

KEN CALVERT  
42ND DISTRICT, CALIFORNIA

WASHINGTON OFFICE:  
2205 RAYBURN HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-0542  
(202) 225-1986  
FAX: (202) 225-2004

DISTRICT OFFICE:  
400 SOUTH VICENTIA AVENUE  
SUITE 125  
CORONA, CA 92882  
(951) 277-0042  
FAX: (951) 277-0420



UNITED STATES  
HOUSE OF REPRESENTATIVES

December 11, 2018

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEES:

CHAIRMAN  
INTERIOR, ENVIRONMENT AND RELATED AGENCIES

VICE CHAIRMAN  
DEFENSE

APPROPRIATIONS LIAISON TO HOUSE INTELLIGENCE  
COMMITTEE

ENERGY AND WATER DEVELOPMENT

WWW.CALVERT.HOUSE.GOV  
FACEBOOK.COM/REPKENCALVERT  
@KENCALVERT

Mr. Richard H. Anderson  
President & CEO  
Amtrak  
One Massachusetts Ave. NW  
Washington, DC 20001

Dear Mr. Anderson:

I have serious concerns regarding your proposal to shut down Amtrak's reservation facility in Riverside, California, and urge you to find an alternative to the closure. Given the many unanswered questions regarding the future of Amtrak's Riverside facility and in accordance with Amtrak's past practices, I ask that you immediately announce a delay to the planned closure until at least July 2019. This will allow for much-needed Congressional consultation and give Amtrak and its employees more time to find a workable solution.

You cite a reduction in call volume as the key factor in the determination to shutter the Riverside facility. However, it is my understanding that Amtrak recently retained a third-party contractor in Florida, Teleperformance Inc., to help meet the demands of high call volume and plans to continue to use their service even should the call center in Riverside close. If true, I find this to be completely unacceptable. If call volumes are low and cuts are necessary, cutting ties with the third-party call center should be the obvious first step. Forcing over 500 employees to choose between losing their jobs or uprooting their families to move across the country should be your last resort.

The call center has been part of the community for 25 years. These jobs have helped parents raise families, put kids through college, and made our community a better place to live. While I understand that Amtrak is confronting a range of challenges and appreciate your need to lower its overall operational cost, there are a number of alternatives available short of a complete closure of the Riverside facility.

As a state-subsidized corporation, Amtrak must be held to a higher standard, especially related to consultation with Congress. I appreciate your attention to this matter and look forward to your timely response.

Sincerely,

A handwritten signature in blue ink that reads "Ken Calvert".

KEN CALVERT  
Member of Congress