



AMTRAK® SUSTAINABILITY REPORT FY2016-FY2017



ABOUT THIS REPORT

The Amtrak Fiscal Year 2016-2017 Sustainability Report represents one of the many ways that we fulfill the objectives of our sustainability policy and corporate-wide sustainability program. This report details our company's performance, focusing on environmental, financial and social sustainability efforts. Information and data reflect performance in fiscal year 2016 and 2017, which ran from October 1, 2015 through September 30, 2017.

We strive to take a balanced approach to report on environmental, financial and social topics based on the Global Reporting Initiative (GRI) Standards. GRI is the de facto sustainability reporting framework used by companies around the world, including other transportation and rail entities. We self-declare this report to be in accordance with the core level of the GRI Standards. This year, we streamlined our Sustainability Report compared with prior year reports. This report focuses on our approach to managing key environmental, financial and social topics, with additional content available in our GRI index at [Amtrak.com/sustainability](https://www.amtrak.com/sustainability). We've also changed the reporting period from calendar year to fiscal year to align with the Amtrak strategic plan and our sustainability goals.

For feedback, questions or additional information about this report, please contact AmtrakSustains@amtrak.com.



Throughout the report, additional information in the GRI index is noted by this icon.



A northbound *Northeast Regional* on the Potomac River at the peak of the cherry blossoms season.

Q&A with CEO RICHARD ANDERSON

What does sustainability mean to Amtrak?

At Amtrak, sustainability is balancing the needs of our organization with the needs of future generations. Our stakeholders are counting on us to be good stewards of the environment while also creating economic and social value for our communities. Our employees and our senior leadership team share this view.

How are you incorporating sustainability into your business?

We have a company-wide sustainability policy that guides our decision-making process. When we are evaluating where to make capital investments or how to make new policy, we make sure to incorporate the full scope of sustainability factors into our decision making – including environmental, financial and social considerations. We also set annual sustainability goals to ensure we are making measurable progress in key areas.

How are you protecting the environment?

We are making good progress in reducing greenhouse gas emissions – in large part due to our commitment to reduce fuel and energy use. We are increasingly bringing more fuel-efficient and lower-emission trains into our fleet. These trains run on new, cleaner technology than our prior-generation diesel engines. Since 2010, we have saved more than 180,000 metric tons of carbon dioxide

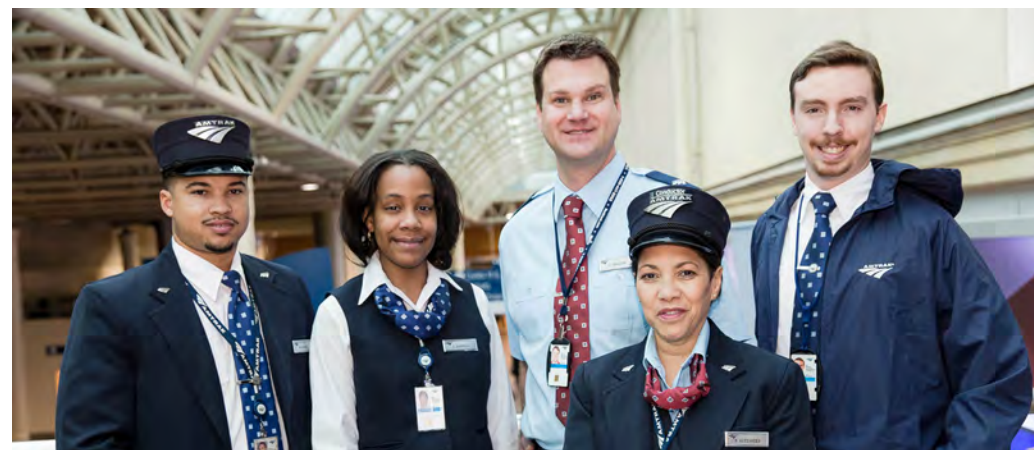
equivalent (MTCO₂e) emissions – comparable to 38,500 passenger vehicles driven for one year. Many of our customers have told us they ride Amtrak because they want to reduce their own carbon footprint. Being a more sustainable option for travel is a competitive advantage for us.

How important is safety to sustainability?

It's critical. We view safety performance as a leading indicator to everything we do. Companies that perform well in safety tend to do everything well. We also understand that keeping our customers and employees safe is integral to sustainability. While Amtrak is safe today, our entire team understands we need to continually improve. We are taking a series of actions to build an even stronger safety culture. Amtrak recently hired as its new chief safety officer an internationally-recognized safety expert from the aviation industry. We are also adopting best practices from the aviation and health care industries by developing a Safety Management System (SMS). This activity will result in a continual system-wide audit of our risks and safety practices. Finally, we are calling on the entire rail industry to implement Positive Train Control (PTC) by the end of 2018. PTC is a critical safety measure for our industry.

How does Amtrak serve communities?

Amtrak is an economic driver for many major cities and communities across the country, bringing tens of thousands of people to places for work and leisure. An important part of



AMTRAK EMBRACES SUSTAINABILITY AS A FUNDAMENTAL PART OF HOW WE OPERATE.

our sustainability approach is infrastructure planning and development. How can we upgrade and modernize our major stations so that our customers and local community members have a great experience? One key project is the Amtrak Gateway Program, which we reference on page 20. We are also working on plans to modernize our stations in Washington, Chicago, Philadelphia and Baltimore, among other places.

How are you being transparent in sustainability reporting?

We are introducing our first Performance Scorecard this year, on page 6. This scorecard shows Amtrak's year-over-year performance across various aspects of our business and operations. We have been calculating and reporting greenhouse gas (GHG) emissions since 2010. Each year, our GHG inventory undergoes a third-party verification process to

ensure accuracy and transparency. As a member of the CDP, formerly called the Carbon Disclosure Project, Amtrak publicly reports GHG emissions data as well as information on climate change initiatives and mitigation strategies. In 2016 and 2017, Amtrak received an A-, based on our climate strategy, risk and opportunities, and GHG emissions reductions. Our response is available at cdp.net.

On behalf of our entire team, thank you for your interest in Amtrak. We look forward to keeping you updated on our progress in becoming a sustainable company.

Sincerely,

Richard Anderson
Amtrak President and CEO

AMTRAK ACROSS AMERICA: Vital to 250 Million Travelers a Year

At the National Railroad Passenger Corporation (Amtrak), we work with our partners to help move people, the economy, and the nation forward. Amtrak operates a network of intercity long-distance, short-distance, and high-speed passenger rail services spanning 46 states, the District of Columbia, and three Canadian provinces.

Amtrak is a federally chartered corporation, operating as a for-profit company, with the federal government as a majority stakeholder. Members of the Amtrak Board of Directors are appointed by the President of the United States and confirmed by the U.S. Senate. We have been in the business of helping people get places since 1971, the year Congress created Amtrak to take control of intercity passenger rail services. Operations began the following year. Amtrak operates 3 business lines and supports 13 commuter services that collectively transport 250 million travelers a year.



Northeast Corridor

Northeast Corridor (NEC)

Acela and *Northeast Regional* service connects Washington, DC, Philadelphia, New York, and Boston over 457 miles. The NEC is the busiest railroad in North America with about 2,200 Amtrak, commuter and freight trains operating over some portion of the Boston-Washington route daily.

FY2017 Highlights

- Ridership: 12 million (up 1% year-over-year)
- 38% of total ridership (55% of total revenue)
- Amtrak supports eight commuter rail services on the NEC—more than 892,000 Amtrak and commuter trips are taken on the NEC every weekday.

National Network

State Supported

Through cooperative partnerships with 18 partners and 21 agencies, we operate 29 short-distance city-to-city routes (less than 750 miles). These routes serve the Northeast, the Midwest, the South, the Northwest, and the West.

Long Distance

Our 15 long-distance routes (over 750 miles) provide service at nearly half of Amtrak's 500 stations and are the only Amtrak trains in 25 of the 46 U.S. states in the network.

FY2017 Highlights

- 15 million riders (up 2.1% year-over-year)
- 47% of total ridership (23% of total revenue)
- Five routes with more than one million riders: including *Pacific Surfliner*, *Capitol Corridor*, *Empire Service*, *Keystone Service*, and *San Joaquins*

FY2017 Highlights

- 4.6 million riders (up 0.9% year-over-year)
- 15% of total ridership (22% of total revenue)
- 18% of customers travelling to/from a rural station—Amtrak offers the only intercity passenger transportation service in an increasing number of communities that lack intercity bus and airline service

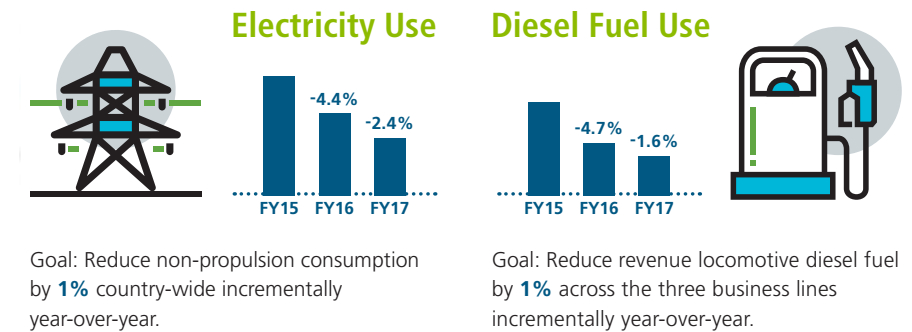
Contract Commuter Services

Amtrak is one of the largest operators of contract commuter services in North America—providing either services or access for 13 commuter agencies.

Amtrak Operating Focus

Amtrak is focused on running the business efficiently, modernizing and enhancing customer service, and investing in our future, all on a foundation of safety and security.

Our five key objectives are:



SUSTAINABILITY GOALS PROGRESS FY2016–FY2017

In FY2016 and FY2017, we achieved our goals of reducing electricity usage, reducing purchased revenue diesel fuel, and reducing GHG emissions; and improving environmental audit scores compared to FY2015 and FY2016, respectively.

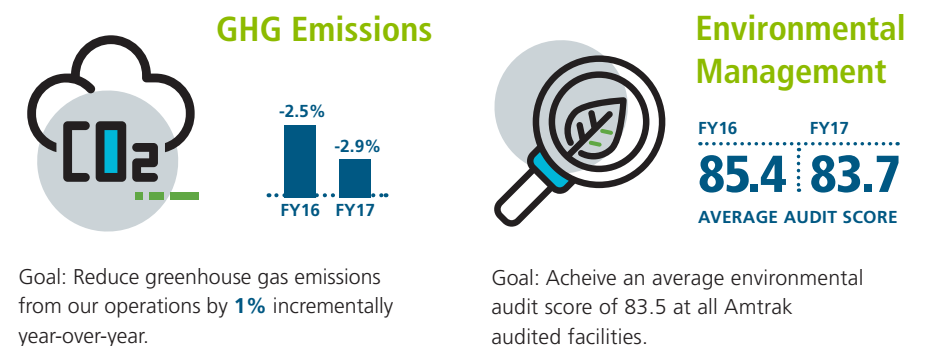




Photo credit: KGP Design Studio/ Grimshaw

Moynihan Station will provide relief to New York Penn Station's crowded boarding conditions.

PERFORMANCE SCORECARD

This Performance Scorecard is a new way for us to describe what we're working on and how we're doing. We've attempted to convey relevant performance year-over-year, across all three sustainability categories: environmental, financial and social. Some categories are part of an annual goal that we've been historically tracking, while other initiatives are in development, so performance figures may not be available during this reporting period. We believe the Scorecard is a snapshot of Amtrak's most material topics to achieve long-term success and maintain a competitive advantage. Regardless of the topic status Amtrak is focused on continuous improvement.

Environmental

ENVIRONMENTAL COMPLIANCE	Year-over-Year (+/-)	FY2017	FY2016	Comment
Facility Audits	-1.7	Average Score: 83.7 Exceeded Goal: 83.5	Average Score: 85.4 Exceeded Goal: 83.5	Facility environmental audits help managers maintain federal, state, and local compliance; scores are based on a scale of 0–100.
Regulatory Compliance Actions (Fines)		1	1	Our facility environmental compliance program is based on the principles of the environmental management system standard, ISO 14001.
Reportable Spills	-52%	21	44	We continue to drive down spills in operations through better management and education.

ENVIRONMENTAL CLEANUPS	Year-over-Year (+/-)	FY2017	FY2016	Comment
Active Sites	NA	33	30	Clean-ups range in size and complexity; from soil removal to track cleaning to extensive remediation. Projects of this scale require close management and ongoing funding to meet state and federal regulations. We continue to close active environmental sites and concluded 2 projects in 2017. We are making progress on the remaining sites and have achieved significant milestones in 5 projects with the completion of extensive investigations. All sites are investigated and remediated to meet applicable state and federal requirements.
Closed Sites	NA	2	3	
Underground Storage Tank Removal	NA	Final 2 tanks removed	5 tanks removed	To minimize the potential for underground soil and groundwater contamination, in 2012, we established a multi-year goal to remove all regulated underground storage tanks and replace them with aboveground tanks. The last of the remaining regulated tanks were removed in FY2017.



Our pets on trains program is a popular option for customers.

Environmental (continued)

RECYCLING RATE	Year-over-Year (+/-)	FY2017	FY2016	Comment
Recycled Industrial Materials	+10.7%	9,600 tons	8,676 tons	Steel parts, scrap metal, and train car windows are commonly recycled at Amtrak facilities.
Recycled Municipal Materials	+170 tons	2,518 tons	2,348 tons	Municipal waste is all trash generated onboard Amtrak trains and at Amtrak facilities—including offices.
Municipal Diversion Rate	+0.9%	8.3% diversion	7.4% diversion	Our diversion rate is the percentage of the total volume of municipal waste recycled. Our diversion goal is 20 percent by 2020 - over the 2015 baseline. Although we have improved, this aspect of our operations continues to be a challenge.

RESOURCE USE & EMISSIONS	Year-over-Year (+/-)	FY2017	FY2016	Comment
Revenue Locomotive Diesel Fuel	-1.6%	858,000 gallons saved	2.7 million gallons saved	Locomotive diesel fuel is our second largest operating expense after our personnel. In FY2016 all three Amtrak business lines focused to reduce revenue locomotive diesel fuel by one percent over FY2015. In FY2017, each of the three Amtrak business lines focused to reduce locomotive diesel fuel by one percent over FY2016. This is measured by total gallons of revenue train fuel purchased by each business line.
Electricity (Non-Propulsion)	-2.4%	217,263,612 kWh	222,618,086 kWh	Amtrak facilities consume electricity for lighting, conditioning, and general office, station, and operations (non-propulsion). We aimed to reduce electricity consumption by one percent in the largest facilities, country-wide. Performance was measured against prior year consumption.
Greenhouse Gas Emissions	-2.9%	.990 MMCO ₂ e	1.019 MMTCO ₂ e	Our collective emissions come from locomotive diesel fuel, traction power, purchased electricity used in Amtrak facilities, refrigerants, maintenance equipment, and highway fleet fuel.
Carbon Offsets				Customers purchase carbon offsets through Carbonfund.org to counterbalance their Amtrak travel. They can purchase these offsets after completing their ticket reservation; they can also purchase offsets with Guest Rewards points (2,000 points = 10,000 miles = 3,966 lbs. CO ₂ e). *System interruptions artificially reduced the overall value in 2017.
Amtrak Guest Rewards		2,940,000 miles	3,610,00 miles	
Purchased Train Mile Offsets		420,981 miles	904,903 miles	
Total Donations		\$760	\$2,158	
GHG Emissions Offsets		604 MTCO ₂ e	812 MTCO ₂ e	



Photo credit: Amtrak/Mark Glucksmann

The inaugural *Winter Park Express* in 2017 garnered rave reviews.

Social

PASSENGER AND EMPLOYEE SAFETY	Year-over-Year (+/-)	FY2017	FY2016	Comment
FRA Reportable Passenger Incidents	-4.8%	14.6 per 100 million passenger miles	15.3 per 100 million passenger miles	Reportable incidents can range from severe injuries in accidents to strains from lifting luggage or injuries during onboarding or deboarding.
FRA Reportable Employee Injury Rate	0.17%	4.27%	4.10%	The lost time incident rate was down, indicating fewer severe incidents in FY2017 over FY2016; however, sprains and strains, and vehicle crashes increased, contributing to an overall higher rate. The injury rate is the number of railroad worker on duty injuries and illnesses per 200,000 employee-hours annually (equivalent of 100 full-time employees).
Employee Lost Time Injuries	-9%	460 incidents	503 incidents	The decrease in lost time incidents generally indicates fewer severe injuries.
Employee Fatalities		0	3	Two incidents in FY2016 resulted in Employee Fatalities: Train 89 in Chester, PA and a NJ Transit train that struck an Amtrak employee in New Brunswick, NJ

RAILROAD SAFETY	Year-over-Year (+/-)	FY2017	FY2016	Comment
Positive Train Control (PTC)		Amtrak is committed to meeting the statutory PTC deadline of December 31, 2018. Amtrak is dependent on the cooperation of our freight and commuter host railroads to complete PTC activation outside the NEC.		Through December 31, 2017, Amtrak has completed: <ul style="list-style-type: none"> • 327 of 459 locomotives are fully equipped and PTC operable; • 8 of 12 installation/track segments completed; • 102 of 120 radio towers fully installed and equipped; • Nearly 90 percent of employees trained (9,817 of 10,985); and • 603 of 897.5 route miles in PTC operation.
Highway Crossings	-10%	148 incidents	164 incidents	Operation Lifesaver collaboratively worked with the FRA to produce the Emergency Notification System video, distributed to driver's education and CDL schools across the country, and increased outreach to local police, fire, and EMS to improve education.
Rail Equipment Incidents	-18%	54 incidents	66 incidents	Maintenance of Amtrak equipment and Maintenance of Way contribute to 20 percent of incidents within Amtrak's control; approximately 80 percent of incidents are outside of Amtrak's control.
Major Operating Rule Violations	+8.0%	121	112	Moving violations range from speeding to roadway worker protection failure to issuing unsafe directives. We're addressing these violations through front-line training, unannounced field observations, and operational testing.



Photo credit: Amtrak/Doug Riddell

Our employees take pride in providing the highest levels of customer service.

Social (continued)

DIVERSITY & INCLUSION (D&I)	Year-over-Year (+/-)	FY2017	FY2016	Comment
Workforce Diversity & Inclusion (D&I)	N/A	Baseline year	Planning year	To address pockets of underrepresentation, Amtrak hired a D&I manager to roll out the plan in FY2018; we will target supplier, employee, and customer D&I.
Accessibility Projects		38 completed projects, \$43.8M invested	21 completed projects, \$37M invested	Accessibility projects include digital displays and ADA compliance upgrades for easier customer travel.

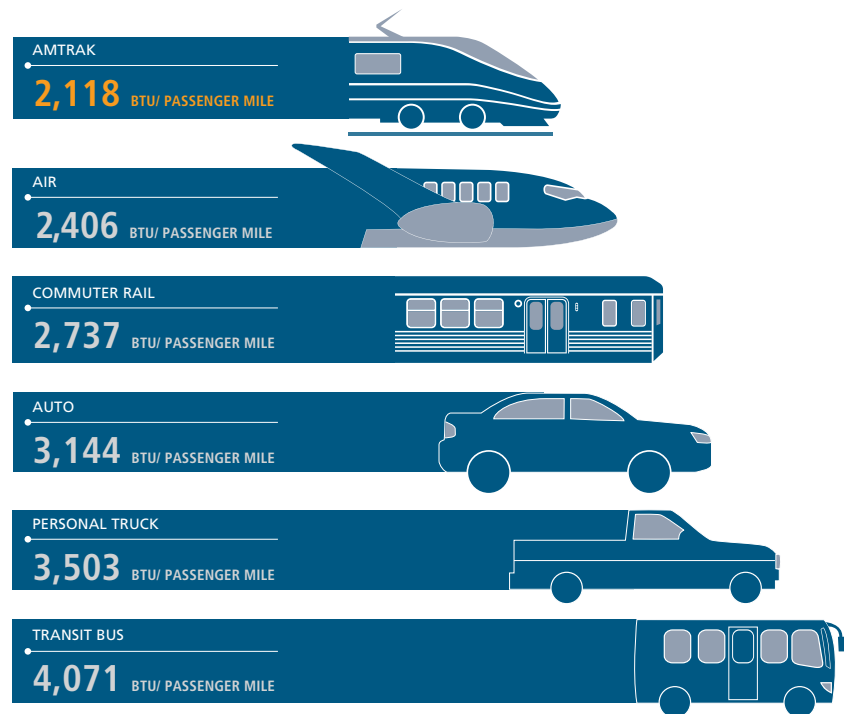
DISASTER RELIEF	Year-over-Year (+/-)	FY2017	FY2016	Comment
Disaster Relief	N/A	Various and unmeasured	Various and unmeasured	Amtrak provides ad hoc support to communities after natural disasters and crisis events, including delivering 2,800 cases of water to Flint, Michigan (FY2016) and various supplies to West Virginia and Texas (FY2017).

Economic

REVENUE	Year-over-Year (+/-)	FY2017	FY2016	Comment
Total Revenue	+3.3%	\$3,179.3M	\$3,145.9M	FY2017 figures are unaudited.
Total Company Cost Recovery	+0.8%	94.8%	94.0%	Covering operating costs with ticket sales and other revenue; FY2017 recovery sets new company record. Amtrak is committed to achieving 100 percent cost recovery to be operationally self-sufficient.

ENVIRONMENTAL SUSTAINABILITY

Amtrak is more energy efficient than other transportation modes. Nationwide, Amtrak trains consume on a per passenger mile basis:



Source: Transportation Energy Data Book, 2016

Our core business is inherently focused on sustainability. Passenger rail is one of the most sustainable transportation modes available, and as we increase access to it we can have a national impact on reducing transportation-related carbon emissions. We will continue to operate diesel locomotives in areas that lack electrification, but we expect to invest in new-generation, clean-burning technology to reduce our consumption of diesel fuel and reduce air emissions.

Environmental performance across our operations is driven by our Environmental Policy, Sustainability Policy and corporate strategic goals. Our Environmental and Sustainability Management System provides a framework for environmental performance throughout our operations.

MEASURING AND MANAGING OUR GHG EMISSIONS

Amtrak is focused on reducing greenhouse gas emissions (GHG) from fossil fuel consumption in our operations, in large part through reduced fuel and energy use. In FY2017, our GHG emissions totaled 990,000 metric tons of CO2 equivalent, a 2.9 percent reduction from FY2016.

For accuracy and transparency, Amtrak's GHG inventory undergoes a third-party verification process every year. Since 2010, we have calculated and reported GHG emissions using the rigorous standards of the Climate Registry's General Reporting Protocol since 2010. As a member of the CDP, Amtrak publicly reports GHG emission data as well as information on climate change initiatives and mitigation strategies. CDP is a voluntary scheme where companies self-report their environmental data and impacts. In 2016 and 2017, Amtrak received an A-, based on our climate strategy, risks and opportunities, and GHG emissions reductions. Our response is available at [cdp.net](https://www.cdp.net).

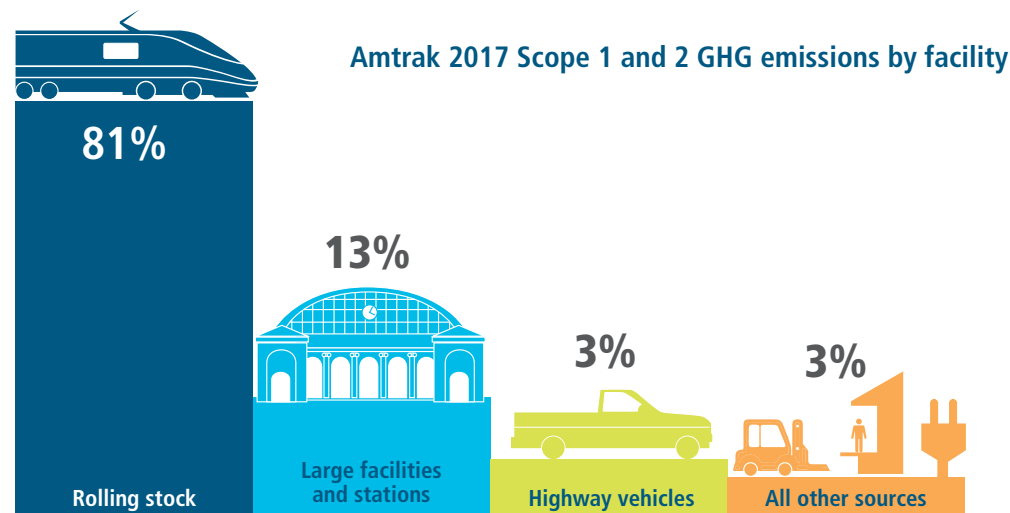
As a transportation services company, we enable customers to reduce their carbon footprints. Amtrak's partnership with Carbonfund.org allows customers to offset emissions from their travel during the purchase of their ticket. According to Carbonfund.org calculations, Amtrak customers offset 7,875,000 miles of train travel (equivalent to 1,416 metric tons of CO₂e) in FY2016 and FY2017.

REDUCING FUEL AND ENERGY USE

Amtrak has a commitment to operational and energy efficiency across all departments. Through the hard work and dedication of our operating and mechanical personnel, Amtrak reduced a total of 3.6 million gallons of revenue train fuel—greatly exceeding the FY2016-FY2017 conservation baseline. The majority of

our consumption is from the diesel fuel we use to power our locomotives on state-supported and long-distance routes, where electrification is unavailable.

In FY2017, Amtrak completed the installation of a fuel management and monitoring system at 12 diesel storage tank locations where fuel is dispensed to Amtrak locomotives. This fuel metering system allows Amtrak to accurately track fuel received at the facility and dispensed to each locomotive, and helps us better manage our fuel inventory. To further reduce fossil fuel consumption, emissions, and fuel costs, Amtrak continues to use 480-volt electric supply cabinets at stations and layover facilities. These 'plug-in' units power trains with heat, light and refrigeration when needed, without operating diesel engines.



*The GHG Protocol defines Scope 1 emissions as "all direct GHG emissions"; Scope 2 includes "indirect GHG emissions from consumption of purchased electricity, heat or steam."

EMPLOYEES TAKING INITIATIVE TO REDUCE ENERGY USE

Amtrak employees take an active role to increase energy efficiency in our operations. The Mechanical team at our *Auto Train* facility in Sanford, Fla., recognized that some of the air conditioning units in the locomotive cabs were larger than necessary, and they replaced 480-volt units with 74-volt units on four P-32 locomotives. The project cost only \$52,000 total, with the return on investment realized in a short 3 months. This simple upgrade on the four locomotives led to significant fuel savings of roughly \$233,300, equal to an annual reduction of more than 3.1 million pounds of CO₂ emissions. In addition to improving efficiency, this upgrade has helped reduced noise levels, which improves communication by making it easier for Amtrak employees to hear the operations radio.



Members of the Mechanical team seen here after receiving an Amtrak Presidential Service and Safety Award for their achievement in 2016.

Beginning in FY2014, Amtrak began to repower switcher locomotives at our Ivy City mechanical facility in Northeast Washington, DC. These switchers move trains around the yard, which are located in densely populated urban areas. The newly repowered switchers use approximately 50 percent less fuel and generate approximately 80 percent less emissions than older models that require more maintenance. Repowering can also extend the useful life by approximately 30 years. This project has been a successful collaboration across several departments, demonstrating that sustainability is a part of everyone's job at Amtrak.

After diesel fuel, electricity is our second largest category of energy consumption. In a given year, 75 percent of the electricity we consume powers Amtrak and Commuter Agency trains along the NEC. The other 25 percent is used in our stations, buildings and maintenance of way bases.

Since 2011, we've included capital funding for energy reduction projects in our annual budget. Our green power purchasing policy, adopted in 2014, promotes the use of power from renewable sources and technologies, including solar, wind, geothermal, biogas, biomass and low-impact hydroelectric sources.

Our Utilities Management team works on a variety of projects to reduce our electricity consumption each year. In FY2016-FY2017, we completed 18 energy efficiency lighting projects, which replaced 8,000 fixtures. These upgrades equate to an estimated annualized reduction of 11.7 million kWh and \$1.15 million in cost savings.

Across our operations, Amtrak conducts periodic energy audits to identify opportunities to enhance efficiency and reduce emissions. We track and distribute a monthly electric usage report of Amtrak's 40 highest usage sites, which compares the current month against the same month of the prior year. The Top 40 report represents approximately 80 percent of Amtrak's non-train propulsion electric usage. In FY2017, these Top 40 sites achieved a 2.4 percent year-over-year reduction in use.

BUILDING RESILIENCY IN A CHANGING CLIMATE

Understanding the current and future potential threats of climate change across our system is critical to the long-term stability of our business. Amtrak established a multidisciplinary Climate Change Sub-Committee in 2014 to explore these risks and respond with recommendations. Since 2015, we have conducted three assessments as described below:

- Phase I: Reviewed and summarized existing climate change research findings and methodologies related to transportation assets and vulnerability assessments.
- Phase II: Detailed vulnerability assessment of Amtrak's assets along a 10-mile track segment in Wilmington, Del. Various Amtrak functions are located in this area, which is susceptible to flooding.
- Phase III: Identified and evaluated broad adaptation measures appropriate for NEC assets within the study area.

ACS-64 ELECTRIC LOCOMOTIVE HIGHLIGHTS

In August 2016, our 70th and final ACS-64 electric locomotive entered service after several years of a phased rollout, providing significant benefits to our customers and the environment:

Efficiency: Since the introduction of this new fleet of locomotives, we've reduced locomotive delays by nearly 25 percent on the NEC. These locomotives utilize regenerative braking, which can feed up to 100 percent of the energy generated during braking back to the grid for an efficient use of energy.

Sustainability: We expect to save more than 3 billion kilowatt-hours of energy and reduce greenhouse gas emissions long-term.

Safety: The locomotives meet the latest federal rail safety regulations, including crash energy management components, and come equipped with safety technology such as Positive Train Control and inward-facing cameras.

Reliability: These latest generation locomotives have the latest technologies, which means less maintenance in the shop and more time moving customers.

Customer Experience: A powerful locomotive with the latest in accelerating and braking technology means a smoother, more enjoyable ride for our customers.



IMPROVING RESILIENCY IN THE NEW YORK CITY AREA

Amtrak conducted a feasibility study of a community microgrid in the New York City area. A local community microgrid is a combination of alternative energy sources that can operate independent of the power grid. New distributed energy resources will provide reliable, low-emission electricity and thermal energy to customers. This project will act as a proof of concept for a transit-oriented microgrid.

Amtrak has been awarded \$1.1 million toward this project through the NY

Prize, which helps communities reduce costs, promote clean energy, and build reliability and resiliency into the electric grid. NY Prize is part of a statewide endeavor to modernize New York State's electric grid, spurring innovation and community partnerships with utilities, local governments and private sector. Its mission is to enable the technological, operational and business models that will help communities reduce costs, promote clean energy, and build reliability and resiliency into the grid.



Acela Express departs New York Penn Station

Most of Amtrak's climate vulnerabilities are related to storm surges, precipitation and sea level rise. Going forward, we plan to:

- Review and adapt engineering design standards to incorporate resiliency and long-term sustainability in the face of changing weather patterns;
- Identify and evaluate adaptation measures to protect our infrastructure and operations; and
- Incorporate weather-related vulnerability information into the enterprise asset management system for maintenance, State of Good Repair, and operating safety improvements.

CONSERVING RESOURCES AND REDUCING WASTE

Amtrak operations generate both industrial waste and municipal-type wastes. The majority of our industrial materials come from our mechanical and engineering maintenance facilities, while most of our municipal-type waste is generated on board our trains and in our stations and offices. We continually look for opportunities to recycle retired train equipment and parts. In FY2016, we recycled over 14,000 seat cushions, which would have otherwise been sent to a landfill.

The total amount of municipal-type solid waste generated in FY2017 was 30,500 tons, down from

31,500 tons in FY2016. In FY2017, we increased our diversion rate to 8.3 percent over the FY2016 diversion rate of 7.4 percent. We recognize the need to improve in this area, and in 2016 we established a municipal waste reduction target of 10 percent diversion of waste from landfills in two years, with a stretch goal of 20 percent by 2020. We plan to achieve this through national centralized contracts, consolidation and right-sizing services, training, and employee engagement.

CONTINUOUS IMPROVEMENT IN ENVIRONMENTAL SUSTAINABILITY

The environmental audit program goes beyond compliance. Amtrak auditors evaluate each facility team's sustainability initiatives to ensure they are actively engaged in best practices. The outcomes of these audits help us highlight successful efforts in waste reduction, minimizing air leaks, lighting upgrades, and locomotive idling.

For example, the Bear Maintenance Facility in Bear, Del., completed a range of improvements—some of these are listed below.

1. Organized a facility-specific environmental team
2. Expanded the recycling program to include brass, windows, wood, and diaphragms
3. Installed drinking water refill stations to reduce plastic water bottle waste
4. Completed comprehensive energy conservation projects including central thermostat control, LED lighting upgrades within production lines, and installation of motion sensors throughout the site
5. Replaced flammable aerosol can lubricants with a less harmful alternative product

ENVIRONMENTAL COMPLIANCE AND ACCOUNTABILITY

Amtrak manages environmental compliance through our environment and sustainability management system (ESMS), which establishes procedures and training programs for Amtrak personnel across the company. One component of the ESMS is the environmental audit program. This critical self-assessment process is comprised of three parts: measure performance of Amtrak facilities against regulatory and management standards; report findings of non-conformance; and implement corrective action plans (CAP) for prompt and transparent attention. The audit program currently includes 32 large- and medium-sized facilities that Amtrak environmental employees audit on a biennial basis.

In FY2017, the average environmental audit score was 83.7, which exceeded our corporate goal of 83.5 but was down from the average FY2016 score of 85.4. In addition to the full compliance audits, our environmental specialists conducted 60 small facility assessments in FY2016 and 54 in FY2017. These assessments cover facilities and operations that present a lower environmental risk than sites included in the audit program. As with environmental audits, these assessments require development of a CAP for any issues identified, and for the facility to provide regular reports until all findings are closed.

Compliance assistance can include document review, regulatory interpretation, performance of informal environmental audits, program evaluation, and review of best practices. In 2016, Amtrak received one fine of \$500 for non-compliance, and one \$300 fine in 2017 - thus proving the effectiveness of these audit programs.

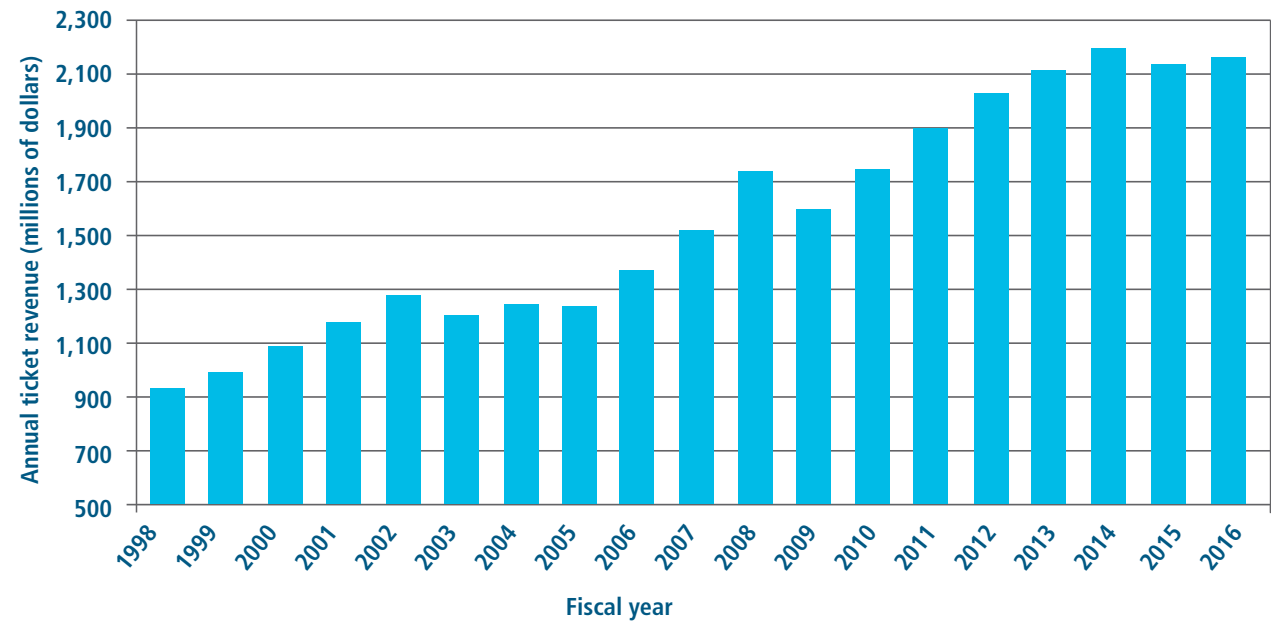
SPILL PREVENTION

Our spill tracking system recorded 21 spills in FY2017 and 44 in FY2016 that were reportable to state or federal agencies. All spills were cleaned up and remediated by Amtrak or an environmental contractor managed by Amtrak, and residual materials were disposed in accordance with environmental regulations with no lasting impact to the environment.

The Amtrak Environment and Sustainability group tracks each spill from initial report to final cleanup in order to appropriately manage these events and look for opportunities to reduce the risk of spills in the future. Amtrak routinely provides training to operating employees on proper material handling techniques and spill cleanup procedures. These trainings help reduce spill incidents and downstream impacts.

FINANCIAL SUSTAINABILITY

Amtrak ticket revenue, FY98–FY16



*FY2017 ticket revenue pending

At Amtrak, strong financial performance is critical to ensuring that communities across the country can continue to benefit from Amtrak services. In FY2017, total revenues exceeded \$3 billion, covering nearly all but 5 percent of our operating costs, which reduced our reliance on federal subsidies for the sixth year in a row. This is due in large part to our highest-ever ridership and ticket revenue. Amtrak will continue to identify new revenue-generating opportunities so that we can reinvest in the national network and be good stewards of public funds. We engage with federal, state and local governments, other rail companies and communities across America to ensure we are delivering the services and the value our stakeholders expect.

RIDERSHIP AT AN ALL-TIME HIGH

Amtrak set an all-time ridership record of 31.7 million trips (+1.5 percent), making FY2017 the seventh consecutive year in which Amtrak has exceeded 30 million riders. This achievement demonstrates the continuing demand for our services and affirms our important role in moving America where it wants to go. Amtrak also covered 94.8 percent of operating costs with ticket sales and other revenues, up from 94 percent in FY2016. Thanks in part to this continued strong performance, Amtrak has reduced its total debt 64 percent over the last 10 years to \$1.2 billion, down from \$3.3 billion.

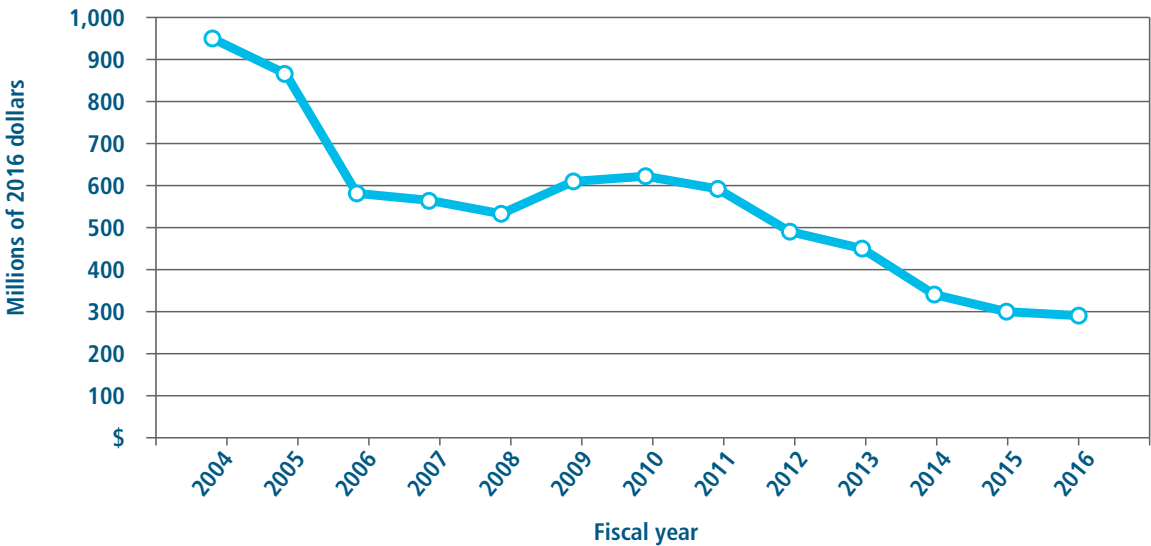
FUNDING AMTRAK FOR THE FUTURE

Reliable federal investment is essential to Amtrak’s long-term future. Amtrak receives federal funding every year to cover about 5 percent of its operating cost and all of its capital funding for necessary infrastructure investment. Amtrak receives federal funding because the U.S. Congress declared in 1971 that intercity passenger rail is an essential part of the national transportation network. With strong bipartisan support in Congress, Amtrak was added to the Fixing America’s Surface Transportation Act (FAST Act) in December 2015. While Amtrak did not gain access to the Highway Trust Fund in this legislation, grants to the Northeast Corridor and National Network were authorized, subject to appropriations, for five years.

This is a significant change to the Amtrak funding structure, and our inclusion in the surface transportation reauthorization affirms Congress’s commitment to maintaining national passenger rail service. Amtrak continues to make strong progress toward fulfilling the major requirements of the FAST Act due in the coming year. One major requirement is to allocate federal funding and Amtrak revenues and expenses into two separate National Network and NEC accounts to support their associated services and business activities. The FAST Act allows Amtrak to address more fully the potential of each network and clearly establish associated needs, opportunities, and challenges. An important related change was creating a single funding

authorization for each account rather than how Amtrak historically received operating and capital grants. This provides Amtrak with flexibility to use our federal dollars to support each network’s most pressing needs. In turn, we will improve operational performance by linking net revenue outcomes to capital investment levels. Amtrak’s most significant challenge will be to secure a dedicated, predictable funding stream to critical multi-year, multi-billion dollar equipment and infrastructure projects, including the Gateway Program. To learn more about our grant and legislative requests to the federal government, visit [Amtrak.com](https://www.amtrak.com).

Amtrak declining federal operating support requirements, FY04–FY16



* Normalized FY2017 data not available due to adjusted funding structure

THE FUTURE: NEXT-GENERATION HIGH SPEED-RAIL SERVICE FOR NEC



*The new high-speed trainsets will be more energy efficient.
Design Credit: ALSTOM SA 2017*

Planning for the future of rail in America is one of the most important activities we undertake at Amtrak. In 2016, we announced the award of a contract to Alstom transportation to produce 28 high-speed trainsets over the next five years. These new trainsets will replace the equipment used to provide the *Acela* Express service and are part of the largest capital investment in Amtrak history. Our ultimate goal is to add more frequent and higher-speed service and to introduce newer and more efficient locomotives and train cars to our fleet.

In total, Amtrak will invest \$2.45 billion on this multifaceted modernization program, which will include the new trainsets and infrastructure improvements. The funding has been secured

through a federal loan that will be repaid through future growth in NEC revenues.

By 2021, when the trainsets are introduced, we are going to transform the way our customers travel on the NEC. The new trainsets will initially operate at speeds up to 160 miles per hour and will accommodate approximately one-third more customers, with the same level of personal space and comfort customers experience today. We are also ordering 40 percent more trainsets than our current high-speed fleet, which will allow us to offer *Acela* Express services between Washington and New York City every half-hour during peak times, and hourly services between New York City and Boston. These new trainsets are among the safest, most reliable and most energy efficient in the world.

This investment will help drive our revenue growth and stimulate the local economy. These new trainsets, which will be manufactured in Hornell and Rochester, NY., are expected to create 400 new jobs. We anticipate the creation of another estimated 1,000 jobs by having 95 percent of the train's components made in America—with parts coming from several states, including those far from the NEC. Additionally, more than \$280 million of materials and services will be purchased from Disadvantaged Business Enterprises or Small Business Concerns for both the manufacturing and the 30-year maintenance of these trainsets.

Updates on this important and ongoing initiative are posted on [NEC.Amtrak.com](https://www.nec.amtrak.com).

INVESTING IN OUR STATIONS

Train stations are economic anchors of cities and treasured community assets. Amtrak has been conducting master planning efforts at major stations that serve as critical urban connection points and regional hubs. The goal is to provide more modern, efficient, and comprehensive services for our customers, while utilizing the full value of our substantial, historic capital assets. We currently have master planning efforts underway throughout the NEC in New York City; Washington, DC; Philadelphia; and Baltimore—our first-, second-, third- and eighth-busiest stations, respectively. In addition, we are developing plans for Chicago Union Station, our fourth-busiest station.

WASHINGTON, D.C. UNION STATION

Amtrak is advancing a near-term comprehensive renovation of Washington Union Station's intercity and commuter rail concourse. When complete, this project will add approximately 20,000 square feet of new passenger space—nearly doubling the concourse's current capacity. This will provide more comfortable waiting areas and facilitate easier boarding. The design will be a vastly reconfigured, modernized and unified concourse. These upgrades will improve the passenger experience through better accessibility, circulation and multimodal connectivity. Construction for the concourse modernization project started in Spring 2016 with the relocation of heating and ventilation units. Phased construction continued through 2017.

WASHINGTON, D.C. UNION STATION



*A concept design of the expanded rail concourse in Washington Union Station.
Conceptual Design Credit: KGP design studio/Grimshaw*

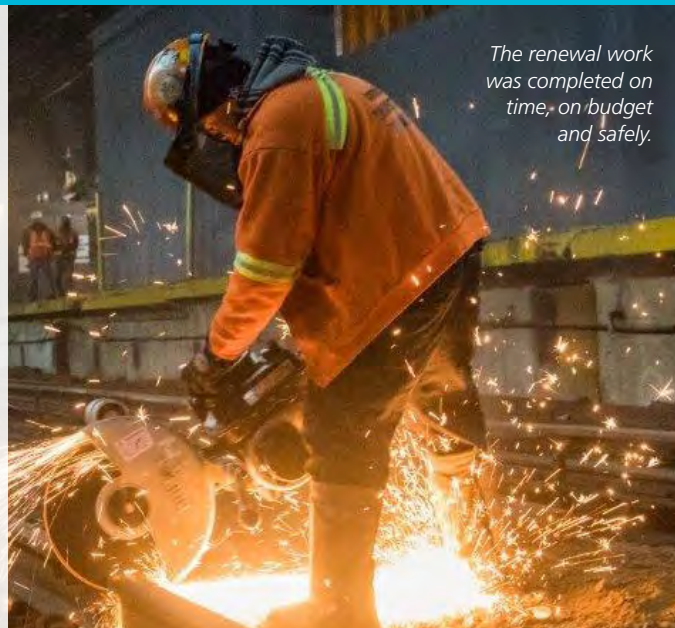
AMTRAK HEADQUARTERS RELOCATION

Amtrak Headquarters (1 Mass Ave) achieved LEED (Leadership in Energy and Environmental Design) Silver Certification, a nationally recognized benchmark for quality design and consideration of environmental issues related to various building types. Amtrak received this designation upon successful completion of the LEED documentation and acceptance by the Green Building Certification Institute.

The LEED Green Building Certification Program is organized around six categories where the project team can target credits specific to design and/or construction issues. Sustainable Sites, Water Efficiency, Energy and Atmosphere, Materials and Resources, Indoor Environmental Quality and Innovation comprise the categories. The project not only met the requirements of the D.C. Green Building Act, but it also scored 53 points for Silver certification. Making real estate decisions that align with the company's sustainability policy benefits Amtrak, our employees and customers, and our environment.

NEW YORK PENN STATION

Last summer, Amtrak completed an extensive infrastructure renewal project at New York Penn Station. A team of about 360 dedicated Amtrak employees worked around the clock for two months in July and August 2017. The team installed 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. The renewal work is one element of Amtrak's plan to modernize stations, infrastructure and equipment on the Northeast Corridor. Much work remains at New York Penn Station and elsewhere.



The renewal work was completed on time, on budget and safely.

LAX COMMISSARY STORY

On a weekly basis, the Los Angeles Commissary supplies nearly 535,000 items of perishable, shelf stable product and support items for regional and long-distance trains. Since 2014, various Amtrak departments implemented several successful upgrades to reduce utility costs, improve the quality of the work environment, and avoid food spoilage.



Projects included lighting upgrades, real-time temperature alerts in walk-in coolers, equipment electrification, and a new item "pick" system. In FY2016, we replaced eight air curtains with three high-speed roll-up screen doors at the loading bays, which reduced noise pollution, and improved daylight and natural air circulation – all at one eighth the power of the air curtains.

Most recently, Amtrak purchased fully electrified super-insulated "mother" carts. These refrigerated carts, used to restock trains, not only improved public health inspection scores to 98 percent or higher, but the ergonomic design reduced the risk of lifting injuries. Projects like these exemplify success when environmental, financial, and social considerations are equally valued throughout the decision-making process.

WINTER PARK EXPRESS

Amtrak partnered with the town of Winter Park, Col., to restore the *Winter Park Express*, a weekend passenger train service from Denver Union Station to the Winter Park ski resort. Each winter, the service will carry thousands of people to the mountains who would have otherwise driven, reducing carbon emissions as train travel is less carbon-intensive than automobile travel. A key component to restoring the *Winter Park Express* was the construction of a permanent platform at the resort that is fully compliant with the Americans with Disabilities Act (ADA). For additional information on our efforts to comply with the ADA, see page 24.



IMPROVING AND EXPANDING SERVICE IN NORTH CAROLINA

The North Carolina Department of Transportation, working with Amtrak, has undertaken a multiyear program to improve the Piedmont corridor between Raleigh and Charlotte. The program includes significant expansion of capacity with the installation of 31 miles of a second set of tracks and safety upgrades of 12 railroad crossings. Additionally, the program includes renovating Cary, High Point, Burlington and Kannapolis stations, refurbishing and adding passenger cars to the fleet and increasing service levels by adding two daily round trips. Several components of the program have been completed with other portions still ongoing.

INVESTING IN INFRASTRUCTURE

Investing in our future is a key focus for Amtrak, and there is no more important investment than the modernization of our infrastructure. Particularly in the NEC where Amtrak is a major economic driver, we are working with our partners to leverage technology and update infrastructure to ensure that passenger rail is the preferred way to travel through this busy corridor. We are in the process of addressing critical chokepoints to gain the capacity needed for a growing passenger rail system. For example, the Amtrak Gateway Program is a significant, multiyear undertaking that comprises many infrastructure investments. One of these major projects is the construction of a new rail tunnel under the Hudson

River to double train capacity at the greatest bottleneck between Newark, New Jersey and Penn Station in New York City. The Gateway Program is essential to upgrading the NEC to allow for next-generation high-speed rail service. In addition, the program will help support the New York regional economy, which contributes more than \$1.3 trillion in output, nearly 9 percent of the nation's economy. For additional information on our Next-Gen high-speed rail service, see page 17.

SOCIAL SUSTAINABILITY

OPERATION LIFESAVER



Our employees continue to educate the public about practicing safety around railroad tracks.

At Amtrak, we're moving people forward. Our customers, employees and surrounding communities are the people that matter most to us. We regularly solicit and incorporate our customers' feedback on how we can make their experience better. We respond to their input by adding new services such as Wi-Fi access, and pet and bike transport.

We work diligently to minimize safety risks among employees, customers, and the public near our operations. We also support the communities in which we operate by conducting safety outreach, local volunteering, disaster relief, and buying from local suppliers.

PASSENGER SAFETY IS A CORE VALUE



Train 501 And Train 91 Accidents

Amtrak takes incidents seriously and on December 18th, 2017 and February 4, 2018, we had two tragic accidents, which resulted in the deaths of three passengers and two crew members. "We are deeply saddened by the loss of life and injuries due to these events," said Amtrak President and CEO Richard Anderson. "Our primary concern immediately following these events was to take care of everyone who was impacted, including passengers, crew, and their family members." Safety remains our company-wide focus and after accidents like these, we reflect on where and how to continually improve. We want to thank the State and local first responders, Amtrak emergency response teams, Amtrak family-care liaisons, and those involved in the recovery efforts.

Safety Management System

We are also working to improve how we think about and manage safety. Amtrak recently hired as its new chief safety officer an internationally-recognized safety expert from the aviation industry. We are adopting best practices from the aviation and health care industries by developing a Safety Management System (SMS). This activity will result in a continual system-wide proactive risk assessment process and critical self-assessment audit of our safety practices.

Positive Train Control Update

While recent incidents indicate we have more work to do to further drive the safety of our trains across all parts of this complex system, we already have significant efforts completed or underway — from the operation of inward-facing video recorders to monitor locomotive and engineer operation to enhanced training, inspections and safety protocols. Most significantly, we have been a leader in the installation of Positive Train Control (PTC).

PTC is an automated braking technology that matches train speeds with track conditions and can prevent many collisions and derailments. Amtrak has committed to the U.S. Department of Transportation that we will meet the statutory Positive Train Control deadline of Dec. 31, 2018. We have long prioritized PTC installation on Amtrak-owned right-of-way as we operate on NEC with PTC today. However, we do not control the right-of-way and the railroad infrastructure we run over for the vast majority of the national rail network. In those areas, we are dependent on the cooperation of our freight and commuter host railroads to complete PTC activation. We believe this work is imperative, and we believe everyone in the industry needs to come together on this.

RAILROAD SAFETY INITIATIVES

During 2016 and 2017 we made important strides in our ongoing efforts to improve passenger and employee safety, including the following accomplishments:

Roadway Worker Safety

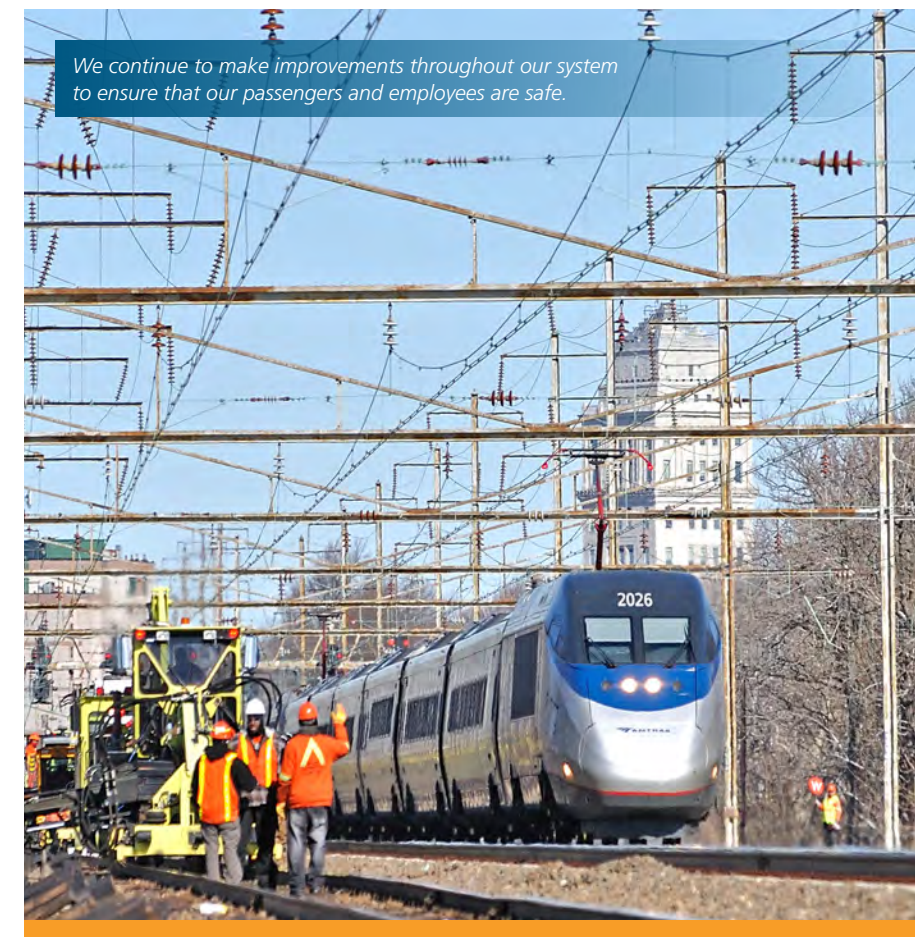
In FY16, three Amtrak employees were struck by trains while performing maintenance work. These accidents initiated a partnership between Amtrak and the Federal Railroad Administration to conduct a systematic review. As a result of the joint review, we identified a number of opportunities to improve rules and procedures associated with performing maintenance work along an active rail right-of-way. Some efforts include substantive revisions to the Amtrak Roadway Worker Protection (RWP) manual, a newly developed Roadway Worker Protection training program, and training for all affected employees in 2017. We continue to improve upon these programs as we learn more.

Grade Crossing/Operation Lifesaver

Operation Lifesaver (OL) is a national non-profit organization dedicated to eliminating trespassing and grade crossing incidents on the railroad rights-of-way. More than 100 Amtrak employees are trained as OL Authorized Volunteers and each year they deliver railroad safety messages to thousands of students, employees, community officials and civic organizations nationwide. Most recently, the Amtrak Police Department and OL launched Operation Clear Track, the largest simultaneous railroad safety law enforcement initiative assembled in the United States.

Platform-gap Interface Station Inspections

To date, System Safety completed over 300 station assessments, which includes over 150 data points specific to passenger access, security, and right-of-way. We aim to complete all assessments in FY18, at which time we'll compare this data to passenger injury information. We will then integrate this information into the SMS process.



A CONSTANT STATE OF READINESS FOR EMERGENCY

The Amtrak rail system has multiple points of access, and shares facilities and infrastructure with commuter rail operations and city transit systems. This open system presents a unique set of challenges related to safety and security. Amtrak's networked safety structure consists of our System Safety department, Emergency Management and Corporate Security department and Amtrak Police Department.

Through this network, we work to educate and encourage customers to have safety in mind. The key message is if they "see something, say something." Safety and security videos are played in many of our stations to spread awareness and help customers learn to identify and react appropriately to suspicious activities. In 2016-2017, the Amtrak Police Department continued the "Txt-a-Tip" program, a method for customers and employees to report suspicious activity, crime or emergencies via SMS text messaging.

In 2016, Amtrak was the first private sector company and transportation company ever to earn accreditation by the Emergency Management Accreditation Program (EMAP), a recognition typically awarded to federal, state, local and tribal emergency response agencies. EMAP recognizes the ability of emergency management programs to bring together personnel, resources and communications from a variety of agencies and organizations in preparation for and in response to an emergency, in addition to obtaining the ability to measure those capabilities.

AMTRAK POLICE DEPARTMENT

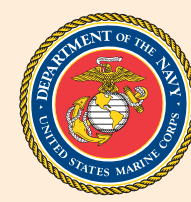
The Amtrak Police Department (APD) is a national police force committed to protecting our customers, employees and other stakeholders. We employ approximately 500 sworn and civilian personnel at more than 30 locations to conduct a range of behind-the-scenes and front-line security measures. APD partners with local and regional law enforcement agencies to provide a police presence at a majority of Amtrak stations and along the rights-of-way.

October 2016 marked the 40th anniversary of APD. The role of the department has changed dramatically

over the past 40 years, from investigating various types of crime that occur within and around stations, trains and rights-of-way, to partnering with law enforcement officers from federal, state, local, rail and transit agencies, and international organizations to prevent acts of terrorism against the surface transportation sector of the United States.

For additional information on APD initiatives, see the 2016 APD Annual Report at AmtrakPolice.com.

BRINGING MILITARY VETERANS INTO THE AMTRAK FAMILY



Amtrak has a goal that 25 percent of new hires will be veterans—a strong commitment to hire those who have served our country. We believe veterans have unique skillsets that positively contribute to successful careers at Amtrak.

In 2016, Amtrak hired 345 veterans, which constitutes 21 percent of all new hires. Amtrak will continue to diversify its staff with talented and resourceful veterans, who bring with them invaluable skills and experiences they have gained while proudly serving our nation.

CUSTOMER SERVICE

We want to exceed customer expectations by offering new and enhanced products and services, including the Pets program, additional bicycle services, and amenities compliant with the Americans with Disabilities Act (ADA).

CUSTOMER SATISFACTION

We measure our performance through the Amtrak electronic Customer Satisfaction Index (eCSI) survey, which tracks customer satisfaction over time on various aspects of a customer's trip. While all aspects of their trip are important to customers, a customer's overall satisfaction tends to be driven by the following elements:

- On-time performance and reliability
- Friendliness and helpfulness of front-line staff
- Travel information and announcements

In FY2017, Amtrak maintained a high level of customer satisfaction. More than 80 percent of Amtrak customers surveyed said they were satisfied with their experience.

We are committed to listening to our customers and implementing appropriate changes when we receive feedback through the eCSI survey and other communication channels, such as our Amtrak Customer Advisory Committee (ACAC). Amtrak taps the expertise of frequent travelers to keep a finger on the pulse of the passenger experience. For more than 20 years, a committee consisting of approximately two dozen rail

customers has provided Amtrak management with invaluable feedback to help us improve our services. Each time ACAC members ride one of our trains, they provide detailed reports about their experience on a particular route. Notable accomplishments resulting from the partnership between ACAC members and Amtrak include: the Employee Customer Service Award Recognition Program; Employee Customer Experience Tips of the Day; accessible station recommendations; healthy food and beverage options; and the Quiet Car.

MAKING RAIL ACCESSIBLE TO ALL

Our Americans with Disabilities Act (ADA) Stations program is working to bring all Amtrak-served stations into compliance with ADA. Our priorities include upgrading stations with known or potential deficiencies regarding train access, passenger information display systems (PIDS) and key building amenity access. Our most significant project in 2016 was a major upgrade to New York Penn Station, with the launch of a new, state-of-the-art PIDS. The new PIDS communicates train status, origin and destination stations, boarding gates and other information, and features bright LCD displays that are easy to read and synchronize audio and visual messaging in the station. Strategic placement of the new displays, along with modification and eventual removal of some existing monitors—including the large train status board in the center of the concourse—provides customers access to the same information in various locations, allowing more efficient use of space in the main hall and easing congestion.



ALL ABOARD, PETS



Many people want to travel with their pets, and we want to make it as convenient as possible. The Amtrak Pets program, that started in 2015, has been a huge success and continues to expand. To date, Amtrak has carried more than 45,000 pets. A car designated for pets is now a permanent feature of the *Northeast Regional* and select Midwestern corridor trains and has been expanded to our long-distance trains throughout the nation (with the exception of the *Auto Train*). In 2016, Amtrak added this service for long-distance trips up to seven hours in length and weekend-only on *Acela Express*. Amtrak continues to welcome service animals onboard at no charge.

More information is available at [Amtrak.com/pets](https://www.amtrak.com/pets).

WHEELS, MEET RAILS



Since 2016, we've accommodated nearly 99,000 bicycles. As part of our ongoing efforts to provide high-quality service, attract more riders and provide easy intercity connectivity, Amtrak continues to expand the routes where bicycle reservations are accepted. Due to the rapid adoption and popularity of this service, Amtrak worked with state governments to secure the funding needed to install bicycle racks on several long-distance routes. This initiative spurred the creation of a small business in Vermont, which engineered the specific bike racks for our baggage cars. Today, approximately 80 percent of customers that bring their bikes onboard are riding with us because of this service.

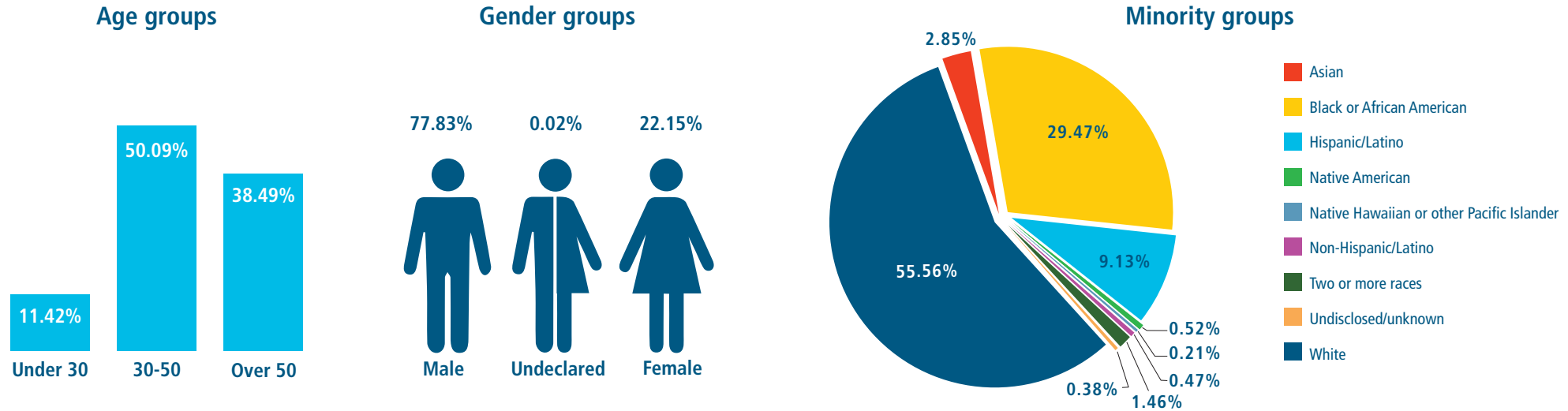
To see how other travelers have explored the United States by rail and trail, visit our Summer By Rail blog at www.summerbyrail.com.

PROVIDING HEALTHIER AND MORE SUSTAINABLE FOOD AND BEVERAGE OPTIONS

Amtrak now offers customers healthier options for onboard dining. As part of our Healthy and Flavor-Forward food campaign, customers can choose from items that are 700 calories or less and have less fat and sodium. For additional nutrition, ingredient, and allergen information, riders can scan the barcode on each item. From antibiotic and hormone-free beef to vegan entrée options, our culinary team continues to create menu options that are sensitive to dietary restrictions without compromising on flavor.

Amtrak's regional chefs develop menus for Spring/Summer and Fall/Winter. Not only do our chefs strive to highlight dishes inspired by their region, but they're also implementing humane and responsible sourcing practices. For example, one chef researched various considerations between wild-caught and farm-raised seafood. He decided to source mussels based on the aquaculture practices and the reduced environmental impact. Similarly, he selected a Norwegian salmon farm because of its safe and progressive practices. The Food and Beverage team proudly serves 27 locally made beers and wine and 49 food items in order to showcase each area of the country.

Amtrak Employee Demographics



SUPPORTING AND GROWING A DIVERSE WORKFORCE



Amtrak employs more than 20,000 people across the country. Developing and retaining a capable workforce is critical to achieving superior safety, customer service and financial excellence. We are committed to being an equal opportunity employer, and we adhere to all labor and employment laws in the jurisdictions in which we operate.

For the third year in a row, Amtrak proudly received recognition for workplace excellence by earning a spot in *Forbes Magazine's* 2017 America's Best Large Employers. The Forbes recognition is one of several awards citing Amtrak as a great place for a career.

Amtrak was mentioned in:

- Military Friendly® Top 100 List, published annually in G.I. Jobs®
- *Military Spouse* and *Vetpreneur* magazines
- 2016 STEM JobsSM Approved Employer by Victory Media. Amtrak ranked 1st in the transportation industry and 6th overall

We strive to foster a diverse workforce. Women represent 22 percent of our workforce, and nearly 45 percent of our workforce is made up of personnel who

identify as minorities. We actively engage with affinity and internal employee resource groups such as the Veteran Employee Resource Group and Women in Leadership Group to help us attract diverse, qualified candidates.

Of our more than 20,000 employees, more than 17,000 are represented by 12 labor unions. The Amtrak Labor Relations team is committed to labor and management collaboration and problem resolution to allow us to continue to meet the operational and business needs of the company. The Labor Relations team has responsibility for contract negotiations, labor arbitration and training.

SOURCING FROM AMERICAN SUPPLIERS

Amtrak's Procurement and Logistics department engages with large and small businesses from across the United States to support our operations. In fact, only one percent of Amtrak procurement dollars are spent on overseas purchases, allowing Amtrak to surpass "Buy America" standards that generally require at least 51 percent of components come from U.S. suppliers. By sourcing materials and services from local suppliers, Amtrak supports U.S. jobs and also allows for the re-spend of wages throughout the economy, helping to move the nation and the economy forward.

Supplier diversity is integral to creating a level playing field in the marketplace where businesses can compete fairly. In FY2017, Amtrak spent 16.4 percent spent with diverse businesses – nearly 5 percent over FY2016.

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AMTRAK PROVIDES RELIEF TO FLINT, MICH.



In response to the water crisis in Flint, Michigan in 2016, several stations along the Northeast Corridor accepted bottled water donations. Employees volunteered their time collecting water and arranging the equipment for delivery, including local station

managers, the Philadelphia and Washington, DC Baggage departments and Emergency Management and Corporate Security. More than 2,800 cases of water were collected. Employees in the Philadelphia Contact Center also collected six pallets of bottled water, while employees at Boston South Station sent an additional 200 cases.

The water was transported in special baggage cars to Flint by way of the *Northeast Regional*, *Capitol Limited*, *Wolverine* and the *Blue Water* trains. It was delivered to the Michigan Department of Health and Human Services and then distributed to local residents.

“While we look forward to the day that we can feel comfortable using the water coming from our taps, we're just not there yet, so we appreciate those who continue to donate bottled water and filters. We appreciate the generosity and support.”

— Flint Mayor Karen Weaver

