in good working order. This means doing the basics well. We must always be courteous and help and solve problems quickly and effectively.

Ink: In recent years, our financial performance has improved but our ridership has remained relatively flat. How can Amtrak increase ridership and attract new customers?

Richard: We are experiencing our sixth consecutive year with more than 30 million passengers but we must grow in ridership 2-3 percent every year. The Acela, Northeast Corridor, West Coast corridor and state-supported routes are performing reasonably well. We are evaluating our routes by region to push revenue and ridership.

Ink: How can we move toward becoming a more innovative company?

Richard: Our innovation must be to operate a great railroad for our customers, employees and communities. We have to get the basics down. That’s what we tried to do at the places I’ve worked at. If we’re not running the trains on time, keeping the bathrooms clean and keeping our stations maintained—all while providing our employees with the tools they need—then we can’t think about the next innovation just yet.

Ink: What is your approach to safety and how can Amtrak improve its safety performance?

“I want our employees to know that my hope for them is to be successful in their careers here at Amtrak.”
Richard: Safety is always first. Together, we must identify and remove barriers to safety. The number of rules violations and employee injuries on the job are too high. We must follow standard operating procedures. Passenger trains and airlines are common carriers. We owe the highest duty to our customers.

Ink: What do you want employees to know most about you?

Richard: I want our employees to know that my hope for them is to be successful in their careers here at Amtrak and to provide a good living for their families. I want us to all work together to ensure that Amtrak continues to be a respected and admired company, in the eyes of our customers, our regulators and our funders.

“I want us to all work together to ensure that Amtrak continues to be a respected and admired company, in the eyes of our customers, our regulators and our funders.”

Snapshot

What is the last book you read?
Fahrenheit 451, Ray Bradbury

What is your favorite place in the world to visit?
Home. And home is wherever my family is with my wife and children.

Who is the person you admire most?
There are many people that I admire. You run across a lot of people in life that impact you. I have had many good mentors over the years and wonderful people who have impacted me.

What is the best advice you have ever received?
You get a lot of good advice through life but you have to be open to it. So, I guess I would consider that the best advice—“Keep your ears open and always be prepared to listen to people around you.”
Amtrak Completes Infrastructure Renewal Work at New York Penn Station

Amtrak Engineering forces completed the summer infrastructure renewal work at New York Penn Station, and regularly scheduled operations resumed on Sept. 5.

“This accelerated work was an enormous undertaking. We did it on time, on budget, and most importantly, safely,” said Amtrak co-CEO Wick Moorman. “We thank passengers for their patience and flexibility, and our commuter partners, local governments and the states for their collaboration this summer. This summer’s work and support from our partners will result in greater reliability in the future. I also want to specifically thank all of the Amtrak employees who were involved in this massive project. Without their skill, dedication and hard work, none of what we do would be possible.”

This summer’s work focused on “A Interlocking,” the critical sorting mechanism routing incoming and outgoing trains that enter and exit Penn Station via the Hudson River Tunnel.

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This accelerated work was an enormous undertaking. We did it on time, on budget, and most importantly, safely.

Wick Moorman, Amtrak co-CEO
and the Long Island Rail Road’s West Side Yard to the various station tracks and platforms. The work in A Interlocking included total track and switch replacement that will improve the reliability of train service through this area in Penn Station.

Approximately 360 dedicated Amtrak employees worked around-the-clock to install 897 track ties, 1,100 ft. of rails (or six football fields worth of track), 1,000 tons of ballast, seven turnouts (switches), four complex diamond crossings and 176 yards of concrete.

“As we mark the conclusion of this intense two-month work period, we must remind everyone that much more work remains and that rebuilding our infrastructure is a continuous process. We have more work planned throughout the fall, winter and into next year to improve other areas of track within New York Penn Station. Most of this work will be handled during our normal weekend maintenance periods and should not have major impacts to service levels,” Wick said. “Now we need continued investment from the federal government, our railroad partners and the states to help us make the necessary improvements to infrastructure at Penn Station and all along the entire Northeast Corridor.”

This renewal work is one element of Amtrak’s plan to modernize stations, infrastructure and equipment on the Northeast Corridor. The New York Penn Station concourse operations improvement study has begun and improvement projects for the restrooms, waiting areas and Acela Lounge in Amtrak’s concourses are underway. New Acela trainsets that will provide more frequency and smoother rides will enter service starting in 2021.

Customers will see refreshed Northeast Regional coaches with new seats, carpet, improved lighting and other enhancements later this fall and in 2018, pulled by our new electric locomotive fleet. The much-anticipated construction of the Moynihan Train Hall is now underway and key projects of the Gateway Program to preserve and expand rail capacity into New York City are ready to begin construction.

To learn more about the infrastructure renewal program and to read weekly progress reports of the work that was completed during the eight weeks, visit Amtrak.com/NYPrenewal.
The Marketing department has launched a new advertising campaign designed to educate more consumers about why Amtrak is the smarter way to travel. By appealing to both new and prospective customers, the campaign goal is to grow the Amtrak ridership base. Dubbed “Break the Travel Quo,” the campaign features compelling images of the onboard experience and unique amenities to inspire the public to consider Amtrak for future travel.

“This is a great campaign because it showcases what we know our customers love about rail travel—comfort, convenience and a premium experience,” said President and co-CEO Richard Anderson.

“The new national campaign is long overdue,” said Darlene Abubakar, Amtrak’s senior director, National Advertising. “Amtrak needs to take a bold stance in letting travelers across the country know that there is a better option instead of driving or flying to their destinations. This campaign showcases the onboard rail experience that clearly indicates that we are a more comfortable and relaxing option.”

With intriguing messages like “What if there was a car that made traffic disappear?”; “Airplane mode is for airplanes”; and “Room for your legs, both of them,” the campaign seeks to help consumers realize that they deserve a better travel experience—free from the restrictions of air travel and the highway congestion and stress when traveling by car.

Amtrak’s Research department conducted extensive
testing, interviewing current customers and prospective travelers to gain insights and feedback that helped create the positioning for this campaign. Their feedback supported our brand promise—“Amtrak is Simply a Smarter Way to Travel” as they listed the many benefits that Amtrak has versus other modes.

The campaign leverages the Amtrak “reasons to believe” that deliver on the brand promise; such as:

- Generous baggage policy;
- Free Wi-Fi on most trains;
- Freedom to use phones and electronic devices at all times;
- Large spacious seats with ample legroom;
- No middle seat;
- Freedom from traffic and highway congestion;
- Easy, streamlined boarding process;
- More productivity (A Business class where you can actually conduct business); and
- Space to eat and sleep without having to stop.

The Break the Travel Quo campaign launched on Sept. 12 with a national two-day teaser component designed to build intrigue and buzz and a digital retargeting pool of potential customers. This component utilized 15-second videos that featured the foibles of air travel but did not mention the Amtrak brand. The images and messages implied the launch of a new airline. The reveal component followed later and featured the full 30-second videos that included the Amtrak branding, as well as two new videos that highlight the hassles of driving.

Those who had viewed the teaser videos were retargeted online with the full reveal video. The reveal video placements were also extended to numerous online websites to increase exposure/impressions.

This integrated marketing campaign continues in market and includes radio, digital/video placements on YouTube, Facebook and Instagram; online banner placements; and Out of Home placements at New Jersey Transit and Long Island Rail Road commuter rail stations in addition to media/public relations outreach, social media and local promotions.

The new videos may be viewed at youtube.com/Amtrak. Please share them with your friends and family using the hashtag #BreaktheTravelQuo.
Employee Milestones

20-YEAR ANNIVERSARY

June 2017

MICHAEL AMSTUTZ
Battle Creek Station

DANIEL ARGUELLES
Metrolink San Bernardino Crew Base

RICHARD BARROW
W. Oakland Maintenance Facility

GEORGE BREDER
Perryville, Md., M/W Base

PHILLIP BROWN
Shelby Crew Base

MESSIAS CARVALHO
New Haven Station

KENT COOPER
Niles Station

DUSTIN DUGAN
Shelby Crew Base

AARON EDSON
Sacramento Station

FREDIE GRAY
CNOC, Wilmington, Del.

RUSSELL GRIFFIN
Jacksonville Station

JAMES HOAGLAND
Philadelphia 30th St. Station

WILLIAM HODGE
Boston South Station

LACHOYA JONAS
New York Penn Station

LACI YVAN
Charlotte Station

SCOTT LECLAIR
MOW Base, Hamden, Conn.

CHRISTIAN MACNEIL
Rensselaer Mechanical Facility

MAUREEN MAHONEY
Boston South Station

TRACIE MCCAINE
Southampton St. Yard

JEREMY MITCHELL
Richmond Station

JOSEPH O’BOYLE
Wilmington Shops

DAVID OVERBAY
Newport News Station

DANIEL MCNAIR
CA Reservation & Sales Office

MICHAEL BARBARA
Redondo Junction Engine House

MARK BERGLIND
Chicago Crew Base

MICHAEL CECCONI
Sacramento Station

MIGUEL CRUZ
Hunter Yard, Newark, NJ

HENG DING
Los Angeles 8th St. Coach Yard

JUDITH FOSTER
Sacramento Station

DARNELLE FRANCOIS
Wilmington Station

BRIAN GENDRON
New London Station

MICHAEL HARTSOE
Philadelphia 30th St. Station

CHARLES HOLTON
NY Sunnyside Yard

PHONG HUYNH
Ivy City Maintenance Facility

VINHSON HUYNH
Chicago Mechanical & Terminal Offices

SHEILA MATTHEWS
Philadelphia 30th St. Station

ALAN MCMAHON
Philadelphia 30th St. Station

LAI NGO
Ivy City Maintenance Facility

DUONG NGUYEN
Ivy City Maintenance Facility

LAI NGUYEN
Ivy City Maintenance Facility

NGHIA NGUYEN
Ivy City Maintenance Facility

STEPHEN PETERS
Ivy City Maintenance Facility

LEON PINCKNEY
New Haven Station

DENNIS PRICE
Los Angeles Offices

ANTHONY SANSONE
Rensselaer Mechanical Facility

RAMONE SCHAFFER
Chicago Offices

PHUOC TRAN
Ivy City Maintenance Facility

RODDIE WOODS
Seattle Transportation Bldg.

30-YEAR ANNIVERSARY

June 2017

ANNE BAYLES
Bear Car Shop

JERRY COLEMAN
New York Penn Station

LOUIS COMMER
Pacific Division HQ

MARK DABNEY
Rensselaer Mech. Facility

SHARLENE GREGG
Philadelphia 30th St. Station

JAMES GUIDARA
Chicago Offices

VERONICA HARRIS
CA Reservation & Sales Office

JANE HOUSE
Chicago Crewbase

CHARLES HUNTER
W. Palm Beach Station

GARY LINDSTRADE
Indianapolis Station

GERRY MEYERS
New Haven Station

MARGARET MODRACK
Chicago Mechanical & Terminal Offices

DENNIS MOORE
Seattle Transportation Bldg.

JANINE NOLAN
ChicagO Student Station

LYNETTA PURCELL
Miami Station

MICHAEL RAUCH
PA Reservation & Sales Office

WILLIAM REVILLA
Chicago Crewbase

EULAS ROGERS
PA Reservation & Sales Office

MONICA ROMERO-HERRERA
Los Angeles Offices

ROBERT THOMAS
Auto Train Sanford Station

RUDOLPH WILLIAMSON
Philadelphia 30th St. Station

35-YEAR ANNIVERSARY

June 2017

BARRY KENDALL
Amtrak Corporate HQ, Washington, DC

CHRISTOPHER BOGDAN
Chicago Mechanical & Terminal Offices

STEPHEN BRENNAN
Boston South Station

NEALY BRYANT
MOW Base, Hamden, Conn.

JOSEPH BUDRECKI
Wilmington Training Center

MICHAEL BURSHINT
Philadelphia 30th St. Station

ROBERT CALLA
NW Base, North Brunswick, NJ

DANIEL CARROLL
New York Penn Station

JACK COLLINS
Springfield, Mass., Station

DAVID DENARO
Odenton M/W Base

THOMAS DIVEN
Quad Ave. M/W Base, Baltimore, Md.

JAMES EWING
Wilmington Shops

MARK FRER
New Haven Station

Congratulations to All of You!
# Employee Milestones

**Congratulations to All of You!**

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAYMOND Ciarlo</td>
<td>Boston South Station</td>
<td></td>
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<tr>
<td>Stephen C.</td>
<td>Providence MOW Base</td>
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</tr>
<tr>
<td>Ronald Corduan</td>
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<tr>
<td>Sharon Crane</td>
<td>Orlando Station</td>
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<tr>
<td>Barry Croft</td>
<td>Bear Car Shop</td>
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<td>William Curry</td>
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<td>Priscilla Dawson</td>
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<td>Claude Dent</td>
<td>Odenton M/W Base</td>
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<tr>
<td>Larry Drawdy</td>
<td>Seattle Mechanical Yard</td>
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<td>Michael Duffy</td>
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<tr>
<td>Willie Ellington</td>
<td>Miami Mechanical Yard</td>
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<tr>
<td>Margaret Greenspan</td>
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<tr>
<td>Padget Guntropes</td>
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<tr>
<td>Darnell Henderson</td>
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<tr>
<td>Wade Henderson</td>
<td>Wilmington Shops</td>
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<tr>
<td>Mark Hill</td>
<td>Springfield Field</td>
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<tr>
<td>Timothy Hoedack</td>
<td>Renselaer Mechanical Facility</td>
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<tr>
<td>James Hughes</td>
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<tr>
<td>Michael Hunt</td>
<td>Renselaer Mechanical Facility</td>
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<tr>
<td>Lena Johnson</td>
<td>Amtrak Corporate HQ</td>
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<tr>
<td>Velma Johnson</td>
<td>Chicago Office</td>
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<tr>
<td>Michael Jones</td>
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<td>Thomas Kaiser</td>
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<td>John Kavanaugh</td>
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<td>Rick Keeton</td>
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<td>Joyce Koss</td>
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<td>Michael Lawrence</td>
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<td>Veronica Manley</td>
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<tr>
<td>Kenneth Geis</td>
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<td>Timothy Gola</td>
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<td>Paula Gotsch</td>
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<td>Peter Graveline</td>
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<td>George Greco</td>
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<tr>
<td>Robert Trent</td>
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<td>Daniel Tucker</td>
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<td>Los Angeles 8th St. Coach Yard</td>
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<tr>
<td>Amy Wardlaw</td>
<td>Chicago Mechanical &amp; Terminal Offices</td>
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<tr>
<td>Donna Weinzatl</td>
<td>Philadelphia 30th St. Station</td>
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<tr>
<td>Mary Westfield-Allen</td>
<td>Meridian Station</td>
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<tr>
<td>Ralph Williams</td>
<td>Philadelphia 30th St. Station</td>
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<tr>
<td>Martin Yurth</td>
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<tr>
<td>Mike Zichello</td>
<td>New York Division HQ</td>
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**20-Year Anniversary**

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Service</th>
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<tbody>
<tr>
<td>Aoan-Valerian Anghel</td>
<td>C&amp;S HQ</td>
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<tr>
<td>Michael Bannan</td>
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<tr>
<td>Gary Baran</td>
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<td>John Brecklove</td>
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<td>Vincent Brundage</td>
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<td>Lisa Charles</td>
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<td>Phillip Cho</td>
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<tr>
<td>James Anderson</td>
<td>Shelby Crew Base</td>
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<td>Giaochino Baio</td>
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<td>Martin Baker</td>
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<td>Thomas Bushman</td>
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<td>Andrew Ciuba</td>
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<td>Drake Farmer</td>
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<td>Gabriel Flores</td>
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<tr>
<td>David German</td>
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</tbody>
</table>

**Retirees**

- June 2017
  - John Arnold Bands
  - Michael Bannan
  - Gary Baran
  - John Brecklove
  - Vincent Brundage
  - Randy Burke
  - Richard Cagnoni
  - Barbara Carter
  - Lisa Charles
  - Phillip Cho
  - David Choyce

**2017**

- July 2017
  - James Anderson
  - Michael Bannan
  - Gary Baran
  - John Brecklove
  - Vincent Brundage
  - Randy Burke
  - Richard Cagnoni
  - Barbara Carter
  - Lisa Charles
  - Phillip Cho
  - David Choyce
  - David German
  - Robert Trent
  - Daniel Tucker
  - Everett Wair
  - Amy Wardlaw
  - Donna Weinzatl
  - Mary Westfield-Allen
  - Ralph Williams
  - Martin Yurth
  - Mike Zichello
  - Westfield-Allen

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<tr>
<td>David German</td>
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<td>Raymon Gallina</td>
<td>NW Base, North</td>
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<td>Laurence Hurlbut</td>
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<td>Francis Keenan</td>
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<td>Kurt Laird</td>
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<td>Paul Lutrell</td>
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<tr>
<td>Jose Nunes</td>
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<td>Donald Richards</td>
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<tr>
<td>Kenneth Yow</td>
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</tbody>
</table>
Employee Milestones

Congratulations to All of You!

30-YEAR ANNIVERSARY

July 2017

BYRON BOYD
Vancouver Station

PHILIP CARR
CNOC, Wilmington, Del.

ROSE CASCARELLA
Philadelphia 30th St. Station

TYRONE FIELDS
NY Sunnyside Yard

JANIS GAUNAY
Rensselaer Mechanical Facility

30-YEAR ANNIVERSARY

July 2017

GINA PUEBLA
Los Angeles Offices

MARK WILLIAMS
Beech Grove Maintenance Facility

40-YEAR ANNIVERSARY

July 2017

ARNOLDO CISNEROS
Philadelphia 30th St. Station

RAYSMON COSTANZO
Bear Car Shop

JAMES KEELER
NW Base, North Brunswick, NJ

JOHN KRAJEWSKI
Bear Car Shop

LOUIS PALUGH
Elkton M/W Base

DAVID REZENDES
Engineering

TYRONE RICHBURG
Quad Ave. M/W Base, Baltimore, Md.

AMADO RODRIGUEZ
New London Station

MARTHA SALVATORE
Pittsburgh Station

TIMOTHY ARMON
Chicago Union Station

TIMOTHY BACKERT
Perryville, Md., M/W Base

RONALD BAKLARZ
Amtrak Corporate HQ, Washington, DC

DEBRA BERNINGER-ROO
Seattle Mechanical Yard

YVONNE BETTIS
Chicago Mechanical & Terminal Offices

LORRAINE BISHOP
Wilmington Shops

ANDERS BOGAN
Engineering

JOHN APOSTOLI
Seattle Mechanical Yard

MILMAN APOSTOL
Depew Station

FERNANDO AGUIAR
New York Penn Station

ROBERT ALLEYNE
Rensselaer Station

MICHAEL RODRIGUEZ
Baltimore, Md.

ROBERT CARPENTER
Seattle Mechanical Yard

CAMPBELL-SCHUELER
Train & Engine Yard

YVONNE BETTIS
Chicago Mechanical & Terminal Offices

BARBARA BRILL
Amtrak Corporate HQ, Washington, DC

RONALD BAKLARZ
Amtrak Corporate HQ, Washington, DC

MICHAEL SALVATORE
Pittsburgh Station

RETIREES

July 2017

FERNANDO AGUIAR
New York Penn Station

ROBERT ALLEYNE
New York Penn Station

PATRICIA ANDERSON
Rensselaer Station

DAVID ANGRISANO
Seattle Mechanical Yard

WANDA CUNDY
Auto Train Lorton Station

STEPHEN DESANTIS
Bear Car Shop

MICHAEL RODRIGUEZ
Baltimore, Md.

ROBERT CARPENTER
Seattle Mechanical Yard

CAMPBELL-SCHUELER
Train & Engine Yard

ROBERT CARPENTER
T&E Toledo Crew Base

ANTHONY CLARK
Rensselaer Station

JAMES COLEMA
Philadelphia 30th St. Station

Gina Puebla
Los Angeles Offices

Mark Williams
Beech Grove Maintenance Facility

40-YEAR ANNIVERSARY

July 2017

Arnoldo Cisneros
Philadelphia 30th St. Station

Raymond Costanzo
Bear Car Shop

James Keeler
NW Base, North Brunswick, NJ

John Krajewski
Bear Car Shop

Louis Palugh
Elkton M/W Base

David Rezendes
Engineering

Tyrone Richburg
Quad Ave. M/W Base, Baltimore, Md.

Amado Rodriguez
New London Station

Michael Salvatore
Pittsburgh Station

Timothy Armon
Chicago Union Station

Timothy Backert
Perryville, Md., M/W Base

Ronald Baklarz
Amtrak Corporate HQ, Washington, DC

Debra Berninger-Roo
Seattle Mechanical Yard

Yvonne Bettis
Chicago Mechanical & Terminal Offices

Lorraine Bishop
Wilmington Shops

Anders Bogan
Engineering

John Apostol
Seattle Mechanical Yard

Milman Apostol
Depew Station

Fernando Aguiar
New York Penn Station

Richard Nagle
Philadelphia 30th St. Station

John Apostol
Philadelphia 30th St. Station

Timothy Armon
Chicago Union Station

Timothy Backert
Perryville, Md., M/W Base

Ronald Baklarz
Amtrak Corporate HQ, Washington, DC

Debra Berninger-Roo
Seattle Mechanical Yard

Yvonne Bettis
Chicago Mechanical & Terminal Offices

Lorraine Bishop
Wilmington Shops

Anders Bogan
Engineering

John Apostol
Seattle Mechanical Yard

Richard Nagle
Philadelphia 30th St. Station

John Apostol
Philadelphia 30th St. Station

Timothy Armon
Chicago Union Station

Timothy Backert
Perryville, Md., M/W Base

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Amtrak Corporate HQ, Washington, DC

Debra Berninger-Roo
Seattle Mechanical Yard

Yvonne Bettis
Chicago Mechanical & Terminal Offices

Lorraine Bishop
Wilmington Shops

Anders Bogan
Engineering

John Apostol
Seattle Mechanical Yard

Richard Nagle
Philadelphia 30th St. Station

John Apostol
Philadelphia 30th St. Station

Timothy Armon
Chicago Union Station

Timothy Backert
Perryville, Md., M/W Base

Ronald Baklarz
Amtrak Corporate HQ, Washington, DC

Debra Berninger-Roo
Seattle Mechanical Yard

Yvonne Bettis
Chicago Mechanical & Terminal Offices

Lorraine Bishop
Wilmington Shops

Anders Bogan
Engineering

John Apostol
Seattle Mechanical Yard

Richard Nagle
Philadelphia 30th St. Station

John Apostol
Philadelphia 30th St. Station
Employee Discount: Museum of the American Revolution

Now open in Philadelphia! The Museum of the American Revolution explores the dynamic story of the American Revolution using an expansive collection of historical artifacts, weapons, personal items, documents and works of art. Immersive galleries, theater experiences and recreated historical moments bring to life the events, people and ideals of our nation’s founding and engage people in the history and continuing relevance of the American Revolution.

Amtrak employees will receive a $2 discount on museum admission, valid from September 2017 through April 2018. Amtrak is the official rail transportation provider for the Museum of the American Revolution. For more information about the museum and to plan your visit, go to www.AmRevMuseum.org.

EDWARD DOYLE
Engineering, Groton, Conn.
LY DUE
Ivy City Maintenance Facility
DAVID EATON
Philadelphia 30th St. Station
DAVID ELWIN
Southampton St. Yard
DALE ENGELHARDT
Chicago Mechanical & Terminal Offices
LONNIE ESTEP
Albuquerque T&E Crew Base
JAMES FEDROFF
NY Division HQ
TOM FLESHMAN
Los Angeles Offices
THOMAS FLOYD
Trenton Station
JAY FOUNTAIN
Los Angeles Offices
LARRY FRYKMAN
Odenton MW Base
KEITH FUCHIGAMI
New York Penn Station
JANE GLASSING
Wilmington Shops
RAPHAEL GOMES
Ivy City Maintenance Facility
GUS GRAMELIS
New Haven Station
WILLIAM GREENWALD
Raymond Plaza West newark, NJ
JESUS GUERRA
Los Angeles Offices
EDWIN HERndon
Chicago Union Station
HERMAN HERRING
Sanford Station
KAREN HOLM
Cleveland Station
KATHLEEN HOWARD
Chicago Crew Base
SHIRLEY HOWARD
Ivy City Maintenance Facility
JAMES HONE
Philadelphia 30th St. Station
WILLIAM HRABELSKI
Bear Car Shop
JAY HYNNH
Redondo Junction Engine House
WARD JENKINS
Wilmington Shops
ROBERT JUSTICE
Quad Ave. MW Base, Baltimore, Md.
CONNIE KEBERT
Chicago Offices
MARIA KELSO
W. Oakland Maintenance Facility
AMANDA LASTRA
Los Angeles Offices
WILLIAM LEE
Edmonds Station
LIAUTAUD, GUY
Miami Station
HARRY LUTZ
New York Penn Station
ROBERT LYONS
Transportation Bldg., Washington, DC
DANIEL MADDEN
New York Penn Station
WAYNE MANNI
Providence Station
ROBERT MASCETTI
Ivy City Maintenance Facility
WILLIAM MCFEELY
Depew Station
MICHAEL MILLARD
Seattle Mechanical Yard
NAZARENUS, STEVEN
Engineering, Groton, Conn.
STEVE NG
Seattle Transportation Bldg.
BRUCE NICHOLS
CNOC, Wilmington, Del.
REGINALD OLIVER
Transportation Bldg., Washington, DC
THOMAS PHIFER
Auto Train Lorton Station
LINDA PULIDO
Los Angeles Offices
MICHAEL PYNE
Conn DOT Commuter
PRINCE REID
Boston South Station
ERNEST ROBERSON
Seattle Mechanical Yard
ERIC ROGERS
Chicago Locomotive Shop
JEFFREY SCHUELER
Seattle Transportation Bldg.
PARMANAND SEUNARINE
NY Sunnyside Yard
JOSEPH SHEEHAN
Springfield, Mass., Station
DONALD SKINNER
Amtrak Corporate HQ, Washington, DC
LEMUEL SMITH
Seattle Mechanical Yard
MICHAEL SMITH
Ivy City Maintenance Facility
VIRGIL SMITH
Ann Arbor Station
JAMES SNOWDEN
DC Coach Yard
ROBERT SOLOMAN-BILLINGS
Los Angeles Offices
ROBERT SPRAUGE
Bellingham Station
PARAYANKAVIL THOMAS
Chicago Locomotive Shop
FRANCIS TRINCA
Wilmington Shops
MARYANN VALENCE
Milwaukee Station
LEONARD WATSON
Philadelphia 30th St. Station
PHYLLIS WEST
Chicago Union Station
HAROLD WILLIAMS
Auto Train Sanford Station
GARY YOUNG
Shelby Crew Base
While the infrastructure renewal program at New York Penn Station was underway this summer, select Empire Service trains temporarily served Grand Central Terminal for eight weeks. This image shows the first revenue service train passing through Harlem.

Amtrak had served both Penn Station and Grand Central until April 7, 1991, when the opening of the West Side Connection allowed for consolidation of all New York City services at the former, thereby eliminating cross-town transfers. The connection took advantage of a shuttered freight line running up the west side of Manhattan, where it crossed the Spuyten Duyvil Bridge into the Bronx to link up with existing northbound tracks. In 1988, when the project was announced, Penn Station saw about 5.5 million annual Amtrak passengers and Grand Central about 1 million.

On the last day of service at Grand Central on April 6, a reporter observed, “Mournful railroad porters and train buffs snapped photographs in a flurry of flashes and then bid farewell to Albany-bound Train 271 at about 8:30 p.m….engineer Jim Sweeney leaned out of his locomotive and hoisted a sign reading, ‘Last Amtrak Train Out of Grand Central Station.’”

Learn more about Amtrak history by visiting History.Amtrak.com.