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2010 Environmental Health & Safety Report

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I. Letter from Vice President, Environmental Health & Safety

Dear Reader:

We are pleased to present the 2010 Amtrak Environmental Health and Safety Report. In 2010, we were able to implement many new initiatives and continue the implementation of several programs including recycling improvements, more accurate greenhouse gas measurements and Safe-2-Safer—a program designed to increase union-management safety cooperation and reduce injuries.

Our report theme this year is “Working Within The Gauge.” In the railroad industry, the gauge is defined as the distance between the rails. For us, the theme signifies that we have clear objectives and have kept on track in 2010 in meeting our goals. The gauge is not a limited box-like system for us. We can always add new “track” and open up new directions, as we demonstrated in 2010 with new initiatives.

We are expanding our environmental management system approach to encompass EHS sustainability. We have the pillars for such development, but need to do more work for a complete system. We have joined the American Public Transportation Association’s (APTA) Sustainability Challenge. Through our Fuel and Energy Committee, we have set specific goals for reduction of energy and utility use.

Our passengers understand that traveling by rail is an energy efficient way to travel. Our commitment is to be as efficient as possible in the EHS elements of our company.

We thank you for reading the 2010 EHS Report. You can send comments or questions to me at deitchr@amtrak.com.

Roy Deitchman
Vice President
Environmental Health & Safety
II. EHS Projects

The Amtrak Environmental Health and Safety (EHS) department has three functional areas that work very closely together to make Amtrak a safer, greener, and healthier company for its employees and customers. These functional areas are: Environmental, Public Health, and System Safety. Many projects initiated in one functional area involve staff from one or both of the other areas, with overlapping activities and outcomes. For that reason, in this year’s EHS Annual Report, we’ve chosen to include projects from all three areas in this opening section rather than breaking them out into separate sections. This format describes the cooperative effort and attitude prevalent in EHS. Projects described below represent a cross section of the safer, greener, and healthier efforts undertaken by Amtrak in 2010.

Safe-2-Safer

In August 2009, Amtrak officially launched Safe-2-Safer (S2S), a company-wide, multi-year program that aims to improve safety and security by changing at-risk behavior to safe behavior and by fostering a more collaborative working environment. The Vice President, Transportation, was charged with the responsibility to implement the process. This objective will be reached through training, coaching and greater accountability for supervisors, along with broader employee engagement through peer-to-peer feedback. Rollout began in the Mid-Atlantic region and has continued throughout the other regions of the country.

Amtrak’s safety practices have contributed to a reduction in injuries across the company during the previous five years through implementation of cross-functional teams that work to remove risks from the work process, initiatives to help change at-risk behaviors to safe behaviors, and labor-management safety committees. While Amtrak has worked on its safety record, Safe-2-Safer aims to foster an environment that will make safety practices even more effective.

The Safe-2-Safer initiative involves elements of various safety practices, bringing agreement-covered and management employees together in a collaborative environment to provide training, coaching and greater accountability for supervisors, and broader employee engagement through peer-to-peer observations and feedback. The essence of these practices is risk reduction through behavioral safety. By identifying behaviors that cause injuries, these behaviors can be addressed and changed.

This focus led to the formation of the Safe Behavior Inventory (SBI) initiative. Over the past 2 years, SBI committees across the company have been established to review and analyze workplace injuries and identify the at-risk behaviors that have contributed to those injuries. The committees work to encourage safe behaviors that will minimize or eliminate certain risks.
Currently, there are more than 20 steering committees consisting of agreement employees who have developed these SBIs for the S2S program. Once risks are identified, they are passed along to Barrier Removal Teams consisting of both agreement and management personnel to help eliminate or reduce the risk.

**Remediation**

In 2010, Amtrak continued to advance remediation projects to protect natural resources and limit releases, and to comply with state or federal cleanup regulations. Groundwater cleanup systems continued to operate at Philadelphia, Wilmington (DE), and Chicago. These systems recover petroleum products from the groundwater so that it can be properly disposed.

Soil remediation projects included Amtrak Sunnyside Yard in Queens, NY. Soil remediation was also conducted in a track area of Penn Station in New York City. An investigation of soil contamination is proceeding in Hamden, CT.

*Pictured above, Sunnyside Yard in Queens, NY before (left) and after (right) remediation*

*Pictured above, workers at Amtrak’s Chicago Yards, removing oily groundwater from trenches.*
Numerous asbestos remediation projects were completed in 2010, with the most significant being the Penn Coach Yard Steam Plant abatement and demolition in Philadelphia, and the Penn Station Power Plant in New York. Other asbestos projects include the abatement of asbestos in small switch towers that are to be demolished; Wilmington Station; 30th Street Station in Philadelphia; the Redondo Junction building in the Los Angeles Yard; and the Penn Station (NY) locker rooms.

**Risk Reduction**

During 2010, many environmental projects were completed to reduce the risk of pollution or non-compliance with environmental regulations. Sewer separation projects were designed for the Wilmington and Beech Grove (IN) Shops to remove storm water flows into the facilities’ treatment systems. When completed, these projects will improve the efficiency of the treatment systems by reducing the volume of water to be treated.

The wastewater treatment system in Washington, DC, was upgraded by adding a new aboveground tank. In addition, an out-of-service underground oil/water separator was removed.

New hazardous material storage units were installed in Morrisville, PA; North Brunswick, NJ; Newark, NJ; Queens, NY; Fort Worth, TX; Boston, MA and Albuquerque, NM. Installation of these units reduces storm water impacts.

*Pictured to the left is the new hazardous waste storage building constructed at Southampton Yard in Boston, MA in 2010.*

The floors of waste storage areas in New Orleans and Beech Grove were resurfaced to create a safer work area and to prevent spills.

Finally, various storage tank improvements were made, including the installation of new waste oil tanks in New Orleans and evaluation of an existing tank liner in Chicago.
Project Grants

FRA Risk Reduction Grants

Two risk reduction grants were received from the Federal Railroad Administration in 2010. The first grant was designed to develop the risk reduction program through three separate projects: 1) the Safety Culture Change Activity; 2) the Reduce Grade Crossing Fatalities Activity; and 3) the Cross-Functional Risk Reduction Teams Activity.

The second grant was designed to develop the risk reduction program through Track Substructure Risk Mitigation and Reliability Improvement. These grants were included in Phase I of a two-phase FRA Risk Reduction Program.

Grant activities:

- Safety Culture Change: An assessment was made of the current state of organizational safety culture using a recognized tool based on published data. A review of all divisions was conducted, and one was selected for the assessment tool to establish an organizational culture baseline measurement.

- Reduce Grade Crossing Fatalities: Investigations of selected grade crossing accidents utilizing comprehensive root cause analysis techniques were proposed to be conducted by a qualified contractor. These investigations would include site-specific physical factors, eyewitness accounts, available incident reports, train camera video, and other data.

- Cross-Functional Risk Reduction Teams: Utilization of cross-functional teams (CFTs) comprised of representatives of both labor and management using structured protocols would be used to identify methods to reduce or eliminate workplace hazards. The CFTs that are currently used would be expanded to additional operating departments throughout the system.
• A project was developed to reduce the risk associated with deteriorating track substructure by removing or reducing the amount of water and fine particles fouling the ballast. Localized high-risk substructure locations were identified using Amtrak’s existing aligned track geometry data. The project focused on testing those areas of Amtrak’s Northeast Corridor with ongoing substructure studies including the use of existing ground-penetrating radar data. Probability models were developed that consider the movements of track as a quantifiable hazard as determined by geometric car measurements. Risk was evaluated by using a probabilistic hazard analysis linking the cost of maintenance or failure.

The effectiveness of a new substructure maintenance method using low viscosity urethane grout to treat localized high-risk track locations was also tested.

• A Phase II grant was obtained for Cross-Functional Risk Reduction Teams. This project will involve the use of teams comprised of representatives of both management and labor, employing structured risk reduction protocols to identify methods to reduce or eliminate workplace hazards. The objective of the Phase II grant is to expand the number of CFTs to additional organizations in Amtrak.

**EPA DERA Grant**

Amtrak received preliminary notice of an U.S. EPA grant of $900,000 to re-power a switch engine used in Washington, D.C. terminal operations. The switch engine will be rebuilt to be a Genset locomotive, which should reduce emissions and fuel use by approximately 50 percent. The project manager for the grant is the Council of Governments, a consortium of the states of Maryland and Virginia and the District of Columbia. The grant is funded through the EPA’s Diesel Emissions Reduction Act (DERA) program. The Brother of Locomotive Engineers and Trainmen (BLET) was a key application contributor and supporter for the grant.

**Biodiesel Test Grant**

Amtrak received a $274,000 FRA grant to carry out an applied research project with the Oklahoma Department of Transportation to test a cleaner and renewable biodiesel fuel blend on the daily *Heartland Flyer* route operated by Amtrak between Oklahoma City and Fort Worth, TX. The Texas DOT is also a partner.

In previously conducted stationary locomotive engine testing, the biodiesel blend—known as B20, with 20 percent pure biofuel and 80 percent diesel—reduced hydrocarbons and carbon monoxide by 10 percent each; particulates by 15 percent; and sulfates by 20 percent.
Detailed measurements were to be taken on the P32 locomotive at the end of 12 months so any impact of the biodiesel fuel on valves and gaskets could be measured.

The *Heartland Flyer* biodiesel trial was highlighted in *TIME* magazine’s list of “The 50 Best Inventions of 2010” in the Nov. 22 issue. Other inventions honored included the Apple iPad and a flying car from Terrafugia.

*Backflow Prevention Testing Program*

The U.S. Food and Drug Administration (FDA) and Amtrak reached an agreement on a program of in-house testing of all backflow prevention devices on Amtrak property.

Deployment of Phase I of Amtrak’s major facilities potable water point Cross-Connection Program (CCP) began in early 2010 and is expected to be completed by the end of 2011. Phase 2, which deals with Amtrak’s minor facilities potable water point CCP, will focus on Amtrak’s outlying facilities and will begin implementation during 2011.
**Pandemic Flu Task Group**

Members of Amtrak’s Public Health group are active participants in the Amtrak Pandemic Flu Task Group. The group met monthly in 2010 and made progress in its efforts throughout the year. For example, the group was responsible for initiating a seasonal flu vaccination program in which more than 3,000 employees received vaccinations free of charge in the fall.

**EPA Drinking Water**

By agreement with the EPA, Amtrak’s Public Health group conducts a drinking water sampling program. Each of the four public health managers draws potable water samples from at least 20 passenger cars and one hydrant every month. These samples are tested at EPA-certified laboratories, and results are classified as follows:

- **Level 1**—Heterotrophic plate counts of 5,000 colony-forming units per milliliter (cfu/ml) or above, constituting Amtrak’s internally designated action level.

  As indicated in the EPA *National Drinking Water Highlights* booklet (May 2001)—“HPC has no health effects; it is an analytic method used to measure the variety of bacteria that are common in water. The lower the concentration of bacteria in drinking water, the better maintained the water system is. HPC measures a range of bacteria that are naturally present in the environment.”

- **Level 2**—Presence of coliform bacteria (absent fecal coliform).

- **Level 3**—Presence of fecal coliform, or presence of coliform bacteria on a re-sample.

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<th>Level 2 (TCC)</th>
<th>Level 3 (FC)</th>
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As indicated in the box, Amtrak’s corporate goal of zero Level 3 failures was achieved. While Level 3 represents the most critical drinking water sampling goal, the Level 2 1.5 percent result surpassed the <2 percent goal. The 25 percent Level 1 rate, however, missed the <23 percent goal, and possible causes continue to be investigated by the Public Health group.

The water tanks and lines of all cars that did not achieve standards were drained and flushed using a 100 ppm bleach solution for a one hour hold time at the end of a trip. Additionally, a subsequent lab sample was taken from all Level 2 cars after the flush to assure that coliform bacteria were no longer present in the system.

**Revisiting the EPA Drinking Water Agreement**

During FY10, the EPA began working with many U.S. commercial airlines concerning the application of new drinking water regulations and requirements. Amtrak has been enforcing clean drinking water standards under an agreement with EPA since 1993. Amtrak’s drinking water sampling program and its Operations and Maintenance programs have been recognized by the EPA as a model for other companies to consider. Once the commercial airlines have agreed to finalize regulations, now believed to be in late 2011, drinking water standards for passenger rail will be the next topic for discussion and approval by the EPA.

**Integrated Pest Management Program**

Copesan, an alliance of pest management providers, became Amtrak’s national pest management partner in October 2009. The Amtrak/Copesan management team developed new pest management program specifications and conducted a national program rollout at all major Amtrak facilities.

The integrated pest management program is designed to maintain a pest-free environment at inspection and servicing stations, commissaries, maintenance facilities, as well as on rail equipment and at maintenance-of-way locations along the Northeast Corridor and elsewhere in the Amtrak system.

The Amtrak/Copesan program requirements are a combination of several pest management procedures, such as inspections, residual application, and baiting for rodents and insects in non-public areas of all rail cars. These pest management inspections and services are provided during a 92-day preventive maintenance program for each passenger rail car.

During 2010, the Amtrak/Copesan audit team supported major Amtrak facilities throughout the system by reviewing site plans and program requirements as well as fostering good communication between local management and their Copesan partners.
Additionally, due to the emergence of bed bugs and other biting insects in the lodging and transportation industries, the Amtrak/Copesan management team has developed and implemented proactive strategies for the inspection and treatment for insects, as well as a monitoring protocol designed to mitigate the risks associated with these pests. Along with the strategies outlined, the Amtrak/Copesan team is continually evaluating new technologies, such as monitors, K-9 inspection, and heat treatment of rail cars. As new monitoring and control methods are proven, they may be added to the program.

**Cross-Functional Safety Teams**

During the past four years, 26 independent employee-management cross-function teams (CFTs) have been established throughout the Amtrak system to help create a safer workplace. The program is now supplemented by an FRA grant.

Teams are established after an inventory of work activities is created and a specific task or process to be analyzed based on perceived risk is selected. Next, team members identify potential hazards and concerns and evaluate the overall effectiveness of existing control measures.

The program goal for the team is to develop and implement a corrective action plan that recognizes engineering, training and education, and behavioral components.

New control measures undergo a second system analysis to evaluate their effectiveness, and all proposed solutions and progress metrics are summarized in an action plan that identifies the person responsible and a timetable for execution. Any risk reduction ideas identified during the process that are beyond the scope of the team are recorded and forwarded to the appropriate group for consideration.

A sampling of CFT projects and activities follows.

**Wilmington Shops**

At the Wilmington Shops, a CFT re-engineered procedures required to slide out the battery drawer located beneath AEM-7 locomotives in order to change or service batteries. Pulling out the drawer sometimes requires two or three employees due to the overall weight and the difficulty of sliding the drawer on tracks that are now more than 28 years old. To address this awkward and physically demanding task, the team created a design for another type of jig that attaches to a forklift to facilitate the sliding of the drawer. Once the device is fabricated, the team will draft formal work procedures and develop a companion training module.
Los Angeles

A team comprised of Mechanical and onboard employees identified nine areas of concern resulting from needles and lancets, also known as sharps, being discarded by railroad passengers. Potential locations include trash receptacles, seat-back pockets, and seat cushions. Overly lightweight trash bags and improperly sized and worn securing cords for trash bags can result in sharps falling into locations where they are not easily seen, thereby placing Mechanical personnel at risk when performing manual cleaning duties.

A pilot project to address these concerns has been initiated aboard the *Coast Starlight*. Interventions included changing to thicker trash bags and properly sized securing cords. Other recommendations included display of “No Sharps” signage on trash receptacles; written instruction in the *Customer Safety Instructions* booklet; onboard announcements; and an employee safety alert advising of the possible presence of sharps. The calculated risk index was lowered from 402 to 231, a 43 percent reduction.

Seattle

A CFT representing mechanics at Seattle, WA, addressed 24 separate safety concerns associated with the current practice of changing couplers by using forklifts, chains, and wood blocks.

The team eliminated 12 of their safety concerns by fabricating a jig that properly secures couplers to the forklift. Additional interventions include use of a portable air compressor to eliminate the presence of air hoses in the work area; use of a forklift “spotter” to facilitate moving the coupler on the forklift; identifying/securing the work area by using highly visible cones; issuing safety alerts to identify the appropriate hand tools and personal protective equipment required for the job; and distribution of “best practices” documents that describe proper procedures. Overall, the team lowered the risk rating from 300 to 81, a 73 percent reduction. Based on the improvements in both safety and efficiency from the new procedures, the Los Angeles mechanical facility ordered two of the jigs for use there.
Seattle (Combined Amtrak/Talgo Team)

A CFT of third-shift employees identified 16 specific safety concerns related to climbing onto and working on top of Talgo train equipment, which is used exclusively on Amtrak’s Cascades service. The team found serious safety issues including the placement of ladders against trains; procedures for climbing ladders onto equipment; and the pulling of pins from panels on the sides of trains while in elevated positions.

The team introduced engineering solutions that established processes for tying the base of ladders to the adjacent rail and design of a new “man basket” that facilitates walking onto car roofs. Training/capability solutions included publishing safety alerts regarding ladder selection, inspection, and use. Material was also distributed that addressed inspection and use of harnesses, including attachment to designated tie-off points. The team was able to lower the risk index from 330 to 95, a 70 percent reduction.
Confidential Close Call Reporting System (C³RS)

C³RS is a Federal Railroad Administration (FRA) pilot project to improve operational safety practices. It is a voluntary partnership between the FRA, Amtrak, the Brotherhood of Locomotive Engineers and Trainmen (BLET), and the United Transportation Union (UTU).

The purpose of the project is to improve the safety of railroad operations by providing a voluntary, confidential method of reporting close calls that might have otherwise gone unreported and/or resulted in discipline. A close call can be defined as a situation or incident that has the potential for more serious consequences. To ensure all reported close call events remain anonymous, the National Aeronautics and Space Administration (NASA) provides third-party oversight of the program and serves as the owner of all data reported by Amtrak employees.

The Amtrak EHS department helped in initiating the C³RS pilot program during the past year by helping to establish the necessary labor/management agreements; creating and staffing both the East and West Peer Review Teams (PRTs); and facilitating training for the teams in operating protocols and multi-cause incident analyses, which is led by FRA and the John A. Volpe National Transportation Systems Center in Cambridge, MA. Each 10-member PRT will be led by two EHS Senior Safety Coordinators. The C³RS Program became operational in the East on February 1, 2011, and on February 22, 2011 in the West.

Close call information voluntarily reported by workers helps make the work environment safer and healthier for everyone. The information provided will enable Amtrak to identify factors that contribute to accidents or injuries and to correct these problems before they result in harm. Additionally, it will also contribute to improved productivity through reductions in time lost from injuries and decrease potential damages to railroad property and the environment.

NASA has developed a close call report that requests information about the date, time, location, contributing factors, actions taken, and potential consequences of an event, along with any other information necessary to fully describe the event or perceived safety problem. Employees complete the report form, either paper or
electronic, and submit it in accordance with the instructions on the form. All personal information is redacted by NASA, and NASA will mail a receipt to the employee. Reports must be initiated within three calendar days—not counting weekends and federal holidays—from the date of the incident.

Amtrak’s East and West PRTs, which include members from labor, management and the FRA, will analyze reports of close calls to identify trends and sources of risk and recommend corrective actions to address them. Members include Transportation management/supervision, as well as train managers, road foremen, yard masters, conductors, and engineers. The PRTs will distribute reports on trends and other information for use by stakeholders and will track corrective actions to measure the system’s impact on safety.

The pilot program will be limited to yard movement, and target locations include Southampton Yard in Boston; New Haven Parcel G; Sunnyside Yard in Long Island City, NY; Penn Coach Yard and Race Street Engine House, Philadelphia; Washington, DC; Miami; Los Angeles; Chicago; and Seattle.

**Chemical Task Force**

Amtrak’s Chemical Task Force (CTF) reviews and approves all new chemical products for use at Amtrak sites. The CTF also decides if new chemical product testing is required; investigates environmental, safety, or health concerns regarding currently approved chemical products; and maintains the electronic Approved Chemical Book.

The CTF is currently chaired by Don Reilly of the Mechanical department. Members are from a cross-section of departments, including Mechanical, Engineering, Transportation, Environmental Health and Safety (EHS), Materials Control, and Purchasing.

In 2010, a transition began that will require chemical approval requests to be processed through Amtrak’s Ariba System (e-trax). This change should provide better tracking of approval request progress. It is anticipated that the transition will be completed in 2011.

A total of 46 chemical products completed the chemical review process last year: 42 were approved for use or for test use; one was approved for contractor use only; and three were disapproved. Approval requests were for chemical products with diverse uses such as cleaning products; odor control products; anti-bacterial hand cleaners; lubricants; adhesives; water treatment chemicals; and welding rods.
Industrial Hygiene (IH) Highlights

Welding Risk Assessment Project

Amtrak continued its ongoing welding fume and Chromium VI assessment project. Monitoring was conducted at Amtrak’s Engineering Welding School in Philadelphia and during “frog” track welding operations at five Engineering track locations. As a result, several recommendations were made for improving employee health and safety. Additional welding fume and Chromium VI monitoring is planned for 2011.

Electromagnetic Radiation Frequency Studies

Two electromagnetic radiation frequency (EMF) studies, one at the Beech Grove (IN) Mechanical Shop and one at four Electric Traction department substations (Lamokin, Zoo and Richmond, PA, and Sharon, MA), were conducted at the request of the Human Resources department’s Health Services/Medical group. Survey results were measured against guidelines provided by makers of implantable cardioverter defibrillators (ICDs). High levels of EMF can potentially interfere with the operation of ICDs.

Chicago Union Station Diesel Fume Exhaust Study

A 24-hour air monitoring study for particulates and gases generated during diesel fuel combustion was conducted at Chicago Union Station on July 21-22, 2010. This study was similar to the one conducted in FY09. This time, Metra, the commuter rail operator in Chicago, participated in the survey. Area monitors were placed in eight locations—two locations each on four platforms. Results of particulates and diesel fume exhaust gases measured were below U.S. Department of Labor Occupational Safety and Health Administration (OSHA) regulatory limits.

Electronic IH Database Management Systems

Documentum, a document management application, was implemented in 2010 for electronic management of industrial hygiene records. Historical paper records were electronically scanned into the new system, which allows the Industrial Hygiene Group to easily store, protect, and share documents, as well as to quickly search historical records.

Medgate, a commercially available software data management system, was selected by the IH Group to store workplace industrial hygiene monitoring data, including data from sampling plans and workplace monitoring. Medgate will allow users to search or trend data using diverse search criteria, such as employee identifier, job task, location, or agent monitored. The system will then generate standardized reports and letters. The IH Group is working with the IT department to customize the software product to Amtrak’s needs. The system should be functional during 2011.
Asbestos Assessments and Asbestos Management Plans

An assessment of asbestos materials found in Superliner I cars was conducted at the Beech Grove Mechanical Back Shop, and an Operation and Maintenance Plan for renovating/repairing asbestos-containing materials on rolling stock was developed.

An Asbestos Management Plan was also developed for the Beech Grove Distribution Center.

Two contractors, Bureau Veritas North America and URS Corporation, were selected to conduct asbestos building assessment surveys and to develop asbestos management plans at 12 selected Amtrak locations. Sites selected included mechanical facilities, back shops and other buildings associated with the same properties in Albany, NY; Bear, DE; Beech Grove; Brighton, IL; Chicago; Ivy City/Washington, DC; Los Angeles; New Orleans; Philadelphia; Southampton, MA; Sunnyside Yard in New York City; and Wilmington. One additional site—Penn Station New York—was also added to the list.

Asbestos building assessments commenced at four pilot locations—Chicago; Ivy City; Philadelphia; and Southampton—in November 2010. Each successful contractor was asked to conduct asbestos assessments and to develop asbestos management plans at two pilot locations each. The assessment reports and management plans should be completed in 2011.

Safety Fairs

EHS team members participate in Amtrak-sponsored Safety and Health/Wellness Fairs throughout the corporation. In 2010, EHS staff was welcomed to the following locations: Sunny Side Yard; Adams; Albany; Health/Wellness Fair Lancaster; H/WF Baltimore; HWF Philadelphia; New York Penn Station; HWF Washington, DC; Harrisburg; Bear; and Wilmington Shops.

The fairs offer an opportunity for EHS team members to meet with, talk to, and share pertinent safety information with managers and agreement employees, as well as provide an opportunity for employees to voice concerns and receive literature to aid them in the day-to-day safety challenges of their individual assignments.

At the Albany station event, Amtrak customers also actively participated in the program and gained a broader understanding of the company’s customer safety programs. Attendees receive informational materials from the EHS team, including OSHA quick cards, Operation Lifesaver brochures, and other safety-oriented materials.
Operation Lifesaver

Amtrak has been a charter member of Operation Lifesaver, Inc., since its inception. Senior Safety Coordinators in Amtrak’s Safety Group currently serve on the national Operation Lifesaver (OL) Board of Directors and the OL National Advisory Council. They also represent Amtrak as members of several state OL organizations. Amtrak representatives regularly participate in annual and quarterly national and state meetings, as well as in special activities. In 2010, Amtrak was a primary participant in the Montana “All Aboard Special” OL train, which visited 20 cities between Portland, OR, and Montana to provide information on the role and mission of Operation Lifesaver and how the program hopes to prevent grade crossing and trespasser fatalities and injuries throughout the continental United States. Over 5,500 members of the public attended and received the OL safety message.

Pictured above, Montana OL Safety Train passing through Missoula, Montana on its 13 day trip.
III. Sustainability Initiatives

**APTA Sustainability Commitment**

Amtrak concluded its first year as a signatory to the American Public Transportation Association (APTA) Sustainability Commitment and submitted its first annual progress report in October 2010.

The main goals of the APTA program are to recognize members for their current and future sustainability efforts; to define a set of common sustainability principles for the transportation industry; and to support the exchange of information about best practices.

The following summarizes progress toward achieving the core principles of the commitment.

**Making sustainability a part of the organization’s strategic objective:** Amtrak developed a Strategic Guidance (October 2009) and five-year financial plan for the national intercity rail network, which includes goals toward improving energy efficiency and reducing fuel consumption and related carbon emissions.

**Identifying a sustainability champion within the organization:** The Vice President of Environmental Health and Safety (EHS) is the sustainability champion. The primary initiatives and reporting under the APTA commitment are coordinated by the EHS department, with direction and oversight by the Environmental Executive Oversight Committee (EEOC) and support from the Environmental Management System (EMS) Steering Team.

**Establishing an outreach program (awareness and education) on sustainability for all staff in the organization:** Amtrak has established outreach programs on sustainability issues through a variety of media, including training programs, employee publications, and events. Outreach programs delivered in the past year (and the approximate number of employees reached) include—

- Environmental Sustainability Initiatives segment as part of annual Transportation department training for conductors, onboard service employees, station employees, locomotive engineers, and train dispatchers/operators nationally (8,000 employees).

- Segment on energy awareness and environmental sustainability initiatives as part of annual Engineering department training for employees of Engineering Maintenance, Construction, Track, Structures, Communications & Signals, Electric Traction (3,200 employees).
• Environmental chapter including compliance requirements and environmental sustainability initiatives as part of annual Mechanical department Safety Planner booklet provided to all department employees (5,000 employees).

• Employee Appreciation Day and Health & Safety Fairs—Staffed environmental table with information on recycling and sustainability initiatives at 15 locations (6,000 employees).

• Amtrak Ink, bi-monthly employee newsletter published by Corporate Communications—Periodic articles and April “green” issue, delivered to all employees via U.S. Mail and email (20,000 employees).

• A Guide to Amtrak Environmental Programs—Brochure for new employees contains information on Amtrak Environmental Policy; Environmental Management System; compliance; sustainability initiatives, (from July 2010, 500 employees).

• Recycling communications, including “Amtrak Recycles” logo on station containers and printed materials; lapel pin for onboard staff; buttons for employees; recycling poster for trains and stations (6,000 employees).

Establishing baseline measurements for the following indicators—

• Water usage
• Criteria air pollutants and water pollutant discharge
• GHG emissions and GHG savings
• Energy use (electricity, fuel)
• Recycling levels/waste
• Operating expense per passenger mile

The major effort for establishing baseline measurements was the completion of the first Amtrak greenhouse gas inventory (described elsewhere in this report). In addition, Amtrak utilized data from its Utilities Management database to establish baseline measurements for the 2008 and 2009 calendar years for water usage and energy usage (electricity and fuels for stationary facilities). A recycling database was developed as part of an existing Environmental Information System (EIS) database for capturing facility-level recycling data.

The development of the baseline indicators is expected to be completed along the same timeline as the GHG inventory.
Recycling

**On trains:** In FY10, Amtrak continued its campaign to provide a recycling receptacle on all food service cars throughout the system. Permanent recycling receptacles were installed on all 20 Acela trainsets during 2010. Recycling services were expanded at Amtrak stations and other trash stops to better serve the onboard program. The Onboard Services group worked with a multi-departmental Recycling Committee to expand a communications campaign that included conductor announcements, posters, signage, and “Amtrak Recycles” lapel pins for onboard personnel.

**In offices and at stations:** Amtrak continues to expand the number of locations recycling non-industrial materials and to increase recycling of materials from the onboard program, including paper, bottles and cans.

**At facilities:** Recycling of industrial materials from mechanical shops and other facilities has been active for many years. The amount of each material recycled is tracked by Materials Management and reported in the EHS Annual Report (see Metrics section).

**Tracking system:** In 2010, Amtrak developed a new recycling module as part of its Environmental Information System (EIS), a web-based database program used to track facility data. The new module makes it possible to track non-industrial materials, such as paper, bottles and cans recycled at Amtrak stations and offices. The module also provides a repository for facility data on the industrial materials that are recycled, including steel parts, other scrap metal, used oil, foam mattresses, and textiles. Facility representatives can now enter data on the amount of materials recycled as reported by their recycling vendor. The annual totals reported for 2010 are found in the Metrics section of this report.

Amtrak’s goals for recycling in the coming year are to:

- Increase onboard recycling on all applicable routes by developing and testing new receptacles for various models of coach cars and expanding recycling pick-up services provided at stations and trash stops.

- Utilize the new centralized tracking system to report progress and identify areas for improvement.
Energy Usage

At Stationary Facilities

In 2009, Amtrak developed a plan, reduction goals, and a scorecard to track energy usage at stationary facilities. Energy audits at 10 large Amtrak facilities during 2009 and 2010 helped identify efficiency improvements that are now being implemented. Approximately $1 million in capital funding was allocated in FY10 for energy efficiency projects, the majority of which were lighting retrofits. The projected annual savings from these projects should be on the order of 5 million kilowatt-hours, or about $500,000.

Information Technology Initiatives

In FY10, the Information Technology department began working to reduce total computing energy use by 20 percent by FY12. Among the initiatives are plans to configure the sleep-wake-on-LAN function on 5,000 desktop PCs around the company and to distribute 3,000 smart strip power cords to employees. Smart strips provide power to some items while shutting down others to save energy overnight or in off-shift hours. The shutdown is initiated when the monitor enters sleep mode after a period of inactivity. In addition, the IT department plans to reduce the total number of physical servers Amtrak uses by moving to high-capacity Virtual Server Farms.

Climate Initiatives

Greenhouse Gas Inventory

As part of Amtrak’s effort to calculate, understand, and define its carbon footprint, the company joined The Climate Registry (TCR) in 2009. As a member, Amtrak committed to the organization’s comprehensive reporting standards for recording and managing greenhouse gas (GHG) emissions, including those from diesel and electric locomotives, passenger rail cars, maintenance equipment, shops, stations, offices and other facilities. Amtrak’s GHG inventory is prepared in accordance with TCR’s General Reporting Protocol (GRP).
Amtrak’s first comprehensive GHG inventory was prepared in 2010 for calendar year 2009 emissions. This initial inventory was prepared for internal reference purposes and underwent an unofficial verification process. This start-up inventory was completed to prepare for the calendar year 2010 inventory and to allow Amtrak to develop a better understanding of the comprehensive inventory process. Therefore, while it was prepared in accordance with TCR’s GRP, the inventory did not undergo official third-party verification and was not submitted to TCR. The calendar year 2010 inventory will be Amtrak’s first official submission to TCR.

For the 2009 inventory, emissions of six greenhouse gases from across Amtrak’s operation were calculated and converted to their CO2 equivalent Global Warming Potential to calculate the overall footprint. The results of the inventory process indicate that nearly 80 percent of Amtrak’s GHG emissions come from rolling stock, including locomotives and passenger cars. Additionally, approximately 15 percent of the GHG emissions come from Amtrak’s yards, back shops, mechanical maintenance facilities, maintenance-of-way bases, and large stations. The remaining 5 percent of emissions comes from the rest of Amtrak’s operations, including the highway vehicle fleet, substations, and other sources. The total CO2 equivalent emissions for Amtrak operations for 2009 was approximately 1.2 million metric tons.

**Chicago Climate Exchange**

In 2003, Amtrak joined the Chicago Climate Exchange (CCX) and committed to reduce greenhouse gas emissions from diesel locomotives by 6 percent from 2003 through 2010. The goal, based on the baseline of years 1998-2001, was approximately 818,000 metric tons per year. CCX verifies the Amtrak annual reported fuel use by having the Financial Industry Regulatory Authority (FINRA) review invoices and other records. Amtrak has met and exceeded all interim CCX reduction requirements to date. The table below details the reduction in tons of CO2 that occurred between 2004 and 2009.

<table>
<thead>
<tr>
<th>Calendar Year</th>
<th>Emissions Commitment in Metric Tons of CO2</th>
<th>Actual Emissions in Metric Tons of CO2</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>810,000</td>
<td>731,400</td>
</tr>
<tr>
<td>2005</td>
<td>801,700</td>
<td>723,100</td>
</tr>
<tr>
<td>2006</td>
<td>793,400</td>
<td>668,200</td>
</tr>
<tr>
<td>2007</td>
<td>791,400</td>
<td>678,400</td>
</tr>
<tr>
<td>2008</td>
<td>789,300</td>
<td>669,600</td>
</tr>
<tr>
<td>2009</td>
<td>785,200</td>
<td>656,100</td>
</tr>
</tbody>
</table>
The CCX emissions reduction commitment was performed in two phases. Phase One occurred between 2003 and 2006 and required a 1 percent reduction in emissions per year. Phase Two was between 2007 and 2010, and required a 0.5 percent reduction in emissions per year. The program ended in 2010, although Amtrak is required to verify its 2010 emissions by May 2011. CCX will operate a Registry Program in 2011 and 2012 if reduction credits can be used for other programs.

**Climate Counts**

In 2010, Amtrak became a member of the Climate Counts Industry Innovators (i2) program. Climate Counts is a not-for-profit organization that provides an independent and verifiable assessment of a company’s commitment to reduce its impact on the environment and climate change. The group uses 22 specific criteria to produce a scorecard to rate how companies have measured their carbon footprint; reduced their impact on climate change; supported effective climate legislation; and publicly disclosed their climate actions in a clear and comprehensive manner.

Amtrak was one of six companies to receive a high enough score to earn Climate Counts’ top designation as an “Industry Innovator.” The i2 charter member companies included Ben & Jerry’s, Clif Bar, REI, Timberland, and Shaklee, in addition to Amtrak. Although Amtrak’s score of 62 (out of 100) was the best in the transportation sector, the EHS team felt there was plenty of room for improvement. At Amtrak’s annual meeting with Climate Counts, the re-evaluation process produced a score of 71, which is an improvement of 9 points. We are pleased with our progress and will continue to strive for an even higher score next year.
IV. Metrics

It has been said that it is difficult to accomplish anything that cannot be measured. With that in mind, Amtrak has established a number of key metrics to help determine how we are progressing toward our goal of a safer, greener, and healthier company. The following sections provide a snapshot of how the EHS department performed against those measurements in 2010.

Environmental Compliance Actions

Amtrak facilities received notices from various environmental agencies during 2010. A summary is provided in the chart below.

<table>
<thead>
<tr>
<th>Type of Compliance Action</th>
<th>Location</th>
<th>Regulatory Agency</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice of Violation</td>
<td>Chicago, IL</td>
<td>Metropolitan Water Reclamation District</td>
<td>Exceeded permitted incoming water flow; resulted from leak which has since been repaired.</td>
</tr>
<tr>
<td>Notice of Violation</td>
<td>Bear, DE</td>
<td>DNREC</td>
<td>RCRA inspection identified four deficiencies involving labeling of universal waste batteries, training and training documentation, and facility job descriptions in relation to hazardous waste handling. All deficiencies corrected.</td>
</tr>
<tr>
<td>Notice of Violation</td>
<td>Wilmington, DE</td>
<td>EPA Region 3</td>
<td>Failure to perform training on use of cold solvent degreaser units. Training for use of cold solvent degreasers was completed, and will be included with annual environmental training.</td>
</tr>
</tbody>
</table>
Incidents and Spills

In 2010, Amtrak recorded a total of 64 environmental incidents involving a spill that required corrective action and/or reports to federal, state or local environmental agencies. A total of 43 spills occurred at fixed facilities, whereas 21 occurred along the railroad right-of-way.

Of the 64 incidents, there were 52 spills of petroleum products; nine spills of vegetable-based oils; and 25 spills of other oils. Three spills involved non-oily materials: paint thinner, urethane resin, and parts cleaner.

A breakdown of the types of spills recorded in 2010 is shown in the chart below. Similar to previous years, the majority of spills (81 percent) involved petroleum products.
The majority of spills that occurred in 2010 (70 percent) were small spills of less than 25 gallons. The chart below shows a breakdown of spills by size.

![Spills by Volume (in Gallons)](chart.png)

To minimize the potential for environmental impacts from spills at facilities and along the right-of-way, Amtrak maintains standard operating procedures for fueling and a system of inspections of vendor fueling operations. In addition, spill prevention and response training is provided to employees who handle oil and other environmentally hazardous materials to ensure that employees take preventive measures and are able to respond quickly to spills that do occur.

**Recycling Statistics**

Amtrak mechanical and engineering facilities routinely recycle industrial materials generated in the course of train and track repair and routine maintenance. These materials include steel parts and equipment, scrap steel, other metals, and other train parts, such as windows and mattress foam. Amtrak facilities continue to look for ways to recycle other materials from train repair and refurbishment, such as carpeting and textiles.

The non-industrial materials recycled include paper, cardboard, plastic containers, aluminum and glass that are used by Amtrak offices, stations, crew bases, shops, and maintenance facilities. Recycled materials that are part of the onboard recycling program are also tracked by Amtrak staff.
Recycling data for 2010 show a significant increase in the amount of non-industrial materials recycled compared to the last two years. This is due, in part, to continuing efforts to expand the number of stations and other facilities that recycle non-industrial materials, in addition to the implementation of tracking mechanisms—including the EHS Information System (EIS)—which is designed to better track and measure progress in this area. A goal for this calendar year is to institute routine reporting from multiple facilities using the EIS.

*Includes glass, plastic, aluminum, paper, and cardboard collected at Amtrak facilities, including materials collected in the on-board recycling program.

**Includes mixed paper and cardboard from yards and offices, and shredded paper from multiple locations.
Public Health Compliance Inspections

In FY10 and for the third consecutive year, the EHS department increased the goal for percentage of inspections rated Satisfactory for all food car, commissary, and watering point inspections conducted by the Public Health group. The FY09 goal of 90 percent was increased in FY10 to 91 percent. Amtrak exceeded the goal by completing the year at 92 percent, which in turn increased the FY11 goal to 92 percent.

As indicated in the chart below, the results from all three inspected areas exceeded the FY10 goal. The Public Health group worked closely with the various departments to hone in on the leading causes of violations on food cars, which were inadequate refrigeration/freezer temperatures, and foods not maintained at proper internal temperatures. These issues were addressed during each monthly Division Sanitation Task Force teleconference.

<table>
<thead>
<tr>
<th>Systemwide</th>
<th>Total</th>
<th>Satisfactory</th>
<th>Conditional</th>
<th>% Satisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Cars</td>
<td>604</td>
<td>556</td>
<td>48</td>
<td>92%</td>
</tr>
<tr>
<td>Commissaries</td>
<td>55</td>
<td>53</td>
<td>2</td>
<td>96%</td>
</tr>
<tr>
<td>Water Points</td>
<td>63</td>
<td>58</td>
<td>5</td>
<td>92%</td>
</tr>
<tr>
<td>Composite</td>
<td>722</td>
<td>667</td>
<td>55</td>
<td>92%</td>
</tr>
</tbody>
</table>

Injuries and Illnesses

The Federal Railroad Administration currently conducts an audit of injury/illness cases and rail equipment/grade crossing incidents every two years.

The number of FRA reportable injuries in FY10, increased compared to FY09. System-wide, the number of FRA reportable injuries was 608 in FY10, an increase of 36 percent from the 447 in FY09. At the request of Amtrak President and CEO Joe Boardman, the use of the Federal Railroad Administration (FRA) Safety Injury and Illness Ratio was eliminated as a company and department goals. This may be a partial cause of the increased number of occupational injuries as pressure to not report was removed. Also, with the implementation of Safe-2-Safer (S2S), there is more recognition of workplace safety matters and an effort to better communicate incidents.
Safety Training Statistics

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Employees Trained 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSHA &amp; FRA Fall Protection</td>
<td>168</td>
</tr>
<tr>
<td>Accident Reporting – Online</td>
<td>60</td>
</tr>
<tr>
<td>Injury Reporting – Online</td>
<td>111</td>
</tr>
<tr>
<td>Hazard Communication</td>
<td>381</td>
</tr>
<tr>
<td>Confined Space Entrant/Attendant</td>
<td>54</td>
</tr>
<tr>
<td>Confined Space Entry Supervisor</td>
<td>110</td>
</tr>
<tr>
<td>Noise and Hearing Conservation</td>
<td>342</td>
</tr>
<tr>
<td>Lockout/Tagout Awareness</td>
<td>458</td>
</tr>
<tr>
<td>Blue Signal Protection</td>
<td>814</td>
</tr>
<tr>
<td>Lockout/Tagout Qualification</td>
<td>234</td>
</tr>
<tr>
<td>Asbestos Awareness</td>
<td>137</td>
</tr>
<tr>
<td>Lead Awareness</td>
<td>128</td>
</tr>
<tr>
<td>Hazardous Communication Site Specific</td>
<td>130</td>
</tr>
<tr>
<td>Hazard Communication Refresher</td>
<td>61</td>
</tr>
<tr>
<td>Respirator Fit Testing</td>
<td>80</td>
</tr>
<tr>
<td>Fire Extinguisher Basic</td>
<td>1,089</td>
</tr>
<tr>
<td>Personal Protective Equipment</td>
<td>485</td>
</tr>
<tr>
<td>Fall Protection - OSHA</td>
<td>293</td>
</tr>
</tbody>
</table>

**Total Employees Trained** 5,135
Audits

Safety Audit Program

The Safety Audit Program evaluates and reports on the state of safety compliance and conformance with various regulatory agencies, as well as with Amtrak procedures and rules. In many cases, a safety practice is simply part of a routine operation or preventive task. The Safety Audit Program is not designed to perform detailed evaluations on all maintenance, operations, and functional tasks that include safety elements, but it is aimed primarily at those tasks regularly performed. The Audit Program is designed to reduce the risk of worker injury, avoid potential regulatory intervention, and promote a safer workplace.

While the basic focus of the Audit Program is on safety issues, including industrial hygiene, from time to time there may be overlap into environmental and public health areas. Issues in these categories are addressed in consultation with Amtrak’s Environmental and/or Public Health groups.

The Safety Audit Program covers the operations and activities within the areas listed below, and is not restricted to any particular department. These can include owned and leased facilities, both on and off Amtrak property. Vendor and contractor operations are also covered within the audit scope. The Audit Program can include, but is not limited to:

- Buildings, structures, and facilities.
- Mechanical maintenance shops.
- Engineering maintenance shops and bases.
- Material control operations.
- Commercial and non-commercial motor vehicles and drivers.
- Equipment and equipment operators.
- Stations.
- Offices, warehouses, and storage.
- Engineering maintenance-of-way work sites.
- Train movements within mechanical facilities.
- Yard and station operations (non-train movement).

Safety Audit Metrics FY10

<table>
<thead>
<tr>
<th>Metric</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of facilities audited</td>
<td>25</td>
</tr>
<tr>
<td>Total number of field division audited</td>
<td>69</td>
</tr>
<tr>
<td>Total number of “follow up” audits</td>
<td>1</td>
</tr>
<tr>
<td>Total number of mechanical contractor audits</td>
<td>3</td>
</tr>
</tbody>
</table>
Safety Self-Inspection 10-Point Program

Amtrak has also developed a Safety Self-Inspection Program that serves as a tool to assist local facilities, sites, and departments to positively impact employee and customer health and safety. This voluntary program is based on the concept that certain topics are of priority concern. Each topic is divided into 10 queries, based on current activity and relevance to Amtrak operations. The queries are designed to help identify additional issues and concerns and possible regulations that may apply to the topic in question. Topic-specific checklists can be completed by any employee at any level depending on local needs.

There are currently 21 key topics in the program, such as blood-borne pathogens, blue signal protection, confined space work, indoor air quality, customer safety, and respiratory protection, among others. Additional topics may be developed.

Recognition certificates are awarded to locations that participate in the program. All sites and departments that dedicate efforts toward the self-inspection initiative are also eligible to compete in an annual awards process.

Individual self-inspection 10-point checklists are available on the Amtrak Intranet.

Environmental Audit and Assessment Programs

Environmental Audit Program

The Environmental Audit Program is a component of the Amtrak Environmental Management System (EMS) that measures performance against regulatory and management standards, reports findings of non-conformance, and devises and implements Corrective Action Plans (CAPs). The Audit Program currently includes 30 large and medium facilities audited on a biennial basis, unless an unacceptable audit score is received, in which case, a follow-up audit may be conducted the following year.

During FY10, 16 comprehensive environmental compliance audits were performed as part of the Amtrak EMS.

The Audit Program utilizes a series of 10 environmental protocols to evaluate facility operations. A three-tiered approach, consisting of a physical inspection, document review, and interview process, is used to complete the evaluation. Observations made during an audit are identified as findings. In FY10, four types of findings were included in the audit results: Positive Findings (PF); Good Management Practice (GMP) Findings; Potential Violations (PV); and Management Practice (MP) Findings. The various types of findings are defined as follows:
• *Positive Findings* are operational practices and designs exceeding compliance requirements or enhanced environmental protection that promotes pollution prevention, creates efficiency, and/or reduces Amtrak’s risks.

• *Good Management Practices* are practices that help improve internal operations by implementation of basic concepts.

• *Potential Violations* are findings based on environmental law and regulation. A PV finding indicates less than full compliance with applicable requirements.

• *Management Practice Findings* are an indication that the facility is not fully following Amtrak standards or best business practices or policies, but does not rise to the level of a PV.

A facility is responsible for developing and implementing a Corrective Action Plan to address all Management Practice and Potential Violation findings noted during an audit. The Responsible Amtrak Official (RAO) works with the Division Senior Environmental Coordinator (SEC), the Environmental Coordinator (EC), and the Environmental department to develop and implement corrective actions in a mutually accepted time frame. The RAO is required to issue status reports on the CAP until all findings are closed. PVs discovered during the audit must be corrected as soon as possible, but within 60 days. MP findings discovered during the audit must be corrected as soon as possible, but within six months.

Upon audit completion, an Audit Score is determined based on an assessment of a facility’s Environmental Management System and the number and type of findings noted during the audit. The EMS Audit Score is used to gauge how effective facility programs are in regard to environmental compliance and industry conformance.

**Environmental FACE Program**

The Amtrak Facility Assessment Compliance Evaluation (FACE) Program helps the company assess, report, and correct environmental non-conformance at facilities and equipment locations that are not included in the Environmental Audit Program. During FY10, 48 FACE reviews were performed as part of the Amtrak EMS.

The FACE Program is an evolution of the Environmental Audit Program designed to assess facilities and operations that present a lower environmental risk than sites included in the Audit Program. By evaluating and managing potential environmental impacts of Amtrak operations, the company reduces its environmental risks. The FACE Program covers approximately 120 facilities, including 60 substation sites in the Northeast Corridor, as compared to a
nationwide total of 30 facilities in the Audit Program. Approximately one-third of
the triennial FACE evaluations should be completed during each fiscal year,
though many substations are monitored annually due to the volume of petroleum
product stored on-site.

FACE protocols are less complex than Audit Program protocols, and the purpose
is to assess general compliance at FACE facilities. A typical FACE review will
normally take a couple hours of on-site effort, although some sites may take a day
or more to complete. As with the Audit Program, FACE findings must be
addressed with Corrective Action Plans. ECs usually conduct the FACE
evaluations with support from the Division SECs. FACE findings are reported to
the facility’s RAO, who works with the EC, SEC and Environmental department to
implement the CAPs in a mutually accepted time frame. The RAO is required to
issue status reports on the CAP until all findings are closed. PVs discovered
during the FACE process must be corrected as soon as possible, but within 60
days. MP findings must be corrected as soon as possible, but within six months.

**Corporate Sanitation Task Force Assessments**

Led by Amtrak’s Public Health group, Corporate Sanitation Task Force (STF)
facility evaluations are performed in at least one major facility per quarter. In
FY10, there were six STF evaluations conducted at the following five locations:

- Seattle
- Los Angeles (along with a required re-inspection)
- Lorton, VA
- Sanford, FL
- Beech Grove, IN

A detailed report was issued for each evaluation, and written responses were
received indicating procedures that were implemented to improve ongoing self-
monitoring and to assure that corrective action was provided.
V. Governance

The Amtrak Environmental Health and Safety department works in three primary functional areas: Environmental, Public Health, and System Safety, each with its own set of governing policies and procedures.

System Safety Program Plan

The Amtrak System Safety Program Plan (SSPP) helps guide prevention efforts by identifying the policies, programs, and strategies that promote a safe environment for employees, passengers, and contractors alike. Amtrak’s SSPP was submitted to and approved by the Federal Railroad Administration (FRA) in September 2006. The plan is reviewed every three years.

The 24 elements contained in the SSPP describe how Amtrak meets safety and regulatory requirements. They also document Amtrak’s commitment to safety by describing how safety is included in all phases of our operation, including design, construction, modification, rehabilitation, operation, maintenance, and procurement. The SSPP deals with topics such as program controls, hazard management, injury and incident reporting, facility inspection, maintenance and repair, training and certification, emergency response, environmental management, drug and alcohol programs, security policies, joint freight operations, and grade crossings and trespassers.

The Safety Group participates in the FRA SSPP Subcommittee of the Railroad Safety Advisory Committee’s Passenger Safety Working Group. The subcommittee’s goal is to develop guidelines and proposed regulations, as well as a comprehensive model to help carriers implement practical and effective SSPPs. Additionally, the annual Amtrak Railway Safety Management System Plan for rail operations within Canada is revised and submitted to Transport Canada as required.

Amtrak’s revised safety policy was signed by Joe Boardman, President and Chief Executive Officer on June 29, 2010, to provide for a safer company as part of the “Safer, Greener, Healthier” program for employees and passengers. To be safer, Amtrak will use behavioral safety principles in developing and implementing risk reduction programs. The Safe-2-Safer program (S2S) and the System Safety Program Plan will guide prevention efforts by identifying the policies, programs, and strategies that promote a safe work environment.
Amtrak’s safety and occupational health goals will be achieved by a responsive, coordinated safety and risk management effort committed to:

- Working with all employees to identify safety risks.
- Providing a safe work environment for all employees.
- Delivering safe service to our customers.
- Creating a continuous improvement process to drive reduction of risk.
- Involvement in and accountability for safety activities and performance by all employees and contractors.

The elimination of injuries, illnesses, and accidents requires commitment and performance at all levels of the organization. This commitment means planning every job with safety principles in mind. Working safely is the expectation and responsibility of every Amtrak employee performing their daily work tasks because “no job is so important and no service so urgent that we cannot take the time to perform our work safely.”

**Safety Policy—Control of Hazardous Energy**

During 2010, the Auditing and Policies group worked with all departments within Amtrak to establish a uniform standard for Control of Hazardous Energy. This procedure establishes appropriate Lockout/Tagout (LOTO) procedures for machines and equipment that are capable of storing hazardous energy, including, but not limited to: electrical, chemical, mechanical, hydraulic, pneumatic, and thermal. The procedure also identifies the steps for applying appropriate LOTO devices, and to otherwise disable machines or equipment to prevent unexpected start-up or release of stored energy.

**Environmental Governance**

**Environmental Management System**

The Amtrak Environmental Management System (EMS) is a comprehensive approach to environmental management and continual improvement. The EMS was first approved by the Amtrak Board of Directors in 1999 with the goal of making Amtrak a leader in railroad environmental compliance and stewardship.

The Amtrak Environmental Policy, signed by the Chief Executive Officer of the company, is the key driver behind Amtrak’s environmental programs and goals and the implementation of the EMS. The policy is based on three themes: compliance, stewardship, and leadership.
The core programs of the EMS include a comprehensive environmental compliance auditing program; guidance documents and standard operating procedures for facility environmental management and pollution prevention; communications and training programs; and an Environmental Information System (EIS).

Amtrak’s EMS provides two layers of environmental oversight. Senior-level oversight is provided by the Environmental Executive Oversight Committee (EEOC). The committee is co-chaired by the Vice President, Environmental Health and Safety, and the General Counsel. The EEOC meets once every quarter to review critical environmental issues associated with Amtrak’s operations and the future direction of environmental programs. The second layer of oversight is provided by Amtrak’s EMS Steering Team, which is a multi-disciplinary team made up of senior departmental managers who work together to develop goals and strategies for environmental compliance and sustainability programs and to recommend actions to the EEOC. The EMS Steering Team meets monthly.

In 2010, the EMS Steering Team supported Amtrak’s participation in the American Public Transportation Association’s (APTA) Sustainability Commitment, and worked on actions to achieve company goals in the areas of energy efficiency; diesel fuel usage and emissions; comprehensive inventories of greenhouse gases, energy, water and waste; and recycling programs.

**Policy and Procedures Update**

In 2010, two major revisions were completed:

- The Amtrak Environmental Policy was signed and reissued by President and CEO Joseph Boardman following review and input by the members of his Executive Committee and the EEOC. The policy continues to emphasize the themes of compliance, stewardship, and leadership, and includes commitment to continuous improvement. The revised policy specifically addresses Amtrak’s commitment to fuel and energy efficiency and lower emissions.

- A new environmental standard operating procedure for oil tank management was developed and issued with an effective date of March 10, 2010. The procedure is based on regulatory requirements and industry standards for the operation and maintenance of tanks containing fuels and oils. The final procedure was reviewed and approved by each Amtrak operating department—Engineering, Mechanical, and Transportation—and by the EHS department.
**Environmental Training and Awareness**

Amtrak provides environmental awareness training and regulatory compliance training to employees whose job activities may have an impact on the environment. Regulatory courses are typically delivered at the facility level by the field Environmental Coordinator with support from the division Senior Environmental Coordinator.

In 2010, the EHS department developed a new brochure, “A Guide to Amtrak Environmental Programs,” for inclusion in all new employee information packages. The brochure is also made available to employees at meetings and events such as Employee Appreciation Day. The guide includes the Amtrak Environmental Policy; a description of the EMS and its purpose; summaries of environmental programs and sustainability initiatives; the environmental responsibilities of each employee; and environmental resources and contact information.

The EHS department developed employee training modules for 2010 on current environmental topics for the Transportation and Engineering departments for their annual training programs and developed an environmental section for the Mechanical department’s Safety Handbook, which is distributed to all department employees.

Also in the works is a major revision and update of the General Environmental Awareness course, which reviews Amtrak activities and compliance requirements and employee responsibilities. New sections have been added to increase employee awareness of current Amtrak goals and initiatives in the areas of climate, fuel and energy management, new technologies, recycling, and other topics.

**Public Health**

In 2010, the Amtrak Public Health group continued its role of providing public health and sanitation standards and monitoring food, water, and sanitation issues throughout the Amtrak system.

Victor Zare served and continues to serve as Public Health Superintendent, with John Parke serving as Director of Public Health Procedures and Assurance. Due to the emergence of bedbugs and other biting insects in the lodging and transportation industries, key activities of the group included the development and implementation of proactive strategies for the inspection and treatment for these types of insects, as well as the creation of Amtrak’s Biting Insect Protocol to mitigate the risks associated with these pests. John Parke also continued to oversee the rollout of an Amtrak/FDA-agreed Backflow Prevention Testing Program (Phase One of three phases).
At the core of the Public Health group are four Regional Managers committed to a proactive approach within their respective regions—Mark Petrillo, Northeast; Al Cooper, Southeast; Clayton Pape, Midwest; and for the early part of FY10, Howard Malberg, West.

After 15 years of excellent service in Amtrak’s Public Health group, Howard decided to retire. During his tenure, Howard was instrumental in establishing an excellent working relationship with Amtrak’s regulators, especially the FDA. Those relationships, along with his proactive management style, resulted in the dramatic improvement of overall scores throughout the Western region. Robert Davis was hired at the end of FY10 to fill the vacant position in the West.

The Public Health group is anchored by the efforts of Bill Hamlin, Public Health Analyst, and Juanita Badger, Administrative Chief, both located in Washington, DC.
VI. Awards and Recognition

**Amtrak President’s Service and Safety Awards:** The Amtrak President’s Service and Safety Awards program provides the highest recognition given to Amtrak employees by the corporation. The program is designed to honor employees who perform far beyond the expected duties and responsibilities of their jobs and who make outstanding contributions to improve the efficiency, economy, safety, and service of Amtrak’s operations while embracing the values of the corporation.

- **Safety Achievement/2009 Charles Luna Safety Achievement Award**

  General 2 Transfer Bridge Team—This team was comprised of seven employees and implemented a new process for transferring passengers from train-to-train in the event of emergencies. The new procedure, which involved designing a new transfer bridge, is orderly, safe and easy to accomplish. (Team members: Solomon Carey, Jr.; Richard Gadbois; Phyllis Gadson-Boykins; Gregory Marzili; Michael Pollick; Joseph Blair Slaughter; Lawrence Tkachenko [retired])

- **Safety Achievement**

  Juan Bernal, Mechanical Foreman III, San Antonio, TX
  Joseph F. MacDougall, Ticket Clerk, Hanford, CA
  Mid-Atlantic Safe-2-Safer Administrative Committee (Team members: Pat Baylor, Pat Graham, Deborah Benham)

- **Safety Committee of the Year**

  Empire District (New York State) Safety Committee
  - David Batzold, Foreman II
  - Michael Burns, Division Engineer
  - Kevin Chittenden, Assistant Superintendent
  - Thomas Connolly, Assistant Superintendent
  - Todd Hart, Passenger Engineer
  - Virginia Hunter, Clerk Typist
  - Donald Muscat, District Manager Stations
  - Howard Noll, District Manager Stations
  - Andrew Pellettieri, Station Manager Special Duty
  - James Slowey, Foreman II
  - James Twyman, Passenger Conductor
  -- Catherine Welch, Chief Clerk
• **Environmental Achievement**
  Michael Lucero, Ticket Clerk, Fresno, developed a program to inventory the recycling needs of all San Joaquin and Salinas Valley stations, then provided each station with internal recycling containers and information on how to organize their recyclables.

• **Environmental Organization of the Year**
  Amtrak’s Southwest Division earned high scores on their environmental compliance audits, which measure not just environmental regulatory compliance, but also commitment to pollution prevention and waste minimization. In addition, the Southwest Division leads Amtrak with outstanding recycling programs on board trains, as well as at yards and stations.

• **Sustained Excellence**
  Carla Wright, who began her career with Amtrak in June of 1999 as a Timekeeper, entered the Environmental Health and Safety department as an Environmental Operations Specialist working for the Environmental Superintendent in October 2008. Carla led the company’s efforts to increase recycling at stations and other facilities throughout the country.

**Association of American Railroads Environmental Awards:** These awards recognize an individual railroad employee who has demonstrated outstanding performance in the areas of environmental awareness and responsibility during the award year.

• **2010 Professional Environmental Excellence Award (Amtrak Nominee)**
  Sue McFaul, Environmental Coordinator, Chicago, IL

  *Pictured, Amtrak Nominee Sue McFaul, with Robert Fronczak, Association of American Railroads)*

• **John H. Chafee Environmental Excellence Award (Amtrak Nominee)**
  Gary P. Esposito, Assistant Superintendent, Sanford, FL
  Justin Liddle, Environmental Coordinator, Sanford, FL
Dr. Gary Burch Memorial Award: This award recognizes the individual railroad employee judged to have done the most to improve the safety of railroad passengers in a given year.

- The Amtrak nominee Juan Bernal, Mechanical Foreman in San Antonio, TX, won the award for 2010.

Harold F. Hammond Safety Award: This award was established in 1986 and is awarded to an individual railroad employee who has demonstrated outstanding safety achievement during the preceding year.

- Michael Pollick, Director, Safety, Philadelphia, was the nominee for the 2010 awards.

National Train Day: The EHS department staffed one of the main exhibits at Amtrak’s National Train Day events in Washington, DC, Philadelphia, Chicago and Los Angeles in May 2010. The Eco-Exhibit, an interactive display shaped like a train car and featuring information and questions and answers about trains, Amtrak, and the environment, was popular among individuals of all ages. EHS department staff interacted with visitors who asked questions such as “How many automobiles does Amtrak’s Auto Train remove from Interstate 95 between Virginia and Florida every year?” (Answer: 106,000)

Pictured to the left, Amtrak’s “Eco Display” for National Train Day at Philadelphia’s 30th Street Station)
Santa Barbara Car Free Project: Amtrak was a founding partner in the Santa Barbara Car Free Project, which received a national Clean Air Excellence Award from the U.S. EPA in a Washington, DC, ceremony in May of 2010. Project partners included dozens of area businesses committed to promoting clean air and a healthier planet by making it easier for people to visit Santa Barbara without their cars. The project website provides detailed information on walking tours, transportation options, and how to plan a car-free itinerary. More than 100 business partners provide discounts and promotions on travel, restaurants, and events. Amtrak’s initial support and continued involvement have been instrumental in making this project a success, according to Mary Byrd, project manager for the Santa Barbara County Air Pollution Control District.

Pictured at the Clean Air Excellence awards ceremony in Washington, DC (left to right): Joanne Maxwell, Amtrak Director of Environmental Management Programs; Mary Byrd, Santa Barbara Car Free Project Manager at Santa Barbara County Air Pollution Control District; District Director Terry Dressler; and Gina McCarthy, EPA Assistant Administrator for Air and Radiation.
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Gauging Our EHS Sustainability Performance

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