Holiday Travel 2017

Ridership, Revenue and Earnings in FY17

Excellence in Customer Service
We are deeply saddened by the loss of life and injuries due to the derailment of Amtrak Cascades Train 501. We are profoundly sorry for those who have lost a loved one, were hurt or otherwise impacted by this horrible event. We have confirmed that there were 83 people onboard—including 77 passengers, five Amtrak crew members and one Talgo technician.

We share everyone’s sense of urgency to identify exactly what caused this event. We are cooperating fully with the ongoing investigation. We are working closely with the National Transportation Safety Board, the Federal Railroad Administration and local law enforcement agencies—and we understand that WSDOT, Sound Transit, Siemens, Talgo and BNSF are doing the same. Until the investigation is complete, however, we can’t speculate on the causes. I will tell you that Amtrak will do the right thing, based on whatever the findings indicate.

For Amtrak operationally, this is a very disheartening event, because we’ve been so focused on improving our safety culture in the past two years. We’ve improved our communication, upgraded training and invested more resources in making sure that every single person at this company understands that safety is a core value of our company. We are well into this transformation. Our 20,000 employees care deeply about safety, and we must work together to make sure we get better every day.

The Train 501 accident is a harsh reminder that safety is our highest priority. Please know that all of us have a duty to stop the operation if we face an unsafe condition. After Train 188 and now 501, we must face the reality that our duty to take care of human life on our trains is paramount.

In the meantime, I remind you that 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 or www.AchieveSolutions.net/AmtrakEAP.

Thank you once again for everything that you do for Amtrak.

Richard Anderson
President and CEO
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On the Cover:
A customer at Boston South Station prepares to catch her train during the holiday travel period.
Cover photo: Mike Tolbert

Front Line Focus

“On Nov. 8, at around 2:30 p.m., I was going down the escalator at the New York Penn Station entrance when a heavy suitcase rolled down the escalator behind me and knocked me down. A couple of civilians pulled me off the escalator to safety, and one of them insisted on calling the Amtrak police. I was lucky that the officer was Officer [Ryan] Murphy. He efficiently got a wheelchair for me, called the paramedics and after they’d checked me out, saw me and my physically fragile husband safely onto the train. Officer Murphy was quite competent, and, more important, kind and concerned for my welfare.

I hope that he’ll be glad to know that I got to Baltimore safely and that I’m okay—and am grateful. I am also grateful to the paramedics who I think were from the fire department.

I commend Officer Murphy for embodying what it means “to protect and to serve.”

Sincerely,
Judith Grabiner

“On our trip from Tacoma, Wash., to Los Angeles, Aug. 5-6, on the Coast Starlight, we upgraded our coach seats to Business class enroute. We were lucky enough to have Joseph as the coach porter. He welcomed everyone upon arrival, and provided them with the amenities of Business class. He was very pleasant, kept the car clean in all areas, including the bathrooms, and was very efficient in doing his job.

His attention to detail helped make our trip a very pleasant experience. We commend Joseph for a job well done. He is a great representative for Amtrak.”

Regards,
Nancy and Ed Sheanin
Wick Steps Down as Co-CEO, Effective Dec. 31

On Dec. 31, Wick Moorman stepped down from his co-CEO role. He will stay on as a senior advisor, effective Jan. 1, 2018.

Wick had always intended to serve as a transitional CEO. During his tenure, he focused on improving our operations, streamlining our organization and finding his successor. In his short time with us, Wick made a major difference in all three areas.

President and CEO Richard Anderson is currently leading a major transformation of our business, with a renewed focus on our customers and financial performance. Wick, meanwhile, had applied his engineering and operational expertise to some of our most difficult challenges, including infrastructure renewal projects like New York Penn Station. Together, Richard and Wick have sought to build a culture that emphasizes safety, personal accountability and continuous improvement.

“We have benefited tremendously by having Richard and Wick serve as the two most-senior leaders of the company since July,” said Board Chair Tony Coscia. “We have just started this transformation journey, and we are fortunate it will continue with Wick. While he will be primarily focused on engineering and safety in his new role, I anticipate the Board and Richard will consult with Wick on a wide range of subjects.”

Next Phase of NY Penn Infrastructure Renewal Begins

As part of the Infrastructure Renewal program, Amtrak began a series of track renewal projects in New York Penn Station this month. While the bulk of the renewal work for 2018 will occur on weekends, there will be a series of continuous single-track closures within the station from Jan. 5, 2018, through May 28, 2018, which will require minor modifications to Amtrak and commuter train weekday operations at New York Penn Station. Amtrak is working with NJ TRANSIT and Long Island Railroad on an overall service plan that minimizes the impact to all customers to the greatest extent possible.

The projects will occur in the area of Track 15, which requires a section of concrete demolition and replacement (similar to the work on Track 10 during the summer of 2017), and Track 18, which requires localized concrete demolition with complex steel hardware replacement and rail renewal within Penn Station. In addition to this work, Amtrak will renew and replace three turnouts in “C” Interlocking, which is at the east end of the station.

Additional information and updates will be posted on Amtrak.com and Amtrak.com/NYP renewal.

Book Pass Travel on Amtrak.com

All Amtrak employees and retirees with pass privileges are reminded of the new feature for booking most pass travel on Amtrak.com. This feature enables you to make reservations and obtain eTickets on your computer or your smartphone (full website only; it is not currently available on the Amtrak mobile app). You must also have an account on Amtrak.com, which includes an account with Amtrak Guest Rewards.

Just follow these simple steps:
• From the Amtrak.com homepage, click “Sign in” (or “Join” if you do not have an account).
• On the next screen, if you have signed in with your account but “Pass Rider Travel” does not appear as an option, click “My Account,” then “My Profile.” Put a check mark in the “Amtrak Employee” box and enter your nine-digit pass number and three-digit...
index number, make any other changes needed and click “Save Profile” at the bottom.

Detailed instructions for pass rider bookings are available on the intranet. Look under Library>Policies>Employer Pass, Voucher and Service Award Trip Policies and select “Amtrak pass rider booking and ticketing on the Amtrak.com website.”

The ability to flash pass on corridor trains remains available also. If you have any questions, please contact the Amtrak Pass Bureau at passbureau@amtrak.com or 202-906-3745.

Cary Station Takes Top Honors
The Amtrak station in Cary, N.C., was ranked as the number one station in the country for overall station experience in 2017 with a 97 percent score. The rankings were based on criteria including friendliness/helpfulness of station personnel; cleanliness; and station experience. Amtrak station staff and N.C. Volunteer Train Hosts ensure that Cary customers receive excellent service.

Kudos to our employees and volunteers who contributed to such great customer service!

Onboard Chefs Receive Culinary Award
Onboard Services (OBS) employees Scott Edwards, Laverne Chambers-Westbrook and Charles Bagnerise received the 2017 Culinary Excellence and Achievement Award (CEAA). The three were recognized in October for providing exemplary customer service in product delivery. Amtrak’s Food and Beverage department sponsored a special dinner honoring the three chefs, where they were presented with a commemorative plaque, a specially designed, monogrammed apron and a digital thermometer.

Since the award’s inception in 2011, 21 Long Distance chefs have been recognized with the CEAA designation. “The CEAA exists to recognize onboard chefs who have dedicated their careers to fostering customer satisfaction through their passion for producing a great dining car experience—one plate, one meal and one trip at a time,” said Executive Chef Daniel Malzhan.

Cary had a 97 percent score in 2017.
Fall Advertising Campaigns Push Holiday Ridership

Continuing to expand on the Break The Travel Quo (BTTQ) campaign, Marketing launched national and geographically targeted advertising campaigns. Focusing on Amtrak’s top ridership and revenue markets, the campaigns leverage paid search, digital display, video, out-of-home and mobile advertising to increase consideration and drive ticket purchases on all Amtrak trains. Videos are being shared on websites like YouTube to help prospective travelers better understand and appreciate the unique Amtrak travel experience. To reach customers when they begin researching and planning their trips, Amtrak’s digital display and video ads are also included on websites such as Travelzoo, Kayak, Trip Advisor, Fodors Travel, Frommers Travel and Home Away.

Amtrak Guest Rewards® Enhances Options

The Amtrak Guest Rewards team recently announced enhancements to redemption options that allow members to redeem points for gift cards from retailers, restaurants and travel providers. The program increased the number of gift card options available and members can now redeem for digital gift cards, while still offering a physical gift card option. Amtrak Guest Rewards also offers the power to transfer points to select travel partner programs including Hilton Honors and Choice Privileges. Members can visit amtrkguestrewards.com/redeem to view all options. The Amtrak Guest Rewards team also announced its initiative of adding one million new members in FY17 met and exceeded the goal—having reached the one million member milestone in August.

Piedmont Santa Train

For the fourth year, families were able to celebrate the holidays on board NC By Train’s popular Santa Train. Customers were able to board the Piedmont on Dec 2 in Charlotte, Kannapolis or Salisbury for the same-day return trip.

Midwest 20%-Off Winter Fare Sale

To encourage ridership during the colder off-peak months, Amtrak is working with state partners on the Midwest 20%-Off Winter Fare Sale promotion. Missouri, Illinois, Michigan and Indiana will participate in the sale. The offer is available for purchase online Dec. 1, 2017–March 30, 2018, with travel between Jan. 1, 2018–March 31, 2018. Promotion will include support from Amtrak Guest Rewards, 30-second radio spots in some markets, tourism newsletters and inclusion on websites throughout the participating routes in the Midwest.
Employes from the Washington, D.C., crew base organized a very successful Toys for Tots event in Washington Union Station on Dec. 6 and 7.

The mission of Toys for Tots—which is sponsored by the United States Marine Corps—is to collect new toys and distribute them during the holiday season to less fortunate children in the community. This year’s two-day event collected more than $38,000 in cash donations, 45 sacks containing more than 1,200 toys and several new bicycles. Local businesses, customers and employees all gave generously.

The effort was led by Johanna Lese-Catts, a clerk in the Washington crew base. “This is a great cause—I’m honored to carry on the tradition for all of the people who started this,” she said.

Employees from the Transportation, Engineering, Mechanical and Customer Service departments turned out to assist. Several retirees and family members also visited to volunteer their time. Even Santa Claus was on hand, in the form of New York-based Locomotive Engineer Kevin Transue. Transue dyed his beard pure white for the event, and wore a luxuriant red suit handcrafted by him and his wife, Amy. Children and adult Amtrak customers alike arriving on Acela, Northeast Regional and MARC trains stopped to shake Santa’s hand and have their picture taken.

This year’s event was special in another way, as it commemorated the memory of Amtrak Conductor Barbara Aylward, who was a long-time supporter of Toys for Tots and passed away in June. Her legacy lives on, and this year’s organizers and participants are already anticipating a bigger and better event in 2018.

Thank you to all our employees who supported a good cause and made this a great success! ■
New and Renovated Stations Enhance the Customer Experience

Throughout the year, Amtrak and its partners—including states and the communities we serve—worked together to renovate stations and build new facilities that enhance customers’ comfort and safety.

One of the most anticipated station openings of the year occurred in October when Roanoke, Va., regained Amtrak service for the first time since 1979. This was largely the result of a decade of strategic rail investments by the state. The Northeast Regional serves a new station that’s within walking distance of popular attractions including the Virginia Museum of Transportation and the City Market area.

In Rochester, N.Y., a grand new station draws on the past while providing modern amenities. The New York State DOT led the design and construction and the result is a classic red brick building with graceful arches on the façade and stone and granite accents.

A city-led, two-year renovation of the Sacramento Valley Station—the seventh-busiest in the Amtrak network—breathed new life into the elegant 1926 Renaissance Revival style building. Inside is a refurbished waiting room with a mural depicting the 1863 groundbreaking for the Central Pacific Railroad.

West of Sacramento, the Capitol Corridor gained its 18th stop with the November opening of the Fairfield-Vacaville station near Travis Air Force Base.

A handful of new stations opened as part of long-term projects to enhance busy state-supported services. After winning federal funding, the state of Illinois embarked on a program to upgrade the rail line between Chicago and St. Louis used by the popular Lincoln Service trains. Increased train speeds will ultimately mean a 20- to 30-minute reduction in trip time between those two cities.

In September, the gleaming Alton Regional Multimodal Transportation Center opened its doors. Developed by the Illinois DOT in conjunction with the city and Madison County Transit, it replaced an older building a few miles away.

Passenger train service returned to Roanoke, Va., after a 38-year hiatus.
away. Customers can enjoy the comfortable waiting room, take advantage of complimentary Wi-Fi, study an exhibit about the area’s railroad history or catch a local bus.

Other facilities recently opened along the rail line in Pontiac, Carlinville and Lincoln. The first two are decidedly contemporary, incorporating large expanses of glass. In Lincoln, the 1911 station complex was renovated to include a customer waiting room in the old freight house, while the depot has space the city can rent out for commercial or office uses.

In Connecticut, work is nearing completion on the New Haven-Hartford-Springfield (NHHS) Rail Project, a partnership between the state, Amtrak and the Federal Railroad Administration, as well as the states of Massachusetts and Vermont. It has included improvements to track and signal systems, upgrades to bridges and at-grade crossings, and installation of a second track. Popularly known as the CTrail Hartford Line, it will bring new regional rail service between New Haven and Springfield, Mass.—and intermediate communities—starting in spring 2018. This supplement existing Amtrak service along this Amtrak-owned rail line.

Governor Dannel P. Malloy was on hand in early November to dedicate the new Wallingford station, the first to open under the NHHS Project. It includes high-level, accessible platforms, an overhead pedestrian bridge, canopies and automatic snow melting systems. A few weeks later, Wallingford was joined by a new station in Meriden.

These facilities stand as welcoming community gateways, and most are also envisioned as anchors for reenergized neighborhoods offering a vibrant mix of housing, office, retail and cultural space—where residents can live, work and play without the permanent need for a car.
Holiday Travel 2017

Amtrak greeted the start of the holiday season with the hustle and bustle of Thanksgiving travelers. Employees provided excellent customer service across the country during our busiest travel season of the year—the Wednesday before Thanksgiving through the Sunday after the holiday. Amtrak carried 777,897 customers across its national network during the Thanksgiving travel period, with ticket revenues of $61 million. (Last year, during the same travel period, Amtrak carried 760,755 customers.)

Above: Families all over the country chose Amtrak as the "smarter way to travel" during Thanksgiving. Amtrak employees and Ambassadors helped thousands of customers navigate through the crowds and answer any questions.
Members of the Emergency Management and Corporate Security Team (pictured left) and the Amtrak Police Department worked with local emergency partners across the country to ensure that customers were safe. Below: Conductors, APO officers and red caps provided great customer service throughout the travel period.
We had a great year! Amtrak posted record ridership, revenue and earnings for its FY17, which ended Sept. 30:

Here are some highlights:

- Ridership: 31.7 million passenger trips; increased 1.5 percent over FY16
- Total Revenue: $3.2 billion; increased 1.1 percent over FY16
- Operating Earnings (unaudited, adjusted): ($194 million); improved 15.7 percent over FY16

In ridership, Amtrak achieved year-over-year increases from FY 2016 for all of its service lines:

- Northeast Corridor (NEC): 12 million riders; increased 1 percent and was the NEC’s highest ridership year ever
- State Supported Services: 15 million riders; increased 2.1 percent
- Long Distance: 4.6 million riders; increased 0.9 percent

Amtrak also achieved a new record for cost recovery, covering 94.7 percent of its operating costs with ticket sales and other revenues.

“We provided a vital transportation service to more customers and created strong value for the federal investment,” said Amtrak Board Chair Tony Coscia. “And we’re going to do even better. Over the next several years, we’re aiming to cover total operating costs from ticket and other revenues by strengthening our services and continuing to drive efficiency. To do this, we are making investments in tracks and stations, on our trains and in the delivery of customer service so that we can serve more customers with a better experience.”
• Completed more than $420 million of state-of-good repair and renewal infrastructure work, including significant track replacement, projects in the New York area and a new maintenance facility in Seattle.
• Began a major Infrastructure Renewal program at New York Penn Station, which accelerated important construction work. Amtrak installed 897 track ties, 1,100 feet of rails, 1,000 tons of ballast, seven turnouts (switches), four complex diamond crossings and 176 yards of concrete.
• In coordination with our state partners in Illinois, Wisconsin, Oregon and Washington, deployed state-purchased Charger diesel locomotives on certain routes, enhancing customer comfort, safety, reliability and emissions levels.
• Designated a master developer for Chicago Union Station for a six-year, $1 billion redevelopment of the station and adjacent property. Amtrak is also continuing a multi-year repair program of the Great Hall atrium in the station.
• Streamlined Amtrak’s senior management structure for increased organizational effectiveness, better alignment with the account structure created in the FAST (Fixing America’s Surface Transportation) Act and greater transparency to customers and stakeholders.
• Continued with our deleveraging of the Amtrak balance sheet, decreasing total debt from $3.3 billion at Sept. 30, 2007 to $1.2 billion at Sept. 30, 2017, a reduction of 64 percent over the 10-year period.
• Launched a new Amtrak Winter Park Express in Colorado, serving more than 18,000 customers.
• Invested in customer-facing enhancements, such as new Amfleet I car interiors and improved Wi-Fi service on our Acela Express trains.
• Continued to be an industry leader in efficient sales distribution with more than four-fifths of Amtrak’s customers using Amtrak’s self-service channels for their reservations and ticketing.
• Increased membership in the Amtrak Guest Rewards® program by 19 percent.
• Launched a national partnership with Lyft. Eighty percent of Amtrak customers who have used Lyft indicate it makes their Amtrak trip easier. Amtrak will explore opportunities with additional travel partners in 2018 to provide additional connectivity to and from Amtrak trains.
• Completed “Project unITy,” a corporate-wide effort to integrate, simplify and centralize technology and data services to better meet customer expectations and foster easier communication among Amtrak’s national workforce.

Thank you to all employees for your contributions in making FY17 a successful one. Now, let’s keep the momentum going.
Excellence in Customer Service

Paul Konrad

Had a remarkable experience today. My 87 year old Uncle Bob was traveling on Amtrak from Washington DC to Albuquerque NM. He had a stopover at the Chicago Union Station for a quick visit with his younger sister (my mother).

Unfortunately, Uncle Bob forgot a few things in his sleeping car and Amtrak employee Jose Williams ran over a mile to the train yard to grab his belongings.

Was so amazed at his helpfulness and positive attitude. Jose told me that he always tries to treat people the way he would want his family treated.

It was really amazing to see his passion and enthusiasm about delivering customer service. His actions really encouraged my heart. I already expressed my gratitude to him, but I wanted you to know about this very hard working special man.

Congrats to Amtrak for having such a great employee. His actions are a great advertisement and reflection on your company!!!

Ken Audor

Vinnie, our awesome conductor on the Southwest Chief @amtrak

Chief of Compliance

@baraflita: 11h
@Amtrak BTW, the dining car crew aboard the SunsetLimited tonight - Jose and Carmel - are an absolute asset to your company. Funny, personable, and very attentive. They are both absolute keepers! (And if raises are coming up, they both deserve it!)

abc etcetera

Burlington, Iowa

abc etcetera Erroll, our Conductor who has been with us since Emeryville, gracious as the day is long, morning to evening. He makes us feel at home. #trains #digitaldetox #amtrak

Adam Stovall (@adamstovall)

10/25/17, 7:21 PM
Tony, of the @Amtrak red cap service in Philly, is a wonderful person. #Philly

27 likes

Log in to like or comment.
Employee Milestones

Congratulations to All of You!

20-YEAR ANNIVERSARY

October 2017

RANDEL BARROWS
CNOC, Justison Office

DEBRA BOGENSCHUTZ
CA Reservation & Sales Office

THOMAS CAMPION
MOW Base Hamden, CT

TERESA CHAMPAGNE
Auto Train Lorton Station

TAMARA COBB
Pasco Station

LARRY CRAWFORD
New Haven Station

JAMES DUGAN
Wilmington Shops

JEREMY EDSON
Sacramento Station

MIGUEL ESCARDA
Los Angeles Offices

OLIVER FALLINS
New York Penn Station

EDWIN FRICK
Chicago Crew Base

CARMEN GINNETTI
CNOC

ARMANDO GONZALEZ
W. Oakland Maintenance Facility

ANTHONY GREEN
New York Penn Station

RICHARD GUNTER
Boston South Station

ROBERT HARRISON
Salinas Station

DENNIS JACKSON
Providence MOW Base

JUSTIN JAWORSKI
Philadelphia 30th Street Station

STEPHAN KARLINSEY
Seattle Mechanical Yard

DANIEL LARKIN
Boston South Station

LORRAINE LEWIS
NY Penn Station

EDWARD MANCINI
NY Sunnyside Yard

ROBIN MCCARTHY
Cira Centre, Philadelphia

MICHAEL MCFADDEN
Elkton M/W Base

LARRY MICLETTE
Mechanical Office New Haven, CT

JONETTE NAGRA
New Orleans Station

JEROME PEARTREE
Philadelphia 30th Street Station

CAIRG PEDRO
MOW Base Hamden, CT

MARK PORTER
Wilmington Shops

STEPHANIE ROGERS
CA Reservation & Sales Office

MATTHEW ROHFLING
Quad Ave. M/W Base

KESHA SATERFIELD
LA Offices

D. SHELTON
San Diego Station/Mechanical

JAMES SLAVIN
CNOC

MICHAEL THOMPSON
Shelby Crew Base

STEVE WINSTON
Springfield, MA Station

ROBERT ZIMMERMAN
NY Sunnyside Yard

November 2017

KELLY ALFONE
New Haven Station

LOIS ALSTON
NY Sunnyside Yard

TRACY BATTLE
Richmond Station

DAVID BAUMANN
Philadelphia 30th Street Station

VIELKA BROWN
New London Station

HECTOR CARMEGA
NW Base North

DEWITT FOSTER
Wilmington Shops

VAUGHN JACKSON
NY Sunnyside Yard

STACEY JAVINS
New Haven Station

ERIC JUDKINS
NY Penn Station

PEARSE KERR
Philadelphia 30th Street Station

ANTHONY KISIELUS
Philadelphia 30th Street Station

JEFFREY LAMORIA
MOW Base Hamden, CT

MARK MATTHEWS
Philadelphia 30th Street Station

JESSE MCCARTHY
New Haven Station

VANESSA NEAL
CA Reservation & Sales Office

MICHAEL O'CONNELL
Providence Station

JEROME PEARTREE
Philadelphia 30th Street Station

LUIS PERDOMO
Miami Mechanical Yard

JIEFEI QIU
Amtrak Corporate HQ, Washington, D.C.

ILEEN RAINFORD
Miami Mechanical Yard

ROBIN REYNOLDS
Oakland Station OKJ

DOMINIC SALCITO
CNOC

ROGER SEARFASS
Wilmington Shops

NANCY SOWA
Cira Centre, Philadelphia

SCOTT WALKER
Metrolink San Bernadino Crew Base

JOSEPH ZDANOWICZ
Miami Mechanical Yard

25-YEAR ANNIVERSARY

October 2017

THOMAS ACKERLEY
NY Sunnyside Yard

ARISTOTLE BROOKINS
Lakeland Station

ARTURO CALVILLO
Martinez Station

DEREK DIEP
Sacramento Station

CHARLES GEORGE
Raleigh Station

THOMAS GOOSTREE
San Antonio Crew Base

GRAHAM GOSS
LA Offices

THOMAS GRAZIOSI
Chicago Union Station

KRISTINE HILL
Chicago Union Station

JOHN JOHNSON
W. Oakland Maintenance Facility

LAWRENCE KAPPE
CNOC Justison Office

MICHELLE KEPNER
Harrisburg Station

TEOFILA LOPEZ
Butler Bldg., Washington, DC

CHARLES MOORE
Chicago Mechanical & Terminal Offices

CONG NGUYEN
Ivy City Maintenance Facility

JOHN PALLOTTA
NY Penn Station

MELCHOR PERERO
LA 8th St. Coach Yard

DIANE SIBLEY
Fresno Station

MATTHEW SMILEY
CNOC

THOMAS SPONSLER
Work From Home Non-Call Center

NAMI TOWNSEND-HARRIS
Ann Arbor Station

RONALD TRAUB
PA Reservation & Sales Office

DIANA WILSEY
Rensselaer Station

November 2017

DAVID BROWN
Philadelphia 30th Street Station

ELAINE CHILDS
Quad Ave. M/W Base, Baltimore, MD

RITA CLABORNE
New Orleans Maintenance Facility

ROBERT DOWLING
LA 8th St. Coach Yard

FERNANDO ENCARNACION
Wilmington Shops

KEISHA GREEN
NY Division HQ

MARIO ORELLANA
Redondo Junction Engine House

NICOLE REGAN
Washington Union Station

FRED REYES
NY Sunnyside Yard

JESUS REYES
Butler Bldg., Washington, DC

MARK SCHEFFLER
Philadelphia 30th Street Station

VIVIANA TORRES
Bakersfield Station

ANNA VELLA
LA Offices

TRACY VELLA
NY Sunnyside Yard

MICHAIL WILLIAMS
Baltimore Station

30-YEAR ANNIVERSARY

October 2017

JOHN BATEMAN
Carbondale Station

JEREMY EDSON
Sacramento Station

JEROME PEARTREE
Philadelphia 30th Street Station

November 2017

ROBERT BLANKENSHIP
Philadelphia 30th Street Station

JULIE COOK
Miami Station
Employee Milestones

Congratulations to All of You!

