Below are some of the highlights from the Employee Town Hall meeting that President and CEO Richard Anderson held on Jan. 18. More highlights are posted on the intranet under News.

On the current state of Amtrak: “We have a significant safety challenge we must address, and we need to reorient ourselves to investing in service to our customers. Still, if you think about where Amtrak is today, overall the company has never been stronger. This gives us the confidence and ability to solve the safety and customer challenges in front of us. We have the operating and capital resources to invest in the right solutions. We just have to execute.”

On the importance of safety: “Our company and our brand stands for safety, more than anything else. Safety underpins everything we do for employees and customers.”

On our customers’ perception of Amtrak and safety: “In our (eCSI) surveys, we ask our customers: Do you view Amtrak as a safe way to travel? We have seen a real deterioration in our score on this question—and it is because of these recent safety incidents. This represents a real threat to our company.”

On how we should react to this public perception of Amtrak safety: “I think we all have to take very personally the criticisms we are receiving as a company about our safety record. It’s serious and it affects every one of us—whether we are management or union. In the end, we all bear responsibility, no matter what we do in the enterprise.”

On our commitment to refleet: “While we have some refreshes of Amfleet cars, they were delivered in the late ’70s. We have over 400 Amfleet I cars. They are about 40-45 years old, and it is going to take us 5-10 years to replace them all. We need to invest in our rolling stock. There are modern commuter trainsets and new technologies all over the world, and significant advancements have been made. It will take multiple years for us to get this done, but we must get started. Over the course of this year, we need to complete a fleet plan for our entire network, and enter into RFPs and purchase agreements.”

On our finances and our annual grant process: “We’re in good shape on our annual grant process and our five-year FAST Act filings, in both the House and the Senate. Given that we have a strong balance sheet with little debt, we can afford to make the kind of investments we need to make in safety and customer service.”

On our business outlook: “We need to run the railroad not as if we are going to exist year-to-year. We need to run it as if we are here for the long-term—and that means making investments for the long-term so that the next generation of people who work at Amtrak will have the opportunity to advance the company.”

Richard Anderson
President and CEO
In Memoriam

The Amtrak family mourns the loss of two employees—Engineer Michael Kempf and Conductor Michael Cella—who were killed on Feb. 4, when Train 91 came into contact with a CSX freight train in Cayce, S.C. We offer our deepest condolences to their loved ones.

Our Amtrak Employee Assistance Program is always available to anyone who needs it. You can reach a skilled, trained EAP counselor 24 hours a day, 7 days a week, at 1-844-268-7251.
Amtrak Begins Offering Seat Assignments

Amtrak is introducing seat assignments as a way to improve the customer experience. Customers are now able to book an assigned seat exclusively in First class on two Acela Express trains for travel from New York Penn Station to Boston South Station, on Train 2290 and Train 2190. Bookings began on Jan. 30.

While Amtrak has traditionally offered open seating on its services, seat assignments will offer several benefits. Customers will no longer have to rush to find a preferred seat, which causes safety concerns and gate overcrowding. On board, customers won’t have to ask another customer to move his or her belongings from an empty seat. And offering the option for families or groups to pre-select their seating will ensure a comfortable ride together.

When booking a ticket, customers are automatically assigned a seat at the time of payment with the option to change seat location. There is no additional charge to book or change a seat assignment at this time. Reservations can still be made on Amtrak.com, the Amtrak mobile app, at a Quik-Trak kiosk and with station and contact center agents.

This introduction is part of a phased rollout. The next steps will include adding this option in First class on additional Acela Express trains, and in Business class on select Northeast Regional and long-distance trains. The success of this initiative will be evaluated through customer and employee feedback and the program’s impact on revenue and bookings.

As we move through the year, we will continue to look for more new and exciting ways to ensure that we are meeting the needs of our customers.

NY Penn Infrastructure Renewal Update

The second phase of Infrastructure Renewal at New York Penn Station, which started on Jan. 5, is making great progress. Engineering crews have completed demolition of the concrete on Track 15 and have completely reconstructed the block tie structure. Track crews are now working to lay new rail on the block ties, and have begun welding the new rail.

Work on Track 15 will continue through the end of February. The Track 18 and “C” Interlocking rehabilitation will begin in March, and will include the installation of new rail on Track 18 and the replacement of three turnouts in “C” Interlocking.

This work, which is expected to be completed by May 28, is in conjunction with upgrades being made within the interior of the station itself, including refreshed restrooms.

For the latest updates, visit amtrak.com/nyprenewal.
New Code of Ethics and Business Conduct

Last month, Amtrak introduced a new Code of Ethics and Business Conduct, which describes the ethical and operating standards for all Amtrak employees. The code covers operational excellence and safety; professionalism and respect; protecting our assets and information; conflicts of interest; and conducting business with integrity. The code can be found on the intranet under Employees/Policies.

We have had employees involved in unacceptable incidents of unethical, dishonest—and in some cases criminal—conduct. Our Inspector General has issued numerous reports involving misappropriation of company goods, accepting inappropriate gratuities and downright theft. We all know that unethical and inappropriate conduct is unacceptable. We owe each other, our customers and our company honest and lawful behavior in all we do and say.

We will regularly share ethics advice through employee updates and on the intranet. If you have questions about the code, talk to your manager or send an email to EthicsOfficer@amtrak.com.

New Chief Safety Officer Joins Amtrak

Amtrak named Ken Hylander executive vice president and chief safety officer. Hylander most recently served as chairman of the Flight Safety Foundation and previously served as the chief safety officer at Delta Air Lines. He will report directly to President and CEO Richard Anderson and be responsible for implementing a safety management system (SMS) at Amtrak.

“We are improving safety at Amtrak. Keeping our customers and employees safe is our most important responsibility and a high-quality safety management system is a requirement for Amtrak,” Richard said. “Ken is a recognized leader in the implementation and operation of SMS, and his experience will be instrumental in...
helping build our safety culture.”

SMS is a proactive risk management system that builds on predictive safety management methods, and has been a cornerstone of improving safety in many industries, including aviation, health care and energy. Recently, the NTSB recommended that Amtrak implement a SMS program, and Amtrak endorses this recommendation.

Hylander has more than three decades of experience in the aviation industry. He retired as a senior vice president from Delta Air Lines in 2014, where he successfully oversaw the SMS implementation at Delta and managed the occupational, operating safety, security, quality and environmental compliance programs.

Senior Leaders Meet in DC

More than 290 senior leaders from across the country met in Washington, D.C., on Feb. 15, to discuss the status of our FY18 Operating Plan and our five-year strategic plan. Amtrak President and CEO Richard Anderson hosted the meeting. Members of the executive leadership team also updated attendees on how the new organizational structure will help us achieve our goals in safety, customer satisfaction and financial performance—and discussed expectations for how leaders should lead their teams.

Amtrak Completes Refresh of Women’s Restrooms in NY Penn Station

The renovation of the women’s restrooms on the Amtrak concourse at New York Penn Station is complete. The updated restrooms now include durable terrazzo floors, contemporary wall tiles, updated fixtures and energy efficient lighting. Additionally, new solid surface sinks incorporate automatic soap dispensers, faucets and hand dryers.

The restroom refresh comes as Amtrak advances plans to modernize its stations, infrastructure and trains on the Northeast Corridor. Work on renovation of the men’s restrooms at the station began on Feb. 1, and is expected to be completed in spring 2018.

Amtrak’s additional current initiatives at NYP include the Concourse Management Strategy study with Long Island Rail Road and New Jersey Transit, design of the refresh for Amtrak’s ticketed waiting room, including a new coffee bar, design for a refreshed and expanded ClubAcela lounge, renovation of escalators and new retail offerings.
Brand Management and Marketing Spotlight

Digital Only Advertising Campaigns
Continuing to leverage the creative from the Break the Travel Quo campaign, Amtrak launched advertising campaigns nationally via paid search, display banners and video placements on Kayak and Trip Advisor to promote ridership to prospective travelers researching their options. Geographically targeted digital campaigns are also running in the top Northeast Corridor (NEC) and long-distance train markets. These campaigns build awareness, consideration and promote our 14-day advance Saver Fares to drive ticket purchases. The Northeast Regional three-day sales will continue in Q2, with sales in January and March. In addition, a campaign promoting Auto Train ridership launched in late January and was geographically targeted to key NEC markets.

This month, Amtrak launched its second annual President’s Day Sale. Similar to “Track Friday,” this short-term national sale offers a discount for travel on most routes.

Track Friday Campaign Delivers Results
Amtrak held its second annual “Track Friday Sale” Nov. 24-27, allowing customers to purchase tickets at savings up to 30 percent on most Amtrak routes on travel dates from Dec. 11, 2017 – March 25, 2018. “Track Friday” fares were available for Coach class and exclusively through Amtrak.com. The Marketing and Corporate Communications teams created an integrated plan incorporating paid, earned and owned assets including paid search, social, digital, customer email and a press release targeting the media. These marketing tactics drove nearly 15,000 bookings.

Amtrak Guest Rewards® Offers Exclusive Benefits for Tier Members
March 1 is the start of the new program year for Amtrak Guest Rewards® tier status members, an important segment of our high-value customers. Each year, the program rewards tier status members with exclusive benefits. There are three tier-status levels that a member can achieve in a calendar year and the benefits get more rewarding the more the customer travels.

Customers who reach Select status receive two one-class upgrades, two passes to Amtrak lounges and a 25-percent point bonus on their Amtrak travel spend. At the next level, Select Plus members are given unlimited access to Amtrak lounges via their member card, four one-class upgrades, two companion coupons and a 50-percent point bonus on their travel spend. Our highest and most exclusive tier is Select Executive. These members receive a 100-percent point bonus on their Amtrak travel spend, similar upgrades and companion coupons as the Select Plus members and they continue to earn more upgrades throughout the year the more that they travel with Amtrak.
Amtrak employees from across the country joined together for the 2017 Amtrak Healthy Weight Challenge and focused on healthy living and wellness. Many joined the challenge to lose weight; others chose to maintain their weight or get stronger. All participants walked away healthier and happier.

Here are some of the highlights:

- There were 1,223 total participants in the eight-week challenge.
- Collectively, employees lost 1,675 pounds, which is almost a ton of weight!
- They lost more than 200 pounds per week.
- They burned over 5,862,500 extra calories.
- They ate 29,904 servings of healthy vegetables, which is equal to 60,000 cups of fresh, frozen or canned vegetables.

But the good news doesn’t stop there—52 of your coworkers lost more than 10 pounds during the challenge. Get ready to be inspired! Their stories are as remarkable as are their achievements. Here are a few success stories:

**Dianne Rivers** is a T&E crew dispatcher at CNOC with 29 years at Amtrak. She remembers joining Amtrak when she was “trim and thin,” but working 12-hour overnight shifts led to late-night snacking and weight gain over the years. Rivers says that the challenge came at just the right time and was the perfect motivation to get serious about getting healthy. She describes being surprised by the amount of weight she was able to lose (23 pounds), and found that recording weight and monitoring food was the key to her success. Rivers was also happy to return to the gym and even tried new classes including Pilates, yoga and boot camp. She says she kept a positive attitude throughout the challenge, even during the weeks when she didn’t lose any weight.

**Santos Lugo** is an electrician for the Auto Train in Sanford, Fla. Lugo served in the Navy and upon completing his service began to gain weight. That is until June of this year, when he began his weight loss journey during the first Just Move It! Challenge. He went on to lose 50 pounds, 17 of which he lost during the Healthy Weight Challenge. His recipe for weight loss is staying active, cutting carbohydrates and avoiding sweets, soda, alcohol and late night snacks. He walks every day at work and on his days off with his wife as well as every other chance he gets. He tries to walk about 10 miles every day.

“Being a maintenance electrician for the property keeps me walking all over the place. I’ve learned through the wellness challenge that proper dieting, exercising and not eating on the go leads to a much better life,” he says,
Kara Andrew is a customer service representative in Seattle. She decided to make the challenge a family activity and shared it with her 20-year-old daughter, Kailey, and 15-year-old son, Parker. She took the opportunity to teach healthy habits to her kids by cooking healthy meals, exercising and shopping together. During the challenge, the family had weekly weigh-ins that kept them on track and provided additional encouragement. The Andrew family lost a total of 47 pounds, and now extend the challenge to other Amtrak families to join together to get healthier.

Tiana Fraser works in the Engineering department at Philadelphia 30th Street Station and is a happy mom of a toddler. She comes from a big family that loves to eat, and says she has been overweight since she was a teenager. That is until this year, when she accepted the challenge to get healthy and has since lost 45 pounds. Being a wife and working mom leaves her with little time to get exercise, so she now goes to the gym at 5 am. She also looks for every opportunity to be active, like walking at lunch or getting up from her desk to meet with coworkers instead of sending an email. She says the Healthy Weight Challenge has helped to push her past plateaus. Her advice to others is to “just start moving, some kind of way!” and to think of calories as a bank and “plan how you want to spend them.”

8 Tips from Successful Coworkers on Getting to and Maintaining a Healthy Weight:

1. Find a weight loss partner or make it a family affair. By involving friends or family you increase motivation and fun at the same time.
2. Plan for success, pack a healthy lunch or dinner and bring it into work.
3. Look for new healthy recipes. There are amazing recipes that will likely surprise even the pickiest eater.
4. Find easy ways to get more exercise. Park your car farther away or take a nice walk at lunch. Try to view the steps as an opportunity to contribute to feeling better, not as a chore.
5. Drink lots of water. Staying hydrated is not only important for your overall health but can help you feel more full and eat less.
6. Keep a positive attitude. Look at getting to a healthy weight as a process; it won’t happen in a day. Even when there are setbacks, it’s important to keep a positive outlook.
7. Cut out sugary drinks. This includes fruit juice, when you can eat whole fruit instead.
8. Don’t keep putting it off—start today with one small change and you will be on your way to a healthy lifestyle.

Keep up the good work and continue on the journey to be your healthiest you! Stay tuned for the next Amtrak Wellness Challenge coming in spring 2018.
As we continue our focus on improving the customer experience, we want to share what’s already working across Amtrak. We recently asked you to send us examples of how you and/or members of your team provide exceptional customer service, whether it’s on board one of our trains, in one of our stations or at the office or shop you work in.

Below are some best practices from some of your colleagues. Feel free to send us more examples at news@amtrak.com.

Philadelphia Customer Care – Contact Center

The Philadelphia Customer Care – Contact Center always strives to provide exceptional service to the more than nine million customers it helps make travel arrangements for each year. Five call quality analysts monitor and evaluate the call-handling skills of all reservation sales agents. Employees at the center created a call quality evaluation program—C.H.A.T. Champion—to recognize agents whose call-handling skills are “head and shoulders” above the rest. (C.H.A.T. is an acronym for Call Handling and Trends.)

C.H.A.T. Champions consistently provide accurate information to our customers; show positive trends in most of our behavioral competencies; and strive to create positive relationships with customers. In October, the center began announcing two C.H.A.T. Champions each month.

Winners receive in-house recognition with a write-up and photo and are presented with a customized certificate and a customer service pin to proudly wear. They also receive a gift card and are honored at an annual awards banquet ceremony. (Recent winners are listed in the gold box below.)

Riverside Customer Care Center

The Riverside Customer Care Center’s Call Quality department decided to be proactive after receiving complaints about incorrect bookings. They introduced “Mystery Calls” in November 2017, during Customer Service Week. The calls provide an opportunity to listen to how well agents are interacting with customers. When the employee displays exceptional customer service, he or she is recognized with a sign to post at his or her desk, a lapel pin and a button to show that Amtrak truly appreciates their efforts and contributions.

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The most recent Mystery Caller activity has been to recognize agents who do a complete review of details with our customers to make sure all the correct information has been provided. Supervisors and quality analysts make several calls throughout the day and then immediately present the agents with their tokens of appreciation. This immediate recognition helps reinforce the positive feedback to employees for doing a great job.

The center also created the Delta Service Plus program so that they can provide training and feedback to supervisors and employees. The Call Quality, Customer Support and the Training departments all work together to ensure successful interactions with customers.

More Best Practices…

Danielle Cunningham
Lead Operations Analyst, Operations Planning, CNOC

“We have to recognize that our co-workers are also our customers. We are the best representatives of the Amtrak brand. I make it a point to always engage my co-workers—whether I’m riding our trains, passing through the station or in the break room. It’s essential for us to know that we are important to the company and how we do business. Understanding what goes into a reservation or how service changes affect T&E, OBS crews and Mechanical helps you look at the bigger picture and work toward becoming ‘One Amtrak.’ You have to appreciate all of the input that goes into a product in order to provide exceptional service. And that means acknowledging and understanding the efforts put forth by our fellow co-workers.”

Kelly Crawford-Herrmann
Timekeeper/Secretary

“Two of my colleagues—David Bratton and Dustin Kline—who are customer service representatives from the Hudson, N.Y., station are examples of how to go above and beyond for our customers every day. Hudson is the third-busiest station in New York, and we work alone except for a two-hour overlap in the middle of the day. Although it’s a small hometown station, our agents keep our customers coming back for the excellent service they provide.

Dave, who has been with the Amtrak for 25 years, knows names, families and hobbies and people stop by just to say hello because he makes customers smile, especially with his announcements. One customer who is an author included Dave, his motorcycle and the station in a novel she wrote.

Dustin, who has been with Amtrak for about five years, is extremely courteous and polite with everyone. He also shows his pride in the station by doing little things like polishing the brass door handles of the historic station and even the water fountain on a regular basis. He makes the station sparkle.
Both Dave and Dustin decorate the station through every season, keep it looking beautiful and welcoming and personally take care of their customers every day.”

**Rocky Bethel**  
*Lead Equipment Maintenance Planner, Oakland, Calif.*

“Working in the Mechanical department, you generally don’t get a chance to see the customers who ride our trains. But Mechanical employees get excited when our eCSI scores or on-time performance reports show improvement because we are part of the Amtrak team. Knowing you played a role in fixing a grill or HVAC system or that you just cleared a mainline plug or cleaned a dirty window, can be gratifying because some customer somewhere will appreciate it. They may never know your name or your face but you and your team know.

Positive coaching and recognition, having trust between your colleagues and genuinely caring for their safety helps drive customer service. We are a team and every single person plays a critical role in the total experience no matter how large or small a contribution he or she makes. We are all important in elevating the final product that has our name on it.”

**Matt Wilkinson**  
*Lead Agent, Kansas City, Mo.*

“When working the ticket counter, I like to kindly and quickly invite the next customer to my window with a smile. Regardless of the customer’s needs, I do my best to respond to the inquiry positively and with a sense of urgency so the customer sees that his or her needs are important to Amtrak. When walking customers from the lobby to the train, I always try to strike up some light conversation. This helps customers relax and shows them the personal side of Amtrak and that we care about them as an individual and not just a revenue source.”

**Justin Meko**  
*VP, Safety, Compliance & Training, Amtrak Corporate HQ*

“I have found taking a family approach to be most effective. Specifically, I treat a customer like he or she is a member of my family while traveling on Amtrak. I’m patient with questions. If I don’t know the answer, I will find it out. I hold doors in the station, letting the customer go first. I carry luggage down staircases for customers who appear to be struggling. I offer safety tips that can enhance a customer’s situational awareness. Most importantly I always try to remember that a customer will quickly forget the specifics of the trip, but he or she will forever remember the courtesy and professionalism exhibited by Amtrak employees.”

**George Cantley**  
*CSR – Marshall, Texas*

“I make it a point to reassure children when they check in at the ticket counter with their parents. For many of them, this is their first train trip. I ask them if they’re excited about their trip, who they’ll see and what they plan to do at their destination. I call them by name, help them fill out baggage i.d. tags and assist parents with their bags. When possible, I introduce them personally to the conductor and attendant. They’re excited about their first train ride. Similarly, I approach parents traveling with children to offer help before they ask for it. Taking stress off of parents when possible is a proactive way to show them the difference between Amtrak and other modes of transportation.”
Amtrak Customer Advisory Committee

As we look for ways to improve the customer experience, it remains equally important that we continue to solicit customer input. The Amtrak Customer Advisory Committee (ACAC), a volunteer organization established in 1997, is an important vehicle to achieve that goal. ACAC is comprised of 20-30 frequent riders from across the United States that represent the traveling public and provide Amtrak with the “voice of the customer.” ACAC is a diverse and inclusive group with respect to race, gender, age, nationality, sexual orientation, location and experience. Riders with disabilities and college students also serve as committee members.

The group is structured to provide direct input to Amtrak leaders about their perceptions of service and make service-enhancing, revenue-generating and cost-saving recommendations. Its mission is to:

• Support Amtrak’s mission, vision and goals;
• Establish and maintain consistent and responsive communications between Amtrak and its customers;
• Provide direct input to management about customer perceptions of service and other committee observations and recommendations.

Over the years, the group has worked in close collaboration with Amtrak management to recommend the Customer Experience Tips of the Day; accessible station features; food and beverage healthy options; the Quiet Car; and the employee Customer Service Award recognition program, the only award presented to employees by Amtrak customers.

ACAC is divided into three subcommittees and a task force: The Northeast Corridor, State Supported Services, Long Distance Services and the Senior and Disability Task Force, which speaks to the unique needs of senior travelers and riders with disabilities. Each group focuses on issues that are specific to that respective area, in addition to working with the larger committee on common customer-focused issues and initiatives.

ACAC comes together nationally to collaborate with Amtrak management on customer-related issues. Committee meetings and business are primarily conducted through frequent e-mail correspondence and teleconference calls.

Over its 21 years, ACAC has presented more than 130 awards recognizing Amtrak employees. The committee recently provided feedback on the fall dining menu and participated in beta testing for the assigned seating rollout.

Silver Meteor Sleeping Car Attendant Receives Top Customer Service Award

Congratulations to Sleeping Car Attendant Eastlyn Delabastide, Silver Meteor (pictured, second from right), who was presented with an Amtrak Customer Advisory Committee (ACAC) Customer Service Award in February. Delabastide received the award at a special celebration at the Miami, Fla., crew base. Co-workers and managers attended the event and several spoke of the care, commitment and first-class customer service she has consistently delivered over her 19 years with Amtrak.

The award was presented by an ACAC member from Orlando, Fla., who nominated Delabastide. In the nomination letter, the ACAC member wrote: "...I think it takes a special type of person to handle and look after high maintenance passengers. Eastlyn was attentive, patient, compassionate and efficient in dealing with an elderly couple. She kept the couple comfortable and safe and prevented them from possible injury when they attempted to wander off numerous times. She handled what I perceived as a very volatile and stressful situation calmly and with grace. I was quite impressed. During this trip, I saw Amtrak at its very best in Eastlyn Delabastide."
## Employee Milestones

**Congratulations to All of You!**

### 20-YEAR ANNIVERSARY

**December 2017**

- **ROBERTO BOSQUE**
  - Sanford Station
- **MICHAEL BOYD**
  - NY Sunnyside Yard
- **KELLY BRADIGAN**
  - Wilmington Shops
- **MARK BROWN**
  - Richmond Station
- **ANDREW CAPPUCcio**
  - Southamptn St. Yard
- **MICHAEL DAVIS**
  - Phila. 30th Street Station
- **DAVID ENGLISH**
  - Wilmington Shops
- **JOHN FEDERICI**
  - Southamptn St. Yard
- **FELA GARNER**
  - Miami Station
- **BRIAN GIBSON**
  - LA Offices
- **ERNEST GREEN**
  - NY Sunnyside Yard
- **ROBERT HARRIS**
  - C&S HQ, Wilmington, DE
- **JAMES HARRISON**
  - Quad Ave. MIW Base, Baltimore, MD
- **RYAN HILL**
  - NY Penn Station
- **ROBERT JONES**
  - Auto Train Lorton Station
- **ANDREW LANO**
  - Wilmington Training Center
- **ROBERT LEAR**
  - Ivy City Maintenance Facility
- **ROBERT NAGEL**
  - Pacific Division HQ
- **JEROME PEARTREE**
  - Phila. 30th Street Station
- **PAUL PINKOSH**
  - W. Oakland Maintenance Facility
- **SUSAN REYNOLDS**
  - Tacoma Station
- **DIANA SHILOWSKI**
  - Boston South Station
- **DOUGLAS SMITH**
  - NY Penn Station
- **YOLANDA SULLIVAN**
  - NY Penn Station
- **DEBRA TREVIzo**
  - CA Reservation & Sales Office
- **TEMPY URBAN**
  - CA Reservation & Sales Office
- **MICHAEL WAWHUP**
  - Phila. 30th Street Station
- **PATRICK WOOD**
  - Charlotte Station

  January 2018

- **RANdolph AnCell**
  - Pittsburgh Station
- **YVETTE ARDILES**
  - CA Reservation & Sales Office
- **TIMOTHY BAISLEY**
  - NY Penn Station
- **PRISCILLA BAKER**
  - Phila. 30th Street Station
- **CHRISTOPHER BUCCINO**
  - Southamptn St. Yard
- **EVELYN BURK**
  - CA Reservation & Sales Office
- **ROBERT CALLENDER**
  - NY Sunnyside Yard
- **AGAR CARAMAN**
  - Boston South Station
- **ROBERT CLEVERLY**
  - Shelby Crew Base
- **JETHRO CURtIS**
  - NY Penn Station
- **PARIS DAVIS-REED**
  - Amtrak Corporate HQ, Washington, DC
- **JAMES DENNISON**
  - T&E Toledo Crew Base
- **MICHAEL DUDGEON**
  - Metrolink San Bernardino Crew Base
- **EVENs DUPLESSY**
  - Miami Station
- **VICTOR ELIAS**
  - NY Sunnyside Yard
- **JOSEPH FRONTERA**
  - Phila. 30th Street Station
- **M ARIA GARCIA**
  - LA 8th St. Coach Yard
- **ARTIS HARMISON**
  - CA Reservation & Sales Office

### 25-YEAR ANNIVERSARY

**December 2017**

- **MICHAEL COLLINS**
  - DC Coach Yard
- **ROBERT CUFF**
  - Phila. 30th Street Station
- **EDWARD DEC**
  - Chicago Mechanical & Terminal Offices
- **JOHNNY DILLY**
  - Ivy City Maintenance Facility
- **LAURA DROGAN**
  - San Diego Station/ Mechanical
- **MARCOS GONzALEZ**
  - LA Offices
- **ALVIN HO**
  - Ivy City Maintenance Facility
- **ROBERT JACOBS**
  - Wilmington Stations
- **CHAD JONES**
  - Ivy City Maintenance Facility
- **STEVEN LOWRY**
  - Washington Union Station
- **GORDON MARTIN**
  - Seattle King St. Station
- **WESLEY MCKNIGHT**
  - Washington Union Station
- **KENNETH METZ**
  - NY Penn Station
- **WILLIAM MOSER**
  - Wilmington Shops
- **THOMAS OUGHTON**
  - Metrolink LA Taylor Yard Crew Base
- **GREGORY PARMLEY**
  - Phila. 30th Street Station
- **MICHAEL RONCA**
  - Pittsburgh Station
- **MICHAEL RUMSEY**
  - PA Reservation & Sales Office
- **GENNADIY SIMANDUYEV**
  - Chicago Locomotive Shop
- **AMRIK SINGH**
  - LA 8th St. Coach Yard
- **BRADLEY WEBBER**
  - Harrisburg Station
- **TODD WETZEL**
  - Sanford Station

**January 2018**

- **MICHAEL CHAVEZ**
  - Metrolink San Bernadino Crew Base
- **RALPH CONGO**
  - MOW Base, Hamden, CT
- **SHIRLEY CONNELL**
  - Chicago Union Station
- **VALSIN DOUCET**
  - Jacksonville Station
- **ENRIQUE GUZMAN**
  - Redondo Junction Engine House, LA
- **THOMAS HOLLEY**
  - Cincinnati Station
- **GLENN JOHNSTON**
  - Wilmington Shops
- **KAREN KING**
  - LA 8th St. Coach Yard
- **TODD LEIST**
  - CNOC, Wilmington
- **LAWRENCE LUBY**
  - Transportation Bldg., Washington, D.C.
- **ROSA MARTIR**
  - CA Reservation & Sales Office
- **ERWIN MONTERROSO**
  - NY Sunnyside Yard
- **RAYMOND NEMERGUT**
  - New Haven Station
- **CHRISTINE PROSSER**
  - Wilmington Training Center
- **JOHN RICO**
  - Chicago Mechanical & Terminal Offices
- **MICHAEL RODRIGUEZ**
  - CA Reservation & Sales Office
Employee Milestones

Congratulations to All of You!

JOSE ROSA
Rensselaer Station

REGINA ROXBOROUGH
Transportation Bldg.,
Washington, DC

MICHAEL WHITE
Chicago Mechanical &
Terminal Offices

JOHNNY ANDERSON
Wilmington Shops

BERNADETTE BECKWITH
Washington Union Station

MICHAEL BEEBE
New Haven Station

HUGH CAMPBELL
Phila. 30th Street Station

ALFRED CLOUTIER
Phila. 30th Street Station

LAVELL CONLEY
Chicago Crew Base

THERESA FORD
Ivy City Maintenance
Facility

JEFFREY GROENE
Portland, OR

CATHY HARRIS
Phila. 30th Street Station

JACK JOHNSON
Beech Grove Maintenance
Facility

STEPHEN KELLY
Phila. 30th Street Station

ANTHONY LEE
Chicago Crew Base

PAUL MALASCALZA
Bear Car Shop

RENEE MARABLE
Phila. 30th Street Station

ROBERT MESA
LA Offices

GARY NICHOLS
Wilmington Shops

JOHN PELEGRINO
Chicago Locomotive Shop

FRANCISCO TABICAS
Providence MOW Base

SALADIN WHITE
Phila. 30th Street Station

MARK WILSON
Beech Grove Maintenance
Facility

January 2018

ARLENE ADAMS
Phila. 30th Street Station

RUSSELL AHEARN
Phila. 30th Street Station

JOSEPH BEHRLE
PA Reservation & Sales
Office

REBECCA BIGHUM-ROBINSON
Phila. 30th Street Station

STEPHEN BISSETT
Florence Station

BRIAN BULNES
Rensselaer Mechanical
Facility

STEVEN CORNELL
Wilmington Shops

JAMES CROSBY
Rensselaer Mechanical
Facility

WILLIAM DAVIES
Trenton Station

KEITH DEFRANCESCO
Wilmington Shops

MAUREEN FOX
Boston South Station

TERRI HAIG
PA Reservation & Sales
Office

MICHAEL HEBEL
CNOC, Wilmington

MILDRED JOHNSON
Chicago Crew Base

SCOTT KENNER
Jacksonville Station

DANIEL KUPERUS
Portland, OR

FRANK LAMADRID
CA Reservation & Sales
Office

MICHAEL LEE
Southampton St. Yard

INA MARTIN
PA Reservation & Sales
Office

EDITH NELSON
Chicago Crew Base

PAULA PHILLIPS-EVANS
PA Reservation & Sales
Office

JOHN RAFFERTY
DC Coach Yard

ZDZISLAW SURWIAK
Raymond Plaza West
Newark, NJ

MARK VILLENAS
LA Offices

MICHELLE WOODARD
CA Reservation & Sales
Office

DECEMBER 2017

RUSSELL JOHNSTONE
Wilmington Shops

January 2018

KEVIN GRAHAM
Portland, OR

CARL VANBERGEN
Rensselaer Mechanical
Facility

RETIREES

December 2017

JEROME BAKER
Brighton Park Facility

HAROLD BEACLEY
Chicago Union Station

KEITH BURKS
Kansas City Maintenance
Facility

CHRISTOPHER CONLAN
Wilmington Shops

NORIEN DAWKINS
NY Sunnyside Yard

NEIL DICKS
NY Sunnyside Yard

JAMES DOHERTY
Chicago Union Station

PETER DRYZMALA
Rensselaer Mechanical
Facility

MOZELLA FRIERSON
Brighton Park Facility

EDWARD GALVIN
Metrolink Montalvo Crew
Base

ROBERT HART
Wilmington Shops

DAVID HAYDEN
Wilmington Shops

PAUL HAYHURST
Wilmington Shops

DIANE MUZZALL
LA Offices

GEORGE SHERRILL
Beech Grove Maintenance
Facility

ROBERT SCHULTZ
Harrisburg Station

LAWRENCE SIPEREK
C&S Repair Shop, Lancaster, PA

JONATHAN STEPHENS
New Haven Station

VIVIAN STUCKEY
NY Penn Station

JAMES SZCZYPKIENSKI
Dearborn Station

PAULA TURNER
Rensselaer Station

DANIEL ULRICKS
Battle Creek Station

MICHAEL ULET
Miami Station

GREGORY WHITE
NY Penn Station

January 2018

HASHIM ABDUL-SALAAAM
New Orleans Station

LONNIE ADAMS
Reno Station
Employee Milestones

Congratulations to All of You!

LINDA AKER
PA Reservation & Sales Office

MARIA ALGARIN
CA Reservation & Sales Office

MEETA AMIN
Amtrak Corporate HQ, Washington, DC

BRIAN ANNUCCI
Amtrak Corporate HQ, Washington, DC

ANTHONY BOM Padre
New York Division HQ

THOMAS BROWN
Amtrak Corporate HQ, Washington, DC

PETER BUBNIS
Amtrak Corporate HQ, Washington, DC

BRUCE BISHOP
Amtrak Corporate HQ, Washington, DC

ROBERT BACHMAN
Work From Home Non-Call Center

TRENT BACHMAN
Boston South Station

RENEE BAILEY
Renaissance Building

STEFAN BANC
Chicago Locomotive Shop

MARY BARABAR
Chicago Mechanical & Terminal Offices

CRAIG BARNES
MOW Base, Hamden, Conn.

PATRICIA BAYLOR
Transportation Bldg., Washington, DC

RONNIE BEAN
Beech Grove Maintenance Facility

TYRONE BENTON
NY Sunnyside Yard

TANYA BETHEL
Amtrak Corporate HQ, Washington, DC

BRUCE BISHOP
Chicago Locomotive Shop

MARGARET BISSOL
Phila. 30th Street Station

MARIA BOBBATO-CLARK
CNOC, Wilmington, DE

ANTHONY BOMPADRE
Phila. 30th Street Station

ELLEN BRAID
New York Division HQ

THOMAS BROWN
Amtrak Corporate HQ, Washington, DC

PETER BUBNIS
Phila. 30th Street Station

WILLIAM BURKE
DC Commissary

PAUL BURMEISTER
Oakland Station

DIANA CABOT-MILLER
Work From Home Non-Call Center

JOHN CALLAHAN
NW Base, North Brunswick, NJ

JOSEPH CAPELL
Bear Car Shop

CLARENCE CAPERS
Ivy City Maintenance Facility

JOHN CARLTON
Bear Car Shop

JAYNE CARROW
Phila. 30th Street Station

DEBRA CARSE
Phila. 30th Street Station

EDWARD CASSIDY
Philadelphia Coach Yard

FERNANDO CERVANTES
T&E Crewbase - El Paso

KEVIN CHAMBERS
Ivy City Maintenance Facility

FRANK CHAVEZ
LA Offices

THOMAS CHAVLUK
CNOC, Wilmington, DE

MICHAEL CHIARONE
NW Base, North Brunswick, NJ

RICHARD CLARK
Portland, OR

CRAG CLINTON
Chicago Offices

CLIFF COLE
NY Division HQ

ROSALYN COLLINS
Phila. 30th Street Station

LOUIS COMMER
Pacific Division HQ

ANIBOL CONCHA
Phila. 30th Street Station

BRIAN CORNELIUS
Amtrak Corporate HQ, Washington, DC

DAVID CORSETTI
Providence MOW Base

BRUCE COSTOF
Wilmington Shops

EDGAR COURTEMANCH
Amtrak Corporate HQ, Washington, DC

MARIE COUSART
Phila. 30th Street Station

CHARLES COX
New Orleans Station

SUZANNE COYLE
Phila. 30th Street Station

WILLIAM CRAVEN
NY Division HQ

SHANNON DAVIS
MOW Base, Hamden, CT

JOSEPH DECKARD
Amtrak Corporate HQ, Washington, DC

DOMINIC DEMARCO
Bear Car Shops

PAUL DEPPEN
CNOC, Wilmington, DE

DIANE DOUGLAS-SANDERS
Renaissance Building

STEPHEN DURBIN
Beech Grove Maintenance Facility

LOIS ELLIOTT
Chicago Offices

BILLIE ERNEST
CNOC, Wilmington, DE

RANDY ERWIN
Amtrak Corporate HQ, Washington, DC

BETTY EXUM
Washington Union Station

CHARLES FLORIAN
Wilmington Shops

ROBERT FORSTROM
Amtrak Corporate HQ, Washington, DC

RUSSELL FOX
CNOC, Justison Office

MICHAEL FRANKEY
Chicago Offices

POULHERIA FRANKOS
Amtrak Corporate HQ, Washington, DC

MARK FRER
New Haven Station

HELENA FUNK
NY Division HQ

VALERIE GADSON
NY Division HQ

ELIZABETH GALLAGHER
Phila. 30th Street Station

PAUL GAWALT
Amtrak Corporate HQ, Washington, DC

GEORGE GENGIE
Amtrak Corporate HQ, Washington, DC

KATHIE GENGIE
Amtrak Corporate HQ, Washington, DC

JOYCE GEORGE-FORBES
DC Commissary

JAMES GILFIllAN
Wilmington Training Center

ROBERT GILLIG
Wilmington Shops

LEROY GIPSON
Metrolink LA Taylor Yard Crew Base

VERNAE GRAHAM
Pacific Division HQ

KENNETH GRANT
CNOC, Justison Office

WILLIAM GRAU
CNOC, Wilmington, DE

THOMAS GRAZIOSI
Chicago Station

MICHAEL GREELEY
PA Reservation & Sales Office

BERNARD GREENE
Amtrak Corporate HQ, Washington, DC

JAMES GUIDARA
Chicago Offices

YOUNG HAN
Amtrak Corporate HQ, Washington, DC

HARRY HIBBERT
Sanford Station

FRANCIS HOGAN
CNOC, Wilmington, DE

STEVEN HOLLAND
Phila. 30th Street Station

MYRIAM HORCHAR
Phila. 30th Street Station

BRUCE HUEG
CNOC, Wilmington, DE

DAVID IRISH
NY City Offices

LORRAINE JONES-WARDLAW
Amtrak Corporate HQ, Washington, DC

LAWRENCE JUNO
NY Division HQ

STEVEN KAPTURKIEWICZ
LA Training Center

BRIAN KARHoff
Jackson, Mich., Station

STEPHEN KELLY
Phila. 30th Street Station

MICHAEL KILEY
Southampton St. Yard

SHEILA KILPATRICK
PA Reservation & Sales Office

FRANKLIN KING
Amtrak Corporate HQ, Washington, DC

KATHLEEN KING
Chicago Mechanical & Terminal Offices

PATRICIA KING
Phila. 30th Street Station

MAYRIAM HORCHAR
Phila. 30th Street Station

FRANKLIN KING
Amtrak Corporate HQ, Washington, DC

KATHLEEN KING
Chicago Mechanical & Terminal Offices

PATRICIA KING
Phila. 30th Street Station

MICHAEL KILEY
Southampton St. Yard

SHEILA KILPATRICK
PA Reservation & Sales Office

FRANKLIN KING
Amtrak Corporate HQ, Washington, DC

KATHLEEN KING
Chicago Mechanical & Terminal Offices

PATRICIA KING
Phila. 30th Street Station

MICHAEL KILEY
Southampton St. Yard
Employee Milestones

Congratulations to All of You!

DOUGLAS KONN
Amtrak Corporate HQ,
Washington, DC

TAMMY KRAUSE
Wilmington Shops

VLADIMIR KREYSKOP
Phila. 30th Street Station

PETER KRYNICKI
NY Division HQ

JOHN KUCHE
Seattle Transportation Bldg.

