

The AMTRAK logo, featuring a stylized arrowhead pointing right above the word "AMTRAK" in a bold, sans-serif font.

ink

A Monthly Publication for and by Amtrak Employees

Volume 17 • Issue 1 • June 2012



GRAND CENTRAL
TERMINAL

**National
Train Day 2012**

**Pulls into
Grand Central
Terminal**

Hail to the Chief
O'Connor Retires from APD

The Enterprising ARRA
*Putting Amtrak,
America to Work*



Ink is Back

Like so many facets of Amtrak's business, *Ink* has undergone some important improvements recently. The changes you'll see in the following pages are a reflection of feedback we received directly from employees.

During *Ink's* time out of print, we created new sections (page 17), chose a more efficient printer and reorganized the content to make it easier for you to learn about all the inspiring developments Amtrak has going on across the country. For example, meet our Officer of the Year on page 8 or see images from last month's National Train Day on page 12.

From renovation projects to local clean-up efforts, the hard work and dedication of Amtrak employees is what truly makes our company an essential part of the American experience.

Just this past year, for example, some of you donated hundreds of hours of your time to our 40th anniversary celebrations, National Train Day and employee appreciation events. Thank you for that.

Now it's time to look ahead at our future and how we can continue to make positive contributions. No doubt we will remain steadfastly focused on delivering a safe, enjoyable and environmentally friendly experience to customers. We also hope you'll remain active and engaged with the company and within your communities.

We understand that *Ink* is more than a document, it's our story. And we're proud to provide you with information about the company you work for. Most importantly, we take seriously the responsibility to keep you informed and regret the lapse in publication of *Ink*. ■

– Corporate Communications Staff

Amtrak Headquarters
60 Massachusetts Ave., NE
Washington, D.C. 20002

Ecom@Amtrak.com

Amtrak is a monthly employee publication of Amtrak, the National Railroad Passenger Corporation.

© AMTRAK is a registered service mark of the National Railroad Passenger Corporation
© 2012 National Railroad Passenger Corporation

Amtrak
Chicago Office
500 West Jackson Blvd.,
2nd Floor
Chicago, IL 60661

Article Ideas: As we begin this new chapter in our story, please continue to share your news with us at ECom@amtrak.com, and we'll report on it here. We are also interested to know your reaction to this improved format.

Amtrak Employee and Customer Communications

Joe McHugh, Vice President
Government Affairs &
Customer Communications

I. Suzi Andiman, Acting
Sr. Director Employee &
Customer Communications

Blair Hammond, Officer
Employee & Customer
Communications

Marlon Sharpe
Principal Graphic Designer
Corporate Communications

Julia Quinn, Coordinator
Digital & Social Media

Sharon Slaton, Officer
Employee & Customer
Communications

Collin King
Graphic Specialist
Corporate Communications



Check us out on Facebook,
Twitter and YouTube



Table of Contents

5 June's Leading News

PSSA Submissions Due, Burke Nominated to Board, E-Ticketing Expands, TSA Gold Standard Award, Acela WiFi Upgrades, Exhibit Train, Operations Restructured, Employee Recognition Program

8 Spotlight: George Gernon

10 Hail to the Chief

How the Chief of Police, John O'Connor, made APD a source of pride and professionalism for Amtrak.

14 The Enterprising ARRA

Coast to coast, stimulus money sparks improvements in infrastructure and equipment.

17 Be Our Guest

Amtrak's Southern California customer service brings more sparkle to Golden Coast.

18 Milestones



On the Cover This Month

In its first ever National Train Day celebration, Grand Central Terminal hosted more than 24,000 attendees.

Photo Credit:
Matt Donnelly

Front Line Focus

“Thank you for the outstanding support provided by your Amtrak team at the Lorton *Auto Train* station in Virginia. In particular, we are very grateful for the time that foreman **Andrew McColl** provided to our 10 cub scouts to show them the inner workings of the train operations. He was able to describe the history of the station and show the boys how Amtrak successfully operates trains back and forth to Florida everyday.”

*Steve Waugh & Cub Scout Pack 2000
Lorton, Va.*

“@Amtrak_CA it's been an amazing ride so far!
#DreamComeTrue”

*Billy Romhild
Shell Beach, Calif.*

“We recently enjoyed our first cross-country trip on Amtrak's *Southwest Chief*. Our trip was made even more enjoyable thanks to our service attendant, **Antonio Zarco**. Antonio was attentive and accommodating throughout our trip. When we take this route in the future, we'll hopefully meet up with him again!”

*John & Kathleen Datz
Emmaus, Penn.*

“We wanted to take the opportunity to thank one of your cabin stewards on the 9812 *Silver Meteor* out of Orlando to New York's Penn Station. **Joseph** was wonderful. One of us is handicapped, and we were not sure how much assistance we would need. For example, we went to the dining car for lunch but learned it was much farther than we anticipated, so Joseph brought the remaining two meals to our cabin. Joseph was exceptional. He is an employee of which Amtrak truly can be proud.”

*Margaret Spurrell & Rosie Sestito
Somerville, Mass.*



Upcoming News & Promotions

831,000

Average number of commuter passengers that depend on Amtrak services or infrastructure each day.

12

Percentage of growth in @Amtrak Twitter followers over a 30-day period this spring.

5 tons

Weight of tires recycled at Wilmington, Del., facilities for Earth Day 2012.

1986

Year the former Kewanee, Illinois, train depot was built. It was later demolished to make room for the new station, which opened in April and will be a stop on the *Illinois Zephyr* and *Carl Sandburg* route.

Sources: National Fact Sheet FY2011

Special Employee Night with the Mets

Date: June 19, 2012

Location: Citi Field

See the New York Mets take on the Baltimore Orioles at this month's Amtrak Employee Night at Citi Field for as low as \$10 per ticket.

Recent ballpark renovations include a new wall in center field and upgraded blue and orange fences around the field.

Employees can also purchase a Multi-Met ticket, which includes a \$24 food, beverage and merchandise credit for an additional \$20.

In addition to this month's event, Employee Nights will also be held on July 3 against the Phillies and August 11 against the Braves.

8th World Congress on High-Speed Rail

Date: July 10-13, 2012

Location: Pennsylvania Convention Center

The 8th World Congress on High-Speed Rail will bring together high-level officials from international rail organizations. International attendees will get the chance to tour Sunnyside Yard and



hear presentations from Amtrak officials on topics ranging from sustainability to on-board WiFi during the conference. The global event is organized by UIC and APTA in cooperation with Amtrak, FRA, AAR and VIA Rail Canada.



See Original Bible Texts for \$8 Off

Go back in time just by taking the train to Philadelphia this spring and summer. In the only exhibit of its kind in North

America, the ancient Dead Sea Scrolls will be on display, and employees will enjoy discounted admission.

Regularly tickets to the exhibit, which runs until October, are \$31.50, but with

the Amtrak discount employees can enjoy hand-written passages from the Bible for \$23.50 admission.

Among the more than 2,000-year-old artifacts on display at the Franklin Institute are jewelry, royal pottery, and weapons including sling stones like the one David used to slay Goliath.

The discount code for employees is "AMTRAK" and can only be applied online or by calling 215-448-1200.

LegoLand Resort Offers Employees Discount

Now that school's out, parents looking for a kid-friendly getaway can save up to \$26 on tickets to LegoLand California and receive an additional day at the park for free.

LegoLand California is a 128-acre family theme park located in Carlsbad, a seaside community 30 miles north of downtown San Diego and one hour south of Anaheim.

The park's hours are generally 10 a.m. to 8 p.m. seven days a week, and employees can access their discount by going to the "Employee Store" on the Amtrak Intranet and clicking on LegoLand. ■



Submissions for PSSA Due this Month

Nominations are being accepted for the 2012 President's Service and Safety Awards (PSSA), Amtrak's highest recognition for employees, but the deadline is fast approaching.

A committee of employees representing various departments and locations will review the nominations and select award recipients. Award recipients are then announced and formally recognized at a luncheon in Washington, D.C.



Nominations for the awards in the areas of valor, excellence, safety, diversity, sustained excellence and others are due Friday, June 22, 2012. To nominate a colleague go to the "Employees" then "Awards and Achievements" section on the Intranet.

New PSSA co-chairs this year are Director of Employee Relations **Dawn Marcelle** and Employee Relations Officer **Julia Messick**.

Obama Nominates Burke to Board

Pending Senate confirmation, **Yvonne Braithwaite Burke** will become the newest member of Amtrak's board of directors.

Burke was nominated by President Obama in early spring and has decades of experience in state politics in California, where she is a member of the state's Transportation Commission.

In 1966, Burke was the first African American woman elected to the California state Assembly and later the U.S. Congress in 1973.

eTicketing Expands Westward

The *City of New Orleans*, *Heartland Flyer* and California's *Capitol Corridor* and *San Joaquin* trains are joining the *Downeaster* in offering electronic tickets to customers.

Conductors accepting the etickets use a smartphone to scan barcodes on customer tickets. Key benefits include simplifying booking for passengers, saving conductors time for more rider interaction, and improving coordination between On-Board Services and Mechanical departments since maintenance work orders can be filed electronically with the system.

In addition the new system ushers in a more accurate, real-time rider manifest for conductors.

"We anