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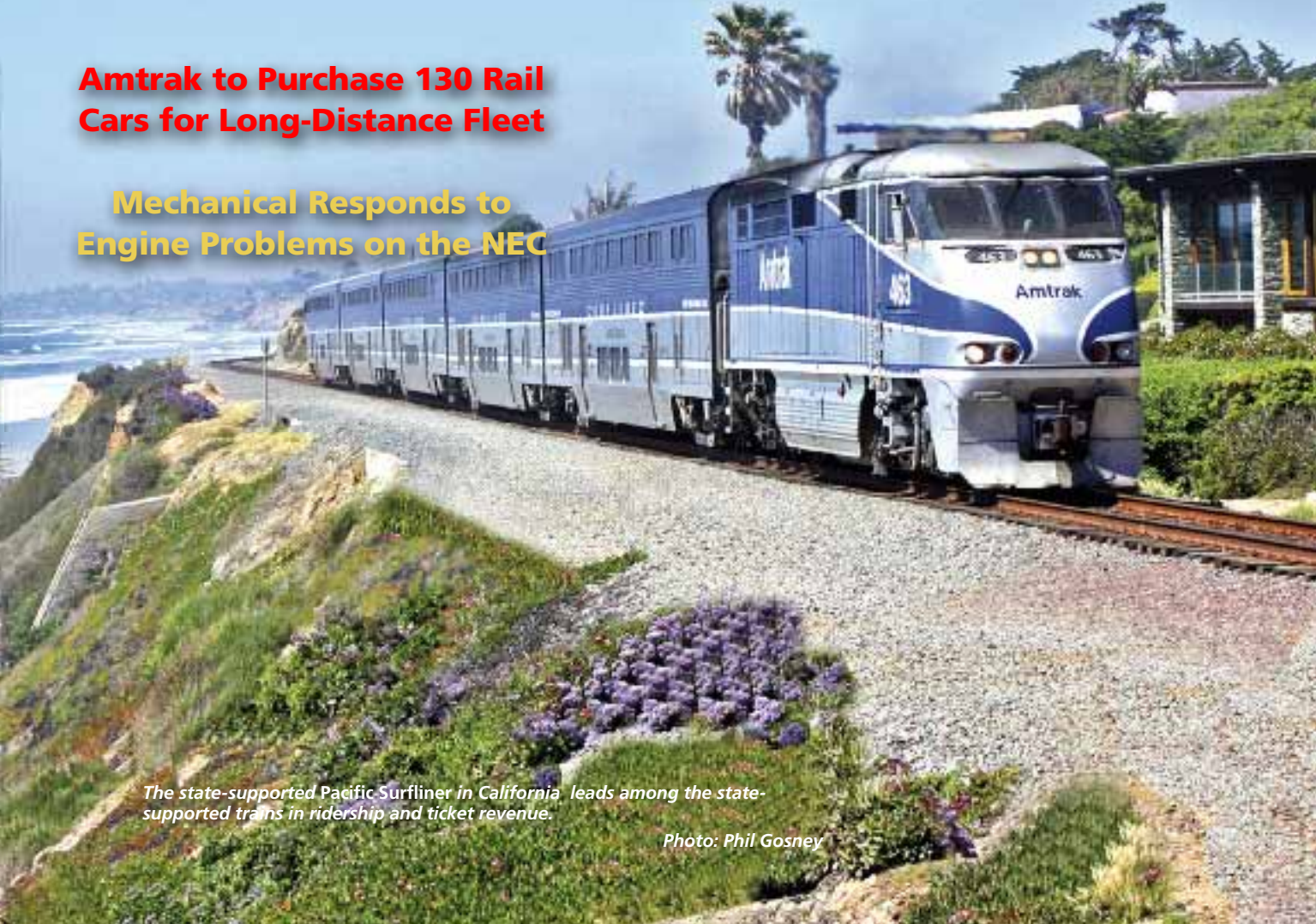
A Monthly Publication for and by Amtrak Employees

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Ridership and Revenue Numbers Continue Positive Trend

Amtrak to Purchase 130 Rail Cars for Long-Distance Fleet

Mechanical Responds to Engine Problems on the NEC



The state-supported Pacific Surfliner in California leads among the state-supported trains in ridership and ticket revenue.

Photo: Phil Gosney

Quick Quotes

2010 is shaping up to be another great year for ridership and revenue. Why do you think ridership and revenue continues to grow?



“Passengers, here on the Northeast Corridor and systemwide, are choosing Amtrak because they find it an affordable and easy way to move around the country, and definitely see it as a hassle-free way to travel.”

John Meller
Superintendent, Operations and Commuter Services, Northeast Division, N.Y.



“I feel ridership is continuing on an upward trajectory because of our leadership and dedication to customer satisfaction. Amtrak has employees of diverse backgrounds who are committed to their jobs, focusing on the needs of the customer and providing a safe and friendly atmosphere.”

Stephanie Barnes
Executive assistant, Washington, D.C.



“With improvements of our on-time performance and overall customer service, travelers are now more inclined to use our service.”

John Christiansen
Reservations sales agent, Riverside, Calif.

Correction: In the July issue, an item about Amtrak’s agreement to continue to provide Train and Engine crews for the Virginia Railway Express commuter service for an additional two weeks (“Thanks for a Job Well Done”) neglected to acknowledge the experience and skills of the Mechanical crews and their role in making the service run efficiently for the nearly 18 years that Amtrak operated the service. We regret the oversight.

FPO FSC Logo (Horizontal)

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Train of Thought

In July, the board of directors voted to retain me as CEO of Amtrak through 2013. Thank you all for the many well wishes that I have received. I am grateful for the trust and confidence that both they, and so many of you, have placed in my ability to lead Amtrak. Like many of you, I too have days that are challenging. But I am committed to Amtrak, and I am going to do my best to see that it succeeds.

One of Amtrak's biggest hurdles is our hard-run, aging equipment. In July, we announced the purchase of 130 new single-level passenger cars for use in the long-distance service. We selected CAF USA for the five-year, \$298.1 million contract to manufacture the equipment in Elmira, N.Y., where it will add 575 jobs to support the work. We expect to take delivery of the first car in October 2012.

This is the first step of a long-term fleet renewal plan, which we desperately need. The next step is replacing our electric locomotives, and I want to move as quickly as possible on this acquisition. I know you've heard a lot of talk in the past about replacing our aging fleet. I hope now you'll see that the board of directors, the executive team and I are serious about it.

We're paying for the first year of the single-level car contract with ticket revenue, thanks to ridership numbers that are near record-breaking levels. As we approach the end of this fiscal year, we're closing in on the record set in FY '08. That year — Amtrak's best ever — we carried 28.7 million riders. As I write this, we still have several weeks left before we end the fiscal year on Sept. 30, but we could meet or even exceed that mark this year.

I hope that as the summer comes to an end, we see an uptick in business travel that helps put us over the edge and beat out the FY '08 record. But hope is not enough. Each of you has a role to play in helping make that happen. Please take the time to make sure that the train and stations are clean, that you've thoroughly serviced the equipment to avoid a breakdown, that you've smiled and provided your passengers an enjoyable trip, and that you've put care into your work. For those of us not on the front lines, we are responsible for making sure that we've provided those of you who are with the tools and resources needed to represent Amtrak well. Thank you for everything you do to make our passengers' experience with us positive.

Just one final note. I see a change in how we are handling our passengers from a broader perspective. I hope you see it too. Just the other night when we experienced trouble with *Crescent Train 20* in Philadelphia, our response was clearly designed to put our passengers first by transferring them to both a *Northeast Regional* and *Acela* train. Good job Amtrak. I admire you because you come through when asked. ■



Joseph H. Boardman

"Great Dome" Car Back in Time for Fall Foliage Season

The Amtrak "Great Dome" car is returning to service in September to offer passengers panoramic views of the changing trees and other natural wonders as it travels along the *Adirondack* and *Cardinal* routes.

The "Great Dome" will operate for a little more than four weeks — from Sept. 23 through Oct. 24 — on the *Adirondack*. Same as last year, it will operate on Train 69 on Thursdays, Saturdays and Mondays; Train 68 on Fridays, Sundays and Tuesdays. It will then begin service on the *Cardinal* on Oct. 30 and run until Nov. 12. The Dome Car will operate from Washington-Chicago on Train 51 on Fridays, and from Chicago-Washington on Train 50 on Saturdays.

The "Great Dome" was built in 1955 for the Great Northern Railroad and was originally named the Ocean View.



Editor's Note:

Welcome to the combined August-September issue of *Amtrak Ink*. In this double issue, you'll get a look at a broad swath of employee news, from the introduction of our newest board members to the efforts of the Mechanical team that maintains safe operations for the Caltrain commuter service in Northern California.

Amtrak Ink is published 10 times a year to give employees the latest news and information, and much of its content comes from our colleagues from across the company.

Therefore, whenever you come across a potential story idea that you think would interest your fellow employees, please contact us at ecom@amtrak.com. ■

Ridership and Revenue Numbers Continue Positive Trend

Could Meet or Exceed All-Time Record

As the end of the fiscal year nears, the number of passengers riding the rails — and the ticket revenue they generate — remains on an upward trajectory, possibly toward a banner year.

According to the latest ridership and revenue data released as of press time, for October FY '10 through June FY '10, ridership topped 21.1 million, bringing in ticket revenue of nearly \$1.3 billion. These numbers represent a 5 percent and 6 percent boost, respectively, over last year.

Analysis of the latest numbers indicates that ridership and revenue totals going forward will remain consistent with the positive numbers of the spring and early summer.

"Factors such as improved on-time performance, higher gas prices this summer versus last summer, the hassles of flying and product improvements continue to have a positive cumulative effect on all routes," said George Raed, chief, Market Research and Analysis.

Over the last 12 months, a number of product improvements are yielding positive results,

including the rollout of regional menus and service improvements on long distance trains; Wi-Fi on *Acela Express*; installation of more electrical outlets on long distance coaches; restoration

of the baggage car at most staffed stations for the *Cardinal*; and cross-departmental efforts to improve restroom cleanliness and reliability.

On the Northeast Corridor, almost 8 million passengers traveled on *Acela* (2.4 million) and *Northeast Regional* (5.3 million) services from October 2009 through June 2010.

"With unemployment at 10 percent, you would think that the *Acela* would be one of the hardest hit, but it's doing pretty well," said Raed. "Amenities like on-board Wi-Fi and leather seats are being noticed and appreciated by our customers, and that has translated into higher ridership and ticket revenue."

A June 2010 survey found that 80 percent of *Acela Express* passengers said Wi-Fi will favorably influence their future travel planning.

The product improvements aboard the *Acela Express* were also augmented by a media campaign that targeted the business travel audience through ad placements in new business publications and placements in outlets such as Taxi TV, a provider of news content for the Yellow Cab system.

Northeast Regional service benefited from the continued popularity of attractive 14-day advance purchase fares, which are up to 25 percent off the lowest available *Northeast Regional* fare, as well as the service to Lynchburg, Va., that began last October. These numbers should be further helped along by the introduction of new service to Richmond, Va., that began in July.

Consequently, Amtrak's share of the air-rail market from New York to Washington, D.C., is currently at 65 percent. For the north end between New York and Boston, the company share of the market is 52 percent.

Overall, ridership and ticket revenue for state-supported and other short-distance corridors was 10 million passengers and \$280



Improved service are among the reasons ridership and ticket revenue continue to climb.

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Amtrak to Purchase 130 Cars for Long-Distance Fleet

First Car To Be Delivered in October 2012

Amtrak is implementing the first step in a long-term, comprehensive fleet renewal plan with the purchase of 130 new single-level rail cars to support its long-distance train service. The five-year, \$298.1 million contract has been awarded to CAF USA, which is creating 575 jobs to perform manufacturing and final assembly work at its plant in Elmira, N.Y. The first car is scheduled to roll off the assembly line in October 2012.

“This major equipment purchase demonstrates our strong belief in the future of intercity passenger rail in America and Amtrak’s leading role in meeting this critical national transportation need,” said President and CEO Joseph Boardman.

Thomas Carper, chairman of the Amtrak board of directors, added: “We are replacing and renewing our fleet to improve reliability of our operations, to meet passenger expectations for quality service and to be in a better position to handle the growing demand for more passenger rail service. Addressing Amtrak’s equipment need is long overdue.”

Boardman explained that the 130 single-level passenger rail cars will be similar to the popular Viewliner model. The order includes 25 sleeping cars, 25 diners, 55 baggage cars and 25 baggage/dormitory cars for use primarily on long-distance trains. They will replace

and supplement the existing fleet, improve financial and on-time performance, and foster a more modern, positive image of Amtrak. In addition, Amtrak can begin to retire some of its oldest cars still in service, which date back to the 1940s and 1950s.

Elmira, N.Y., facility where it currently produces rail equipment for several U.S. transit systems.

The first year of the five-year contract will be paid for with \$29.8 million from Amtrak’s current revenues which are



The 130 single-level passenger rail cars will be similar to the popular Viewliner model and will include 25 diners, 25 sleeping cars, 55 baggage cars and 25 baggage/dormitory cars for use primarily on long-distance trains.

Passengers will experience many improvements with the new equipment including: modern interiors with better layouts; better lighting and more efficient air conditioning and heating systems; additional outlets to power personal electronic devices; bicycle racks in the baggage cars; and improved accessibility for passengers with disabilities.

CAF USA, along with its parent company, Construcciones y Auxiliar de Ferrocarriles of Beasain, Spain, is an experienced rail car manufacturer to the U.S. and world markets. CAF USA will manufacture the stainless steel car shells and perform final assembly of the cars at its

running above budget estimates. Amtrak will seek to fund subsequent years of the contract with other sources, such as loans or direct congressional appropriations.

This equipment purchase is the first step in Amtrak’s multiyear Fleet Strategy Plan to replace its entire fleet of passenger rail cars and locomotives over the next 30 years and help support the growth of a domestic rail manufacturing industry. Amtrak is currently reviewing bids to replace many of the electric locomotives used along the Northeast Corridor. ■

Newest Board Members Hit the Ground Running at July Meeting

The three newest members of the Amtrak board of directors — Anthony R. Coscia, Bert DiClemente and Jeffrey R. Moreland — assumed their new responsibilities when they joined the Amtrak board of directors in July.

“We welcome our newest board members with confidence they will contribute their

considerable knowledge and experience to advance Amtrak’s growth strategy and efforts to make the nation’s railroad safer, greener and healthier,” said Amtrak Chairman Tom Carper.

Coscia, DiClemente and Moreland bring significant knowledge to bear on their new tasks.

Coscia is chairman of the board of commissioners of the Port Authority of New York and New Jersey, responsible for the agency’s varied transportation businesses and a \$6.7 billion annual budget. A partner in a major New York law firm, Coscia has specific expertise in redevelopment finance and corporate governance issues.

Upon his nomination, Coscia said, “I am excited about serving as an Amtrak director because I strongly believe that a vibrant,

competitive and comprehensive passenger rail system is a critical component of a 21st-century multi-modal system.”

DiClemente recently retired from a vice president post at CB Richard Ellis Inc., the world’s largest

commercial real estate company, after working at several other companies leasing and selling commercial real estate on behalf of numerous Fortune 500 companies.

“I’m a believer in the critical role that Amtrak plays in the national transportation fabric of our country,” DiClemente said. “I believe to the core of my being that Amtrak’s best days lie ahead of us.”

Moreland was a longtime executive with BNSF Railway Co., most recently as executive vice president for public affairs. His resume also includes an eight-year stint at the Securities and Exchange Commission, where he served as branch chief in the Corporation Finance Division.

“Amtrak has made progress in recent years, and I believe these positive trends will continue,” he said. “I also believe it is important to the U.S. transportation system that Amtrak maintain a nationwide rail system and develop high-speed rail corridors in many areas of the country.”

The recently appointed directors have already received a number of briefings on a wide range of topics affecting Amtrak. They have been traveling the system and visited a number of Amtrak stations, facilities and shops, meeting Amtrak employees.

With Coscia, DiClemente and Moreland now joining Chairman Carper, Vice Chair Donna McLean, Nancy Naples, U.S. Transportation Secretary Ray LaHood and Amtrak President and CEO Joe Boardman, eight of the nine Amtrak board positions are filled. ■



Anthony R. Coscia



Bert DiClemente



Jeffrey R. Moreland

“... they will contribute considerable knowledge and experience to advance Amtrak’s growth strategy ...”

New Payroll Efficiencies Impact Union Pay Cycle

On the heels of the contract ratification by the Amtrak’s Transportation Communications Union (TCU) employees, the Finance department launched a pilot program, in which a segment of TCU (TCU-TC) members converted from a weekly to a biweekly (every two weeks) pay period.