MICHAE L LANCIANESE
Wilmington Shops

NICHOLAS LARUSSA
Wilmington Shops

CHARLES LAVINA
Southampton St. Yard

BRADLEY LEA
Beech Grove Maintenance Facility

KENNY LEROSE
NY City Offices

MICHAEL LOGUE
Work From Home Non-Call Center

DINAH LYNCH
DC Coach Yard

FRANK MACCHIO
NY Sunnyside Yard

CARLETON MACDONALD
Amtrak Corporate HQ,
Washington, DC

JOHN MACDONALD
Rensselaer Station

DANIEL MALZAHN
CNOC, Justison Office

HENRY MARCELL
MOW Base, Hamden, CT

DAWN MARCELLE
Amtrak Corporate HQ,
Washington, DC

ANITA MARTIN
Amtrak Corporate HQ,
Washington, DC

MILAGROSA MARTINEZ
PA Reservation & Sales Office

STEVEN MATSON
Sanford Station

GARY MAZZARINO
New Haven Station

ROY MCALISTER
Odenton M/W Base

JESSE MCArTHUR
Raleigh Offices

TOMMY MCDONALD
New Orleans Station

RICHARD MCGARITY
Amtrak Corporate HQ,
Washington, DC

ROBERT McILROY
Richmond Station

STEVEN MERMELSTEIN
Phila. 30th Street Station

CATHY MERRILL
Boston South Station

WILLIAM MICHELE
Quad Ave, M/W Base,
Baltimore, MD

MARY MONTGOMERY
Amtrak Corporate HQ,
Washington, DC

ANTHONY MUNI
NY Penn Station

MARK MURPHY
Chicago Offices

DONNA MYERS
CNOC, Wilmington, DE

RICHARD NEFF
Work From Home Non-Call Center

DAVID NICHOLS
Phila. 30th Street Station

ELISIO NORA
LA Offices

RAY OLESEN
LA Training Center

STEVEN OSTERHOUT
Amtrak Corporate HQ,
Washington, DC

KOJI OWUSU-ANSAH
Wilmington Shops

WANDA PARKER-SMITH
Amtrak Corporate HQ,
Washington, DC

ALEXANDER PAULenko
Chicago Locomotive Shop

LISA PEDRICK
Phila. 30th Street Station

MARI LYN PEREZ
NY Penn Station

JOHN PERRY
Work From Home Non-Call Center

MARK PETRILLO
NY Division HQ

ZACHARY PINGLE
Amtrak Corporate HQ,
Washington, DC

STEPHEN PINKETT
Renaissance Building

BRENDA POINDEXTER
Phila. 30th Street Station

JOE POT TAGCAL
Phila. 30th Street Station

JOHN POWERS
Oakland Station

DONALD PRATT
NY Division HQ

BETTY PURICH
Amtrak Corporate HQ,
Washington, DC

DONALD PUSEY
Phila. 30th Street Station

BRYAN REESE
LA Training Center

PAUL DEPPEN
CNOC, Wilmington, DE

DIANE DOUGLAS-SANDERNS
Renaissance Building

DONALD REILLY
Wilmington Shops

ROBBY RIDER
Rensselaer Station

NATIVIDAD RISLEY
Amtrak Corporate HQ,
Washington, DC

NANCY ROBERTS
Amtrak Corporate HQ,
Washington, DC

ERNEST ROBINSON
Amtrak Corporate HQ,
Washington, DC

JOANNE ROCHA
Phila. 30th Street Station

CHARLES ROEBUCK
LA Offices

ELLEN ROLLINS
Miami Station

JOHN ROONEY
New York Division HQ

FRANK ROSS
NY Sunnyside Yard

GEORGE ROSS
Pacific Division HQ

SHEILA ROSS
Chicago Offices

RICHARD RUBL
New York Division HQ

CATHY RYAN
New York Penn Station

ROBERT SADDAK
Brighton Park Facility

TONY SANDERS
Boston South Station

BRYAN SANDLER
Sacramento Station

MICHAEL SCHAFFER
Phila. 30th Street Station

RAMONA SCHMITT
Amtrak Corporate HQ,
Washington, DC

FREDERICK SCHULER
Amtrak Corporate HQ,
Washington, DC

DEBORAH SCIALANCA
CNOC, Justison Office

BRUCE SCOTLAND
NY Penn Station

JOHN SEMALIATSCHENKO
NY Division HQ

PAULETTE SHANE
Seattle Mechanical Yard

JAMES SHELGREN
Rensselaer Station

SHELTON SHEMKER
Phila. 30th Street Station

PAKA SHYAM
Ivy City Maintenance Facility

SHARON SLATON
Chicago Offices

JOY SMITH
Chicago Offices

COLLEEN SOCKET
NY Penn Station

TONY SANDERS
Work From Home Non-Call Center

SANDRA ZEMAITIS
Pacific Division HQ

MIRIAM SÜDDO-MORGAN
Baltimore Penn Station

YOLANDA SULLIVAN
NY Penn Station

MIGUEL SYLVESTER
Amtrak Corporate HQ,
Washington, DC

GARY TALBOT
Renaissance Building

CHARLES TALROSKI
Wilmington Shops

DARLENE TEMPLE
CNOC Justison Office

PHOUC TRAN
Ivy City Maintenance Facility

EMANUEL TSIKALAS
Amtrak Corporate HQ,
Washington, DC

ALBERT VIETRI
Wilmington Shops

JAMES VITITOE
Beech Grove Maintenance Facility

CHARLENE WATSON
NY Division HQ

DENNIS WATSON
Beech Grove Maintenance Facility

EARL WATSON
Phila. 30th Street Station

STEPHEN WILCHEK
NY Division HQ

SANJEA WILLS
Amtrak Corporate HQ,
Washington, DC

JAMIE WILSON
Washington Union Station

CYNTHIA WINSLOW
NY Penn Station

THOMAS WOLC
Phila. 30th Street Station

DON WONG
Work From Home Non-Call Center

WALTER WUJCIK
CNOC, Wilmington, DE

XIAOYUAN YU
Amtrak Corporate HQ,
Washington, DC

SANDRA ZEMLTIS
Chicago Union Station
Proposed in 1995 by the executive director of the National Association of Railroad Passengers, the Amtrak Customer Advisory Committee (ACAC) was formed as “an independent voice of the customer.” From the beginning, ACAC was meant to represent all customers—including persons with disabilities, college students and senior citizens—as well as the entire Amtrak system.

ACAC “allows customers who frequently depend on Amtrak to have a significant impact on the service we provide,” said then-CEO Tom Downs. The original 26 volunteer members were expected to travel regularly on Amtrak and comment on quality-of-service issues. They filed trip reports covering their observations on “reservations, departure and arrival, station services and train experience.” ACAC Chairman Larry Swartz noted in 1997: “We are observant of the positives and the negatives; it’s not about trying to find fault.”

Viewing itself as a liaison among customers, employees and Amtrak management, ACAC has worked to develop customer service policy and broaden the company’s view of transportation issues. Notable ACAC accomplishments include the Employee Customer Service Award Recognition Program, Employee Customer Experience Tips of the Day and the introduction of healthier food and beverage options. (You can read more about ACAC in this edition of *Ink.*)