DAVID DUDLEY
St. Louis Station

LORI FASSBINDER
Auto Train Lorton Station

CHARLES FOWLER
Auto Train Lorton Station

ISAIAH HUMBERT
NY Penn Station

RENE MARTINEZ
Springfield Station

KYOSHI MURASAKI
LA Offices

MICHAEL NIEDERHAUSER
Salt Lake City Crew Base

ERIC NORTHERN
Metrolink San Dimas Mgmt.

CRYSTAL RICHARDSON
Philadelphia 30th Street Station

MARK SHAND
Portland, OR Station

THOMAS WESTWATER
Westwood Station

JAMES WINGOOD
Philadelphia 30th Street Station

FRANK ZINNO
NY Sunnyside Yard

November 2017

ROBERT ALLISON
Ivy City Maintenance Facility

KIM ATKINS
Philadelphia 30th Street Station

STEVEN CAMPBELL
Solana Beach Station

CHRIS FOSTER
Sacramento Station

TAMMY GARDNER
New York Penn Station

KERMIT GERALD
Washington Union Station

JOHN GUY
Wilmington Shops

BRADLEY HANDREN
Amtrak Corporate HQ, Washington, D.C.

CHARLES HOWARD
Chicago Union Station

FRANKLIN KING
Amtrak Corporate HQ, Washington, D.C.

GUY LUPO
New York Penn Station

CYNTHIA MCNEIL
NW Base, North Brunswick, NJ

SCOTT OPLAND
Dearborn Station

JOHN RAEFFERTY
D.C. Coach Yard

ROGER ROSE
Ivy City Maintenance Facility

JAMES STEINER
Albuquerque T&E Crew Base

EDWARD STEPHENS
C&S HQ, Wilmington, DE

PAUL WALLICK
Beech Grove Maintenance Facility

35-YEAR ANNIVERSARY

October 2017

JENNY MARTINEZ
NY Penn Station

November 2017

STEPHEN BRUNO
Rensselaer Mechanical Facility

JOSEPH COMEAU
Rensselaer Mechanical Facility

GINA PUEBLA
Los Angeles Offices

50-YEAR ANNIVERSARY

October 2017

DANIEL BOLANOS
Redondo Junction Engine House

ROBERT HERR
Lancaster Station

MILAGROSA MARTINEZ
PA Reservation & Sales Office

JOHN SENTINO
LA 8th St. Coach Yard

ROBERT SMITH
Philadelphia 30th Street Station

KEVIN WHEATLEY
Beech Grove Maintenance Facility

November 2017

ALCIDES LORAN
New York Penn Station

ROBERT MARINO
Philadelphia 30th Street Station

JACQUELINE WEEDEIN
Oakland Station

RETIREES

October 2017

MANUEL ARAGON
NY Penn Station

LEWIS BAILEY
Perryville MW Base

SUZANNE BEHLA
Seattle Transportation Bldg.

JAMES BIRKEMO
Metrolink San Bernadino Crew Base

JOSEPH BUDRECKI
Wilmington Training Center

LEROY BURRELL
NY Sunnyside Yard

MICHAEL CHANDLER
LA Offices

JOHN CONNELL
Wilmington Shops

KEVIN CROWE
Omaha Station

ROSEMARY DISBROW
Chicago Union Station

ANGELES DIXON
Chicago Union Station

MARY FARRINGTON
Portland, OR Station

NANCY FOWLER
Amtrak Corporate HQ, Washington, D.C.

BERNARD GILLESPIE
Philadelphia 30th Street Station

STEVE GIST
Richmond Station

SHARON GRAY
CA Reservation & Sales Office

VIRGINIA HUNTER
Rensselaer Station

BESSIE HITCHINGS
LA Offices

MATTHEW KANE
Trenton Station

ROBERT KUSMACK
Niles Station

DIANA LAPSLEY
CA Reservation & Sales Office

JOHN MACCOLL
Wilmington Shops

WILLIAM MAGAZIN
Salt Lake City Station

WILLIAM MCLARY
Philadelphia 30th Street Station

SANDRA MCARDLE
CNOC

YVONNE MCCALLUM
Wilmington Training Center

RONALD MCKIM
Beech Grove Maintenance Facility

LAWRENCE MUSSO
New Haven Station

LARRY NORMAN
Amtrak Corporate HQ, Washington, D.C.

ADAM NOWICKI
NY Division HQ

JOEL PETERS
Chicago Locomotive Shop

RAYMOND PITTS
Chicago Offices

JERRY PRICE
Beech Grove Maintenance Facility

IRFAN REHMAN
Oakland Station

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

TERESA SPENN
Springfield Station

JOHN SULLIVAN
Providence Station

KENNETH TARANTO
Rensselaer Station

ARLENE TAYLOR
NY Penn Station

GERALDINE TOLSON
Amtrak Corporate HQ, Washington, D.C.

WAYNE WOLF
CNOC, Justison Office

ONPING YU
Redondo Junction Engine House

November 2017

MATTHEW BARRON
Rensselaer Station

MARIO BERGERON
Wilmington Shops

WILLIAM BIBLE
Metrolink LA Taylor Yard Crew Base

WILLIAM DAVIS
Huntington Station

MICHAEL BRYANT
NY Sunnyside Yard

ELIZABETH BURKE
Transportation Bldg., Washington, D.C.

SANDRA BUTLER
Jacksonville Station

DELORES CARR
Ivy City Maint. Facility

MARGARET COLLINS
Seattle Transportation Bldg.

EDDIE COSEY
Chicago Mechanical & Terminal Offices

RODNEY CRUMP
Butler Bldg., Washington, DC

TIMOTHY DARNELL
NY Base, North Brunswick, NJ
Employee Milestones

Congratulations to All of You!

MICHAEL DAVIS
Quad Ave. M/W Base,
Baltimore, MD

MICHAEL FISHER
Beech Grove Maintenance Facility

ARTHUR GIDEON
Metrolink San Bern Crew Base

MITCHELL GILBERT
Chicago Union Station

DENNIS GLEASON
Huntington Station

SIMON GONZALES
Philadelphia 30th Street Station

KENNETH JOHNSTONE
New York Penn Station

JAMES KYSER
Richmond Station

ROBERT LAW
Ivy City Maintenance Facility

MICHAEL LEE
Chicago Union Station

WAYNE LIPSCOMB
Transportation Bldg., Washington, DC

STEPHEN LUCKE
Providence Station

GWENDOLYN MAYNOR-NESBITT
Chicago Crew Base

TIMOTHY MILLER
Los Angeles Offices

JESSE NUNES
Chicago Locomotive Shop

WILLIAM SHORT
Shelby Crew Base

DARRELL SMITH
New Orleans Station

ARTHUR STAFFORD
New York Penn Station

MARYLA URBAN
Philadelphia 30th Street Station

DALLAS WHITE
Wilmington Shops

The sun setting on the Philadelphia Art Museum serves as the perfect backdrop to Amtrak cars in the Penn Coach Yard – Photo: Jim Lewis/Amtrak
Go Army! Go Navy! One of the longest running and most famous college football rivalries is between the U.S. Naval Academy and the U.S. Military Academy. The teams played this year's much anticipated Army-Navy Game on Dec. 9 at Philadelphia’s Lincoln Financial Field (Army won, 14-13). From Philadelphia 30th Street Station, it’s an easy transit or cab ride to the stadium. Interestingly, passenger railroads have long been intertwined with the game’s rich history, transporting the teams and spectators.

The first Army-Navy game was played in 1890 at West Point, but by 1899 it had moved to Philadelphia, where it has largely remained. Two years later, more than 30,000 spectators—including President Theodore Roosevelt—gathered to watch the teams square off.

The popular annual event, which attracted crowds from across the Northeast and Mid-Atlantic, prompted the Pennsylvania and Baltimore & Ohio railroads to run special trains directly to the stadium. Amtrak continued this tradition into the early 2000s. The flyer shown here advertises a special direct train to the 1991 matchup (Navy won, 24-3).

Learn more at history.amtrak.com/blogs/blog/amtrak-and-football