Upon the successful completion of the pilot and where deemed appropriate, all unions that have ratified their contracts will also be converted to a biweekly basis later this year.

Did You Know?

Did you know that you can view your paycheck online, days in advance of it being issued? Log on to the Employee Information Portal, and go to “Benefits and Payment” → “Salary Statement.”

Retchless added that the shift to biweekly pay periods does not change an employee’s actual earnings, but that paycheck amounts will fluctuate during the conversion period. To ensure that

increments from paychecks in September and October, after the biweekly pay begins. Employees who did not wish to receive an advance were given the chance to opt out prior to the conversion.

The first biweekly paycheck for TCU-TC will be issued on Sept. 3, which is for wages earned Aug. 9 through Aug. 22.

“So their Aug. 20 paycheck is the last weekly pay and employees were given the option to have a 16-hour to 24-hour pay advance added to that check,” said Retchless. “While there will be no paycheck on Aug. 27, a special advance payment will be issued on that date to employees who wanted to get an additional 40 hours pay advance.”

The appropriate amount of payroll tax deductions will be withheld on the paycheck containing the advance amounts. Recovery of advances will not create any additional tax withholdings. ■

TCU Payroll Changes

	Old Payroll Schedule	New Payroll Schedule
Frequency of Paychecks	Weekly	Every Other Week
Pay Day	Friday	Friday
Pay Period	Midweek to Midweek	Monday to Sunday

“This change allows us to provide better service to employees and reduces the amount of paperwork they have to keep up with throughout the year,” said Pam Retchless, senior director, Payroll.

The conversion also involves a change in the pay period from midweek to midweek, to Monday through Sunday.

there are no short term cash flow issues during the conversion period, employees are scheduled to receive pay advances in two installments. Any advance payment will then be deducted in 16-hour wage

Payroll Hotline

If you have any questions or concerns regarding your paycheck, call the Amtrak Payroll Hotline at 1-866-247-2915 or ATS 777-4823 weekdays from 8 a.m. to 6 p.m. Eastern time.





Mechanical Responds to Summer Engine Problems

When a massive heat wave that hit the East Coast this summer caused electric locomotive failures, the Mechanical department took measures to identify and fix the problems.

“The combination of high temperatures and the fact that our locomotives are old and hard-run is resulting in mechanical failure,” Boardman wrote in a *Special Employee Advisory*. “But, saying that this is what happens to aging engines when it’s hot is not an acceptable answer.”

“We’ve come up with a plan to address the issues,” said Master Mechanic Mike Kapela. “With this type of focus on the electric fleet, we’re enhancing the efficiency of our operations

and ensuring confidence among our passengers that they won’t be stranded in the heat or the cold.”

As part of the plan, protect equipment is stationed up and down the corridor, along with sufficient support teams as a precaution against operational anomalies.

Mechanical technicians are working 12-hour shifts aboard select NEC trains, equipped with laptops and a deep breadth of know-how to minimize customer disruptions due to equipment failures. In coordination with the Mechanical desk at CNOC and the Mechanical staffs in Harrisburg, Pa., Washington, D.C., New York, New Haven, Conn., and Boston, these technicians make real-time decisions and/or repairs to get the trains back to

running smoothly. In addition, the Mechanical management team has remained on duty around the clock to monitor fleet performance and initiate immediate response efforts in the event of service disruptions.

Once in the station, employees like Foreman II Larry Fletcher and Machinist Journeyman Larry Simmons look at one of the main causes of heat-specific engine problems: clogged radiators and engine filters. To alleviate any potential for failure, Fletcher leads a team at the Ivy City Maintenance Facility that inspects and cleans radiator screens on locomotives, installs new screens and ensures that engine filters are clean as a way to improve air flow and keep the engines cool. All AEM-7 AC locomotive radiator fans and traction motor blowers have also been switched to a higher operating speed to introduce a greater volume of cooler exterior ambient air into the warmer engine room compartments.

“The ideal operating temperature for a running engine is between 170 degrees and 180 degrees but, with this heat, at 195 degrees, a red light comes on,” said Larry Simmons, machinist journeyman. “Anything in the red area runs the risks of shutting down the engine.”

Kapela added that on the 15 HHP-8 and 29 AEM-7 AC locomotives, Mechanical is also replacing a mechanical device that restores Head-End Power once a circuit breaker trips with a more durable electronic one. Installation is expected to be completed by the end of the calendar year.

“HEP and heating, ventilation and air conditioning systems on all passenger car fleets are being checked thoroughly for proper functionality,” Kapela said. “Where possible, we’re also limiting the number of cars operating with the AEM-7 DC locomotives to avoid placing too much stress on major system components like the HEP machine group.”

In addition, a Mechanical Repeater Bad Actor team was recently established in Washington, D.C., as part of an existing Process Focus Team to identify locomotives with high failure rates and related root causes of the failures in the electric fleet. Team members from a cross-section of management, electrical engineering, maintenance and the shop floor have been identified to work on a number of issues, like crumbling wire or disintegrating insulation, all of which can adversely affect service.

“We’ll drill into the history of an engine, looking at incident or defect reports and the like,” said General Foreman Sabrina Butcher, part of a Chicago contingent brought on to support both electric and

“In the summer and winter months, we incorporate a summer or winter quality checklist into our daily and preventive maintenance to ensure our craftsmen give a little extra attention to specific components.”

diesel fleet operations. “Then, we’ll build an action plan and troubleshooting guide to address the problems. This is a very thorough process that doesn’t have a clock on it.”

The Bad Actor team in Washington is modeled after a team based in Chicago formed to address P-42 diesel engines. Eliminating repeat failures, or “bad actors,” is key to achieving high levels of reliability. When bad actors are eliminated, Mechanical can work on projects that keep trains in service and increase revenue, not simply the problem of the day.

To better monitor the condition of a locomotive en-route, all front-line managers and mechanical technicians across the NEC are undergoing training on the Maintenance Events Analysis Program, or MEAP. The system receives input from on-board diagnostic systems and forwards details to

CNOC via cellular signal. Each locomotive or trainset is also tracked using GPS technology. MEAP enables Mechanical to monitor the health of each electric motor in real time and, based on certain defect codes, take immediate action along the route or schedule any fixes during regular checks at a maintenance facility.

Finally, employees in the Engineering department are using recording volt meters at Washington Union Station, which sample the catenary voltage up and down the corridor and record any excessive fluctuation that may affect the operation of a locomotive.

The diesel fleet, which also can be challenged by weather conditions, is undergoing rigorous steps to ensure efficient operations.

“In the summer and winter months, we incorporate a summer or winter quality checklist into our daily and preventive maintenance to ensure our craftsmen give a little extra attention to specific components,” Butcher said.

For example, these craftsmen inspect the shutter operation in the summer months to ensure adequate radiator cooling and prevent snow contamination in the radiator compartment during the winter.

“To be proactive, we typically begin preparing our fleet a couple of months in advance of a weather change,” added Butcher. “It’s similar to having your vehicle summerized or winterized prior to a season change.”

With all of the mechanical fixes, it should be noted that the collaboration of Mechanical and Transportation employees is the vital cog in making the locomotives run effectively. They are an asset that requires diligent care and, where possible, these employees are housed locally to ensure proper rest between work assignments.

“The commitment of our staff is evident in the long hours they work in our facilities, outdoors and in those hot engine rooms,” said Chief Mechanical Officer Mario Bergeron. “In these extreme conditions, every effort is being made to avoid fatigue-related accidents and incidents while we continue to service our equipment.” ■

Caltrain Mechanical Team's Experience Yields Safety Best Practices

Among the Amtrak Mechanical employees who work on the Caltrain commuter equipment in both San Francisco and Gilroy, Calif., there has been a history of identifying best safety practices and eliminating at-risk behaviors. Their track record of professional camaraderie and a willingness to tweak the work process to ensure a safe environment are testament to a long-held philosophy that safety is a top priority.

Keith Nelson, assistant superintendent, Mechanical, attributes this philosophy to a closeness among the employees.

"In San Francisco, this was a car shop facility for some time before the Centralized Equipment Maintenance and Operations Facility was opened in San Jose 2007," Nelson said. "We went from 55 employees to 30, which could have been demoralizing to the

feel empowered to offer advice and awareness," Nelson added.

In another instance, the group made modifications to the piping and car dump valves — extending the car dump valves by 12 inches — to make it easier and safer to hook servicing carts to the trains.

At the Gilroy facility, which is part of the San Jose operation, a four-man, primarily third-shift team is totally dependent on one another to keep safer.

"We're a small crew of two mechanics and two coach cleaners," said Carmen Rodrigo Roman. "There's not a lot of train movement at night in a closed yard, but we have to watch out for each other."

Yet, even in a small work environment, the group remains safety-diligent, maintaining visual or radio contact before, during



(Left Photo) Assistant Superintendent, Mechanical Keith Nelson joins the four-person, third-shift team at Gilroy: Electrician Alan Hirasawa, Carmen Rodrigo Roman and Coach Cleaners Roseann Solorio and Severino Guevara. The group has been without a reportable injury for 13 years. (Right Photo) In San Francisco, Mechanical Superintendent Tom Pollard is joined by Coach Cleaner Jing-Ming Wang, Foreman Ill Dave Dozier, Carman Danny Ross, General Foreman Mike Dixon (kneeling), Laborer Anthony Herbert, Carman Steve Jimenez and Electrician Ron Joseph. The San Francisco team is more than 500 days injury-free.

group due to a shift in the workload. But, instead of doom and gloom, I witnessed a group that grew closer together with an attitude of looking out for each other."

"Experience is number one," according to Carman Steve Jimenez, who added that most of his colleagues have been in the business for three decades. "We apply that experience to our everyday work activities and, in some cases, initiate changes that reduce the likelihood of any injuries."

For example, to avoid the potential for head and back injuries when performing undercarriage work on a level platform, the team suggested shifting the work to the San Jose facility where work pits beneath the trains enable workers to better position themselves for the maintenance activities.

"We've observed work habits and, if we've seen co-workers perform tasks that present the potential for injury, our employees

and after maintenance activities.

"We have a system where we basically have a routine every day," added Electrician Journeyman Alan Hirasawa. "We're not rushed, and that keeps us really safe."

At press time, the group in San Francisco was enjoying more than 500 days without an injury; its mirror group in Gilroy has performed its duties for 13 years injury-free.

Since 1992, Amtrak has been the operator of the Caltrain commuter service that links San Francisco and San Jose, providing Train and Engine crews, train operations, control and dispatching, ticketing, maintenance of equipment, maintenance of way and signals, maintenance of station, facilities management and capital project support. ■

Amtrak Conductor Tapped for Federal Safety Committee

Amtrak Conductor William “Willie” Bates was recently selected as a member of the Transit Rail Advisory Committee for Safety (TRACS), a new committee formed by the U.S. Department of Transportation to assist the Federal Transit Administration with developing national safety standards for rail transit. Bates, who also serves as United Transportation Union (Local 1933) legislative representative and vice local chair, is one of 20 individuals chosen from among 79 applicants nationwide.

In announcing the selections, Transportation Secretary Ray LaHood said, “We have brought together some of the best and brightest minds in the transit industry to focus on new ways to keep millions of daily rail riders safe. ... These professionals will help guide our safety agenda for rail transit systems across the nation.”

Bates brings to the committee a wealth of experience both as a conductor and as a rail safety advocate. A certified safety engineer and 2009 recipient of the Charles Luna Safety Award at Amtrak, Bates also serves on the Take 5/4 Safety Committee, which encompasses Zones 4 and 5 (Richmond, Washington, D.C., Harrisburg, Pa., and

Huntington, W.Va.) in the Mid-Atlantic Division, as well as the Safe-2-Safer Steering Committee for the region.

“As a conductor, I’ve seen everything firsthand, which enables me to provide a real-life per-

spective on what goes on out there,” said Bates, a 24-year Amtrak employee. “I see my role as looking at the opera-

tions of Amtrak, the commuter services, Metro and freight rail lines and seeing how we can best coexist with each other.”

TRACS members, who attended a kick-off meeting last month, serve two-year appointments and meet at least once every six months to hammer out the details of proposed rail transit safety initiatives.

Qualifications for TRACS members include expertise in the field of safety or rail transit operations or maintenance. Applicants were also evaluated on policy experience, leadership and organizational skills, region of the country and diversity characteristics.

“I’m very excited about Willie’s appointment,” said his supervisor, Trainmaster Lauren Anderson. “He is a vital component to keep things running smoothly, he’s an asset to our Safety Committee, and his involvement in Safe-2-Safer — and TRACS — gives us the best of all worlds.”

“Willie is passionate about personal and operational safety; his dedication in making Amtrak a leader in the industry has been recognized by his co-workers, other Safe-2-Safer committee members and managers,” added General Superintendent, Mid-Atlantic Division Mike Sherlock. “His dedication to safety has elevated him to be recognized nationally; those of us who know him well know that he is an excellent choice for the committee.” ■



William “Willie” Bates

“ I am very excited about Willie’s appointment ... he is a vital component to keeping things running smoothly. ”

Safe-2-Safer Team Reports on Progress at Board Meeting

In conjunction with the program's one-year anniversary, the Safe-2-Safer leadership team recently delivered a presentation to the board of directors at its July meeting to provide an update on the progress that has been made thus far, along with the challenges that still need to be overcome.

"It's hard to believe we've been working on this for a whole year already, but when you look back, it's amazing how much this company has accomplished since last July and the transformation that has started," said Richard Phelps, vice president, Transportation and Safe-2-Safer executive sponsor.

Safe-2-Safer was designed to be implemented over three years. Now a third of the way through implementation, all divisions, contact centers and headquarters departments have begun the process of creating a workforce that is unified around safety and security through better collaboration and communication.

"I can't tell you how impressed I've been with individuals throughout the company who have taken it upon themselves to champion Safe-2-Safer in their division, shop or office," said Phelps. "These folks have an infectious desire to change the way we work together to be safer and more secure. They truly believe in Safe-2-Safer and I know we will succeed because of that."

Since last July, every executive has been meeting regularly with a coach from BST, Amtrak's partner in Safe-2-Safer. Additionally, more than 1,600 managers and supervisors have started the leadership training program to learn how to communicate more effectively with their teams and promote an atmosphere of cooperation.

"I've been traveling throughout system constantly," said Peter Hall, senior director, Safe-2-Safer. "And I've talked with dozens of Amtrak veterans who have been here 20-plus years who thought this would never work. But now they tell me that they're really seeing things change and that they believe in this system now."

On the front lines, the Mid-Atlantic, Northeast and Southern Divisions have progressed into the implementation of the Behavioral Accident Prevention Process (BAPP). This process involves local Steering Committees made up entirely of union members working with their peers to reduce risks as much as possible.

"I believe we're at a turning point," concluded Hall. "As people build trust and see that this process not only keeps them safer, but also improves the relationships they have at work, they'll get on board and we'll see a real transformation." ■



"Be Cool ... Be Safe" Intranet Page Generates Dialogue on Eye Safety

Since its launch in March by the Marketing and Product Development department, the "Be Cool ... Be Safe" page on the Amtrak intranet site has more than 500 personal stories posted. The page was created as a way to support Safe-2-Safer through an eye-safety awareness campaign.

"We want employees to share an experience of how they or someone they know sustained an eye injury that could have been prevented just by wearing safety glasses," said Vice President of Marketing and Product Development Emmett Fremaux, who experienced two significant injuries in his youth.

"While many of the stories on the site involve the workplace, most of the injuries occurred outside of work, reminding us

that safety awareness is essential everywhere we go."

Employees at the Reservations Sales Contact Centers in Philadelphia and Riverside, Calif., have posted a number of stories on the site. For example, while employed as an ironworker in Barstow, Calif., years ago, Reservation Sales Agent Mary Curtis Espinoza neglected to wear her safety glasses, which resulted in a piece of galvanized steel being lodged on the edge of her iris.

"A rust ring soon started to develop on my eye and it had to be drilled out," she said. "My eye was fine after about two or three days, but what a scare."

According to the National Institute for Occupational Safety and Health, more than 2,000 U.S. workers per day receive some

form of medical treatment due to eye injuries sustained at work. In 70 percent of cases, the injury was caused by contact with an object or equipment. In 26 percent of cases, the injury was caused by exposure to harmful substances or environments.

To share your safety story, log onto the intranet: "Safety" → "Safe-2-Safer" → "Be Cool ... Be Safe" → "Submit Your Story."

"By offering your story, you'll be a contributing member of Amtrak's Safe-2-Safer eye safety community and you'll add to our collective knowledge about eye exposure and how to prevent future accidents," Fremaux said, noting that Eye Injury Prevention Month recently concluded at the end of July. ■

OIG Investigation Substantiates Allegation of Contractor Fraud

One of the Amtrak Office of Inspector General's responsibilities is to conduct investigations of potential contract procurement fraud.

"As the company expends millions of dollars for stimulus projects and healthcare, we have a responsibility to ensure accountability," said Assistant Inspector General for Investigations, Adrienne Rish. "Our role is to pursue criminal, civil and administrative action against individuals and organizations intent on defrauding the company."

Such was the case in an indictment brought against former Amtrak contractor George Susini this summer. The indictment charged Susini with conspiracy, wire fraud and theft of funds from a federally funded program. The indictment alleged that Susini participated in a conspiracy with an Amtrak employee to steal money from Amtrak. The scheme involved manipulating Amtrak's computer-based



financial accounting system in a way that caused refund credits to be diverted to Susini's personal credit cards.

"During his sentencing, Susini admitted to having received the credits, which he spent to maintain a lifestyle he could not afford," Rish said. "He was subsequently sentenced to five years probation, a \$3,000 fine and ordered to pay \$72,487 in restitution to Amtrak."

"One of our top investigative priorities is to conduct high impact contract procurement fraud investigations," said Inspector General Ted Alves. "Amtrak employees play a key role in identifying fraudulent activity, so I encourage anyone who becomes aware of instances of fraud to call the anonymous OIG hotline at 800-468-5469 or visit our Web site at www.AmtrakOIG.gov." ■

Amtrak Goes Green at Illinois State Fair

Did you know that passenger rail travel is 20 percent more efficient than flying and 30 percent more efficient than driving?

Did you know that the amount of scrap metal and steel that Amtrak recycled last year is equivalent to 12 million pounds, about the weight of a 10-story building?

These and other Amtrak "green" facts are on display in the "Go-Green Express" eco-exhibit at the Illinois State Fair in Springfield, Ill. The exhibit teaches fairgoers about how Amtrak provides greener options for travel, including energy-efficient locomotives, reducing its greenhouse gas emissions and alternative fuel trials.

"Our goal is for the exhibit to reflect our green accomplishments in how we operate locomotives and passenger trains," said Roy Deitchman, vice president, Environmental Health and Safety. "Drawing nearly three-quarters of a million people to the fairgrounds every year, the fair gives us an opportunity to further strengthen our relationship with people of Illinois and showcase our efforts to reduce the nation's carbon footprint by traveling on our Illinois, Midwest and long-distance trains."

The Illinois State Fair runs from Aug. 13 through Aug. 22.



Ridership and Revenue

continued from page 4

million, respectively. The jump in ridership and ticket revenue on the state-supported and short-distance trains — as well as the long-distance service — is a likely result of higher gas prices, along with the aforementioned improved on-time performance and increased marketing activities. According to the Department of Energy's Energy Information Administration, the average price of gas on July 5, 2010 was \$2.72 per gallon for all grades; on July 6, 2009 the average price was \$2.61.

Among state-supported and short-distance trains, the *Pacific Surfliner* in California carried the highest number of passengers. Its 1.8 million passengers generated nearly \$35 million from October through June FY '10. Although the *Capitol Corridor* service underperformed slightly versus last fiscal year, it carried the



With 1.1 million passengers so far this year, the *Capitol Corridor* carries the second-highest number of passengers among state-supported and other corridor trains.

second-most number of passengers, with 1.1 million riders generating \$17 million.

With nearly 66,000 passengers riding the North Carolina-supported *Piedmont* between Raleigh and Charlotte, ridership increased by 26 percent over last year, due in part to a midday frequency that launched in June.

“The biggest thing on the *Piedmont* is the better connections, especially to Train 91 [southbound *Silver Star*],” according to Conductor Christine Wetmore.

“Passengers can now catch Train 74 in the midday instead of Train 80 in the morning all the way to D.C., and experiencing a long layover.”

Ridership and revenue numbers are also on the positive side for long-distance trains. More than 3.2 million passengers traveled on long-distance services through June year-to-date, accounting for almost \$318 million. The *Empire Builder* increased ridership by 6 percent over last year to 382,000, generating \$37 million, a 5 percent increase. The *Coast Starlight* was a close second with 316,000 passengers, for \$25 million.

Long-distance travel also benefited from more robust winter and spring media efforts that covered a wider geographic area than last year with branded television spots in the top long-distance markets. Gail Reisman, senior director, Marketing added that the company is also continuing to run advertising spots on the *Acela* to encourage cross-usage.

“Also, with two additional national newspaper inserts in the New York Times, a more inclusive keyword search program and security bin advertising in Chicago's O'Hare Airport, we were able to keep the momentum going, resulting in double-digit increases across the board,” said Reisman. ■

Front Line Focus

Dear Amtrak:

... We took my sister [on the *Auto Train*] to Florida to enjoy some fun before her next chemotherapy treatment.

... However, on the way back, [she] went into a semi-coma, and we were unable to awaken her. There were two male crew members and a female crew member named [Train Attendant] Tonya [Jones]. The three crew members carefully carried my sister down the stairs into the wheelchair.

... All the Amtrak crew refused tips from my husband. They also helped with our belongings and letting us know when our car was ready. Without their timely help, we may not have made it back to New Jersey in time. It was the longest 4.5 hours of our lives, but with the help of God, my sister's doctor and the Amtrak crew, we made the journey home safely.

Sincerely,
Auto Train Passengers

Dear Amtrak:

I recently traveled on the *California Zephyr* from San Francisco to Chicago, and would like to commend Sleeping Car Attendant Vivian Lonek for her exceptional work.

She was thoughtful, considerate and readily available to help and answer questions, thereby making my trip more comfortable and pleasurable.

Sincerely,
California Zephyr Passenger

Promotions in Motion

Amtrak Featured On "Cake Boss"

This year, Amtrak partnered with Carlo's Bakery in Hoboken, N.J., the restaurant featured on the hit TLC reality show "Cake Boss," to create a special themed cake to commemorate the 2010 National Train Day. As a result of this partnership, Amtrak was featured in the Aug. 16 episode of the new season of "Cake Boss," with re-airings scheduled throughout the season.

"This partnership provided Amtrak with a unique opportunity to showcase Amtrak and National Train Day in a popular program with a nationwide audience, as well as tap into TLC's e-mail database and Facebook fan base," said



Photo: Gary Pancavage

Gail Reisman, senior director, Marketing, who made an appearance on the show.

A series of promotions to build buzz about the upcoming season appearance are underway, including ticket jackets, counter cards featuring summer recipes from Carlo's Bakery on display in 90 stations, and a wrapped *Acela Express* train along the Northeast Corridor featuring "Cake Boss" artwork. Also keep an eye out for information in *Amtrak This Week* and on the intranet about employee giveaways for "Cake Boss" merchandise.



Amtrak Guest Rewards® Offering Up to 9,000 Points

Amtrak Guest Rewards is offering members 3,000 bonus points to a maximum of 9,000 for every three roundtrips (or six one-way trips) on the *Acela Express* and 1,500 points to a maximum of 4,500 for every two roundtrips (or four one-way trips) on the *Northeast Regional*. Travel on either service must be completed by Sept. 4.

"As part of the 'Summer Breeze' promotion, we want to stimulate Amtrak travel and membership in Amtrak Guest Rewards," said Doug Clark, senior marketing officer, Loyalty Marketing.

Amtrak Guest Rewards members have been made aware of the promotion via dedicated e-mail blasts, smart messages on the Amtrak Guest Rewards Web sites, e-statements, Amtrak.com and print and television ads.



Amtrak Vacations® Promo Highlights Travel on the *Cardinal*

To encourage travel along the New York-Chicago *Cardinal* service, Amtrak Vacations is promoting travel packages to the Casino Club at the Greenbrier Resort in White Sulphur Springs, W.V. Nestled in the foothills of the Alleghany Mountains, the Casino Club at Greenbrier offers world-class gaming and live entertainment along with four championship golf courses and more than 50 other recreational activities throughout 6,500 acres.

"Passengers starting their travel in the East can enjoy an easy daytime trip, relaxing in a comfortable coach seat and taking in Virginia's natural beauty," said Debbie Moller, manager, Amtrak Vacations. "For

those coming in from Chicago, large reclining coach seats or an upgrade to a private sleeping car are available, along with great food and beverage service."

Amtrak and SCA Extend Partnership Nationally

To further demonstrate its commitment to the environ-

ment, Amtrak is expanding its sponsorship of the Student Conservation Association's (SCA) Community Conservation Program, a unique school-year curriculum that provides environmental education and green jobs training to inner-city youth from diverse and underrepresented backgrounds. As part of its designation as SCA's "Official Alternative Transportation Provider," Amtrak will provide reduced-cost transportation for SCA student programs.

Student activities in Baltimore, Chicago, Detroit, Dallas, Milwaukee, Newark, N.J., Philadelphia, San Francisco/Oakland and Washington, D.C., are currently underway, and will conclude at the end of August. However, additional events, including Amtrak volunteer opportunities, environmental education days and Earth Day 2011 activities are on tap throughout the year at each of the 10 city sites.

"With SCA, we're going to engage nearly 1,800 city youth across the country," said Darlene Abubakar, director, Brand Advertising and Sales Promotions. ■

Employee Milestones

Congratulations to All of You!

20-Year Anniversary

July-August 2010

ABBOTT, WRAY
Lorton Station

ALEXANDER, STAFFORD
Sunnyside Yard N.Y.

ANDREWS, IRA
Phila. 30th St. Station

ARNOLD, CAROLYN
Phila. 30th St. Station

ASHLEY, BRUCE
New Orleans Station

BELLIVEAU, MARC
New Haven Station

BOBB, CARLTON
Penn Station New York

BREWSTER, RUPERT
Sunnyside Yard N.Y.

BROWN, ELAINE
Corp. HQ, Wash., D.C.

BROWN, TROY
Kansas City Maint. Facility

BULL, ALFRED
Phila. Phila. 30th St. Station

CAPPUCCIO, EMILIO
South Hampton St. Yard

CARTER, MARK
Corp. HQ, Wash., D.C.

CENTANNI, JOHN
Phila. 30th St. Station

CLARK, PATRICK
NW Base, N.Y.

CLARK, PHILLIP
Los Angeles Offices

CLOSEL, BOROME
C&S HQ, N.Y.

COULTHURST, BRENT
Sunnyside Yard N.Y.

DAWKINS, NORIEN
Sunnyside Yard N.Y.

DE JESUS JR., FRANCISCO
South Hampton St. Yard

DEELY, KEVIN
Phila. 30th St. Station

DEWALT, JOHN
Penn Station New York

EDDINGS, HAROLD
Florence Station

EVERS, HENRY
South Hampton St. Yard

FERGUSON, KEITH
Phila. Coach Yard

FINLEY, TIMOTHY
Los Angeles Offices

FORDE, MICHAEL
Penn Station New York

GADSON, SHANNON
Ft. Worth Station

GIBSON, FREDDIE
Raleigh Station

GREAVES, PETER
Sunnyside Yard N.Y.

GUIRNELA, BURTON
Sunnyside Yard N.Y.

HENDERSON, RONALD
Harrisburg Station

HIGUERUELA, PEDRO
NW Base, N.Y.

HINKSON, CLYDE
Bear Car Shop

HOULBERG, KEVIN
ConnDOT MofE Facility

HUISMAN, JAMES
Sanford Station

JONES, PRINCE
Penn Station New York

KATALINAS, WALTER
Phila. 30th St. Station

KEENAN, JAMES
NW Base, N.Y.

KENNEDY, WILLIAM
CNOC

KIMBROUGH, ANTHONY
Chicago Union Station

JOSHUA, ANGELA
Chicago Crew Base

KNIGHT, SHARELL
Sunnyside Yard N.Y.

KORWEK, PETER
New Haven Station

KOSS, JOYCE
Chicago Offices

KROLL, MICHELE
Penn Station New York

LANDEROS, GREGORIO
Chicago Union Station

LEFCO, PETER
Rensselaer Station

LEHNING, GEORGE
Penn Station New York

LENGARES, NICHOLAS
N.Y. Division HQ

LEWIS, DAVID
Penn Station New York

LIBBY, MELISSA
Boston South Station

MALDONADO, OSCAR
San Antonio Offices

MAROWELLI, LORETTA
Penn Station New York

MARTIN, JOHN
Pelham Tower

MCMAMARA, GEORGE
Chicago Union Station

MOORE, KENYATTA
Material Control Facility, Beech Grove

MOYER, CHARLES
Portland Crew Base

MYRICK, IRVING
Chicago Mech. & Terminal Offices

O'CONNELL, KEVIN
Penn Station New York

ORT, DANNY
Jacksonville Station

PEREZ, LUIS
Phila. 30th St. Station

PERKINS, BRIAN
Chicago Offices

PICHI, RANDY
Caltrain Main Office

PLUMER, JEFFREY
Phila. 30th St. Station

PRINCE, DONALD
Florence Station

REESE, GREGORY
Kansas City Maint. Facility

RIOUX, JOHNNY
Raleigh Station

ROSS, ROBIN
CNOC

ROZENS, MARTIN
Raymond Plaza West, Newark, N.J.

RUIZ, RUDY
Seattle Mechanical Yard

RYAN, PHILIP
Corp. HQ, Wash., D.C.

SCALIA, WILLIAM
Bear Car Shop

SCAPERROTTA, NICOLA
Penn Station New York

SEWELL, WAYNE
NW Base, N.Y.

SHAH, ASHWIN
C&S Construction, Linden, N.J.

SHAW, MICHAEL
Portland Crew Base

SHYAM, PAKA
Corp. HQ, Wash., D.C.

SIMMS, ANGELA
Miami Station

SNOW, ROBERT
Phila. 30th St. Station

SPINAZZOLA, DAVID
Boston South Station

STEFFEN, JAMES
Phila. 30th St. Station

STEGALL, RANDYL
NW Base, N.Y.

STEPHANS, KENNETH
Chicago Crew Base

SUHS, STEVEN
Chicago Locomotive Shop

SUTTON, WILLIAM
Lorton Station

SWAIN, DEAN
Wilmington Shops

SYBRUN, MONELIEN
Sunnyside Yard N.Y.

THAMES, ALONZO
Chicago Locomotive Shop

THOMPSON, HARRY
Lancaster Station

THOMPSON, JOYCE
New Orleans Station

THOMPSON, KEVIN
Reno Station

TURNER-COUVSON, STEPHANIE
Caltrain Main Office

TUTHILL, WILLIAM
Phila. 30th St. Station

WALKER, RICK
Material Control Facility, Beech Grove

WARREN, GEORGE
Wash. Union Station

WILLIAMS, GEORGE
Miami Station

WILLIAMS, PRISCILLA
W. Oakland Maint. Facility

WINOWSKI, KEITH
Pontiac Crew Base

WINSTON, ALICE
Corp. HQ, Wash., D.C.

Employee Milestones

Congratulations to All of You!

WORD, DARRYL
Phila. 30th St. Station

25-Year Anniversary
July-August 2010

ANDERSON, JOHN
Milwaukee Station

BANKS, TRACEY
Phila. 30th St. Station

BIRAMONTES, MINOR
Ft. Lauderdale Station

BOND, DANIEL
Sanford Station

BRISUENO-CARTER, PHYLLIS
Lorton Station

CANDA, JOSE
Los Angeles Offices

CORDANI, CLIFFORD
CNO

COTHRAN, STEVEN
Lorton Station

DANIELS, DENISE
Sunnyside Yard N.Y.

ECKER, EDWARD
Phila. 30th St. Station

FOWLER, NANCY
Corp. HQ, Wash., D.C.

HAROLD, RAYMOND
Phila. 30th St. Station

JENNINGS, SAMUEL
Corp. HQ, Wash., D.C.

JOHNSON-MELVIN, WAUNDOLYN
Boston South Station

KITTILSON, PAULINE
Phila. 30th St. Station

MARTIN, JOANNE
Corp. HQ, Wash., D.C.

O'CONNOR, JOSEPH
Boston South Station

PERKINS, YVETTE
Western Reservation
Contact Ctr.

PHILLIPS, STEPHEN
San Diego Station/
Mechanical

PURCELL, LYNETTA
Miami Station

ROEBER, FREDERICK
Chicago Offices

SAPPINGTON, CHERYL
Corp. HQ, Wash., D.C.

SIMONS, RENE
Penn Station New York

SMITH, MICHAEL
Sunnyside Yard N.Y.

TOUCHTONE, YVONNE
Sanford Station

ULRICH, JAMIE
Corp. HQ, Wash., D.C.

30-Year Anniversary
July-August 2010

ALBANESE, MICHAEL
Oceanside Station

ALLEN, PHILIP
Wilmington Shops

ANDERSON, ROBERT
Sunnyside Yard N.Y.

AUSTIN, MARK
Beech Grove
Maintenance Facility

BENTLEY, WILLIAM
Phila. 30th St. Station

BIRCH, STEPHEN
Phila. 30th St. Station

BOGUSH, ANTHONY
Wilmington Shops

BROWN, DALE
Beech Grove
Maintenance Facility

BURKE, MARTIN
Phila. 30th St. Station

CAINE, SANDRA
Phila. 30th St. Station

CARCHIDI, VINCENT
Phila. Coach Yard

CAVANAUGH, ANNE
Boston Station

CROMWELL, ROBERT
Lancaster Station

DACEY, JAMES
Wilmington Shops

DALGARN, RICHARD
Perryville MIW Base

DARNELL, TIMOTHY
NW Base, N.Y.

DECUIR, DARYL
San Diego Station/
Mechanical

DEMAIO, KENNETH
Mechanical Office

DICKS, DONNA
Corp. HQ, Wash., D.C.

DIGGS, NORMA
Sunnyside Yard N.Y.

DUTROW, PETER
Brighton Park Facility

EVANS, MICHAEL
San Antonio Offices

FALLIN, CHARLES
Baltimore Penn Station

FELTEN, KENNETH
Chicago Mech. &
Terminal Offices

FLOWERS, MARK
Bear Car Shop

GALLANT, ROBERT
Raymond Plaza West,
Newark, N.J.

GALLERY, DANIEL
Baltimore Penn Station

GAMEZ, ELVIRA
Corp. HQ, Wash., D.C.

GARRETT, MICHAEL
C&S Repair Shop

GERMAN, WILLIAM
Wilmington Shops

GILLILAND, CLAY
Tucson Station

GILMORE, CAROLYN
Corp. HQ, Wash., D.C.

GREEN, JEAN
Phila. 30th St. Station

GRIENINGER, STEPHEN
Wilmington Shops

GRIFFITHS, JOHN
Penn Station New York

HENDERSON, JESSE
Richmond Station

HERBERT, JACK
Caltrain Main Office

HULEDE, JOHN
Chicago Mech. &
Terminal Offices

HUTCHINSON, MARCIA
Phila. 30th St. Station

JAMES, GODFREY
Corp. HQ, Wash., D.C.

JONES, ROLAND
Chicago Crew Base

KERAMAS, THEODOROS
MOW Base, Providence,
R.I.

KUKEC, JOHN
Seattle Mechanical
Yard

LANGLEY, CAROL
Oakland Station

LONGMIRE, JEROME
Phila. 30th St. Station

LYLES, DERRELL
Chicago Crew Base

LYON, DONALD
ConnDOT MofE Facility

MA, RICKY
Sunnyside Yard N.Y.

MAY, DONALD
Bear Car Shop

MAZEIKA, THOMAS
Phila. 30th St. Station

MC CALLION, FRANCIS
Penn Station New York

MCDANIELS, MICHAEL
Beech Grove
Maintenance Facility

MCGINNIS, ANNE
St. Louis, Mo.

MIARECKI, WILLIAM
Chicago Union Station

MILLER, MONICA
Phila. 30th St. Station

MITCHELL, WILLIAM
Wilmington Shops

NORTON, CLIFFORD
Austin Station

NUCCIO, MICHAEL
Chicago Mech. &
Terminal Offices

PHILLIPS, GEORGE
Odenton MIW Base

RADOVICH, EDWARD
Boston South Station

RANGEL, EUGENE
Boca Raton Station

RATHMANNER, WILLIAM
Wilmington Shops

RIS, WALTER
Chicago Mech. &
Terminal Offices

ROMERO, CESAR
Los Angeles 8th St.
Coach Yard

SAMHAMMER, CINDY
CNO

SIMMS, MYRA
VA Railway Express

SINGLETON, MALACHI
CNO

SLANSKY, RAYMOND
Chicago Mech. &
Terminal Offices

SLAUGHTER, ELIZABETH
Phila. 30th St. Station

SWEENEY, JOHN
Boston South Station

TEYLER, GARY
Sacramento Station

UPSHAW, ALAN
San Luis Obispo Station

URBAN, MARYLA
Phila. 30th St. Station

Employee Milestones

Congratulations to All of You!

VAN SANT, BRUCE
CNOC

VIA, KEVIN
Beech Grove
Maintenance Facility

WILLIAMS, JAMES
Sunnyside Yard N.Y.

WOOD, JOHN
Phila. 30th St. Station

ZAJAC, WILLIAM
Phila. 30th St. Station

ZELASKO, EDWARD
Penn Station New York

ZELLER, BERNARD
Quad Ave. M/W Base

35-Year Anniversary
July-August 2010

AGES, MICHAEL
Atlanta Station

ARNOLD, KEVIN
Chicago Union Station

BRAV, MIRIAM
Chicago Crew Base

BREWBAKER, MARTINA
Corp. HQ, Wash., D.C.

BUESCHEL, JOHN
St. Louis Station

CARDONNE, RENE
Los Angeles Offices

CARTER, KENNETH
Hammond Station

COOPER, FRED
Beech Grove
Maintenance Facility

DREYER, LINDA
Providence Station

GALLO, NICHOLAS
Chicago Union Station

GELL, STEPHEN
Corp. HQ, Wash., D.C.

GODWIN, W. R.
Salt Lake City Crew
Base

GOLEBIEWSKI, CAROL
Miami Station

GRANT, BERNARD
Jacksonville Station

HARPER, GARLAND
Lynchburg Station

HATCH, MARK
St. Louis Station

ISLAM, JOHN
Los Angeles Offices

JACKSON, JANET
Kalamazoo Station

MUSCAT, DONALD
Rensselaer Station

NUNES, RAY
Miami Station

O'CONNOR, TOM
Los Angeles Offices

PADILLA, JESSE
Austin Station

PARHAM, BURREL
San Antonio Offices

PURNELL, CATHY
Chicago Crew Base

SPRAGUE, ROBERT
Everett Station

STOGNER, PAULA
Kansas City Station

TURNER, RICHARD
Rensselaer Mech.
Facility

WEESE, NANCY
Miami Station

WILSON, DONALD
Phila. 30th St. Station

Retirees

June-July 2010

ABRAHAM, PATSY
Corp. HQ, Wash., D.C.

AGUILAR, PAUL
Los Angeles 8th St.
Coach Yard

BAKER, GARY
Springfield Station

BAKER, JOSEPH
Wilmington Shops

BALMER, JOHN
Phila. 30th St. Station

BARR, ANDREA
Sanford Station

BATTLE, BOBBY
Wash. Union Station

BAUMGARDNER, DENNIS
Schenectady Station

BERNARD, MERLE
Sunnyside Yard N.Y.

BLANEY, IRVING
Sunnyside Yard N.Y.

BOEHNER, BARRY
Phila. 30th St. Station

BOHNE, RICHARD
Chicago Offices

BORITZKI, ROBERT
Beech Grove
Maintenance Facility

BORS, ROBERT
Wilmington Shops

BROWN, CLARENCE
Beech Grove
Maintenance Facility

BROWN, GARY
Beech Grove
Maintenance Facility

CABRY, JOHN
Phila. 30th St. Station

CAPRIOTTI, EVELYN
Mid-Atlantic
Reservation Sales
Contact Ctr.

CARR, WILMER
Phila. Coach Yard

CARTER, CHRISTOPHER
Providence MOW Base

CERVANTES, ALFONSO
Los Angeles 8th St.
Coach Yard

CHRISTIAN, DAVID
Sunnyside Yard N.Y.

CLARK, RONALD
Rensselaer Mech.
Facility

CLEMONS, ARNIE
Los Angeles Offices

CLIFTON, JOSEPH
Chicago Locomotive
Shop

COSCIA, JOSEPH
Sunnyside Yard N.Y.

CRENSHAW, ROOSEVELT
Beech Grove
Maintenance Facility

CRISCONI, ROCCO
Bear Car Shop

CULLIGAN, BRUCE
Sunnyside Yard N.Y.

DABROLET, PETER
Southampton St. Yard

DEVERS, RAYMOND
Corp. HQ, Wash., D.C.

DONERY, TIMOTHY
Seattle King St. Station

DONOFRIO, ED
Western Reservation
Sales Contact Ctr.

FALANGO, FRANK
New Haven Station

FALCONER, FREDERICK
Beech Grove
Maintenance Facility

FARLING, EILEEN
Mid-Atlantic
Reservation Sales
Contact Ctr.

FAVICCHIO, RALPH
Rensselaer Station

FIELDS, LARRY
Corp. HQ, Wash., D.C.

FLINKSTROM, DAVID
Phila. 30th St. Station

FORCZEK, STANLEY
Phila. 30th St. Station

FORD, BRENDA
Jacksonville Station

FORD, JOSEPH
Buffalo-Depew Station

FOX, JOHN
Corp. HQ, Wash., D.C.

FOXX, DANIELLA
Boston South Station

GARDNER, QUEEN
Caltrain SF Station

GARRARD, JOHN
Jacksonville Station

GOFF, EARL
Bear Car Shop

GONZALEZ, ROBERT
Springfield Station

GRAHAM, FRANK
Denver Station

GRAHAM, ROY
Wilmington Shops

GRANO, RICHARD
Phila. 30th St. Station

GRAY, GLENN
Wilmington Shops

GREEN, WALTER
Wilmington Shops

GRIFFITH, MELVIN
Beech Grove
Maintenance Facility

HAMMOND, ROSS
Beech Grove
Maintenance Facility

HANNA, BARBARA
Los Angeles Offices

HARTMAN, JOANNE
Phila. 30th St. Station

HARTMANN, STEVE
Salt Lake City Crew
Base

HAWK, WALTER
Buffalo-Depew Station

HEFLIN, CLINTON
Corp. HQ, Wash., D.C.

Employee Milestones

Congratulations to All of You!

HIKIDA, WAYNE <i>Seattle King St. Station</i>	LAWTON, JOSEPH <i>Bear Car Shop</i>	MOSS, RODNEY <i>Corp. HQ, Wash., D.C.</i>	ROGERS, BILLY <i>Caltrain Main Office</i>	TRENT, JAMES <i>New Haven Station</i>
HILL, ELIZABETH <i>Raleigh Station</i>	LEE, FELTON <i>Miami Station</i>	NICHOLAS, ROBERT <i>Sanford Station</i>	ROSE, PATRICK <i>Jacksonville Station</i>	TREZEVANT, KENNETH <i>Sunnyside Yard N.Y.</i>
HINTON, FAYE <i>Wash. Union Station</i>	LEE, MICHAEL <i>Phila. 30th St. Station</i>	NOLDER-HARRALSON, SILVANA <i>Chicago Crew Base</i>	RUNKLES, ROY <i>Ivy City Maint. Facility</i>	TROISI, DIANE <i>South Hampton St. Yard</i>
HITE, GREGORY <i>Phila. 30th St. Station</i>	LEE, ROBERT <i>Wilmington Shops</i>	NOYES, JAY <i>Chicago Locomotive Shop</i>	RUTLEDGE, DOUGLAS <i>Tampa Station</i>	TURNGREN, JAMES <i>Southern Div. Admin Office</i>
HOLT, JOSEPH <i>Chicago Mech. & Terminal Offices</i>	LEE, THEODORE <i>Chicago Mech. & Terminal Offices</i>	O'MALLEY, JOHN <i>Penn Station New York</i>	SCHMIDT, SHARON <i>Phila. 30th St. Station</i>	WALSH, DENNIS <i>Phila. 30th St. Station</i>
HOPKINS, KENNETH <i>N.Y. Division HQ</i>	LEONARD, AGNES <i>Sanford Station</i>	O'NEILL, EDWARD <i>Phila. Coach Yard</i>	SCOTT, SAUNDRA <i>Los Angeles Offices</i>	WARD, WALTER <i>W. Oakland Maint. Facility</i>
HUTCHINGS, DARREL <i>Beech Grove Maintenance Facility</i>	LEWIS, BARBARA <i>Chicago Union Station</i>	PALMER, RICHARD <i>Rensselaer Station</i>	SETTLES, JAMES <i>Beech Grove Maintenance Facility</i>	WASHINGTON, ELNORA <i>VA Railway Express</i>
IORIO, JOSEPH <i>Bear Car Shop</i>	LIGHT, LAWRENCE <i>Phila. 30th St. Station</i>	PAPLOW, GARY <i>Rensselaer Station</i>	SIMPSON, JAMES <i>Corp. HQ, Wash., D.C.</i>	WATSON, DWAYNE <i>Sanford Station</i>
JAMES, CORNELIUS <i>Trenton Station</i>	MACFADDEN, WADE <i>Sanford Station</i>	PARKER, BARBARA <i>Back Bay Station</i>	SINGH, RANJIT <i>Raymond Plaza West, Newark, N.J.</i>	WEATHERS, GREGORY <i>Chicago Mech. & Terminal Offices</i>
JONES, CHARLES <i>Chicago Locomotive Shop</i>	MADISON, CURTIS <i>South Hampton St. Yard</i>	PATTAN, VERNON <i>Los Angeles 8th St. Coach Yard</i>	SINGLEY, HELEN <i>Phila. 30th St. Station</i>	WEISER, MARY <i>Penn Station New York</i>
KELLY, MARTHA <i>Corp. HQ, Wash., D.C.</i>	MAGUIRE, JAMES <i>Quad Ave. MIW Base</i>	PEARSON, JACK <i>Chicago Offices</i>	STRATON, DAVID <i>Portland Station</i>	WILLIAMS, NATHANIEL <i>Wilmington Shops</i>
KETELBOETER, MARGARET <i>Los Angeles Offices</i>	MASON, VERGIA <i>Oakland Station OKJ</i>	PETERS, ROBERT <i>Huntington Station</i>	STRONG, PETER <i>Phila. 30th St. Station</i>	WILLOUGHBY, HENRY <i>Wash. Union Station</i>
KLICKMAN, ROBERT <i>Seattle Mechanical Yard</i>	MCCABE, JOHN <i>Providence Station</i>	PETERSON, ROGER <i>Pasco Station</i>	SULLIVAN, MARGIE <i>Mid-Atlantic Reservation Sales Contact Ctr.</i>	WILSON, JOHN <i>Beech Grove Maintenance Facility</i>
KRUHM, JAMES <i>Waterloo T&E Crew Base</i>	MCGINNESS, RICHARD <i>Bear Car Shop</i>	PICCININNI, NICHOLAS <i>Penn Station New York</i>	SWENSON, NOREEN <i>Corp. HQ, Wash., D.C.</i>	WORTHAM, CHARLES <i>Wilmington Shops</i>
KUSKEY, JAMES <i>Minneapolis-St. Paul Station</i>	MCKEOWN, BETTY <i>Western Reservation Sales Contact Ctr.</i>	PITARRESI, JOHN <i>Los Angeles Offices</i>	TAYLOR, MICHAEL <i>Charleston S.C. Station</i>	WRIGHT, ROBERT <i>Rensselaer Mech. Facility</i>
LARSON, JAMES <i>Ivy City Maint. Facility</i>	MGRDICHIAN, JON <i>Los Angeles Offices</i>	POSTON, GERALD <i>Florence Station</i>	TESTER, DARRELL <i>Beech Grove Maintenance Facility</i>	
LATCHFORD, DONALD <i>Chicago Union Station</i>	MILEWSKI, GARY <i>Phila. 30th St. Station</i>	RASMUSON, JAMES <i>Rensselaer Station</i>	TODD, STEPHEN <i>Albuquerque T&E Crew Base</i>	
LATCHFORD, JAMES <i>Corp. HQ, Wash., D.C.</i>	MILLER, JUDITH <i>Mid-Atlantic Reservation Sales Contact Ctr.</i>	REED, BRIAN <i>Wilmington Shops</i>	TONEY, EARL <i>Ivy City Maint. Facility</i>	
LAWRENCE, GARY <i>Los Angeles Offices</i>	MOORE, AUGUSTUS <i>N.Y. Division HQ</i>	ROBUSTO, RONALD <i>Wilmington Training Ctr.</i>	TOWNSEND, ODELL <i>Jacksonville Station</i>	



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August and September In Amtrak History

AUGUST - SEPTEMBER



August 7, 1975

Amfleet cars enter service on the Northeast Corridor. They were ordered, along with 70 additional SDP40s from EMD and 11 E60s from General Electric, on Oct. 12, 1973.



August 4, 1984

The *Pere Marquette* begins operation, restoring Chicago-Grand Rapids, Mich., service.



September 7, 1985

The Santa Ana (Calif.) Regional Transportation Center opens for business. It is utilized by Amtrak's *Pacific Surfliner*, Metrolink commuter service, Greyhound and local bus service and several Mexican tour bus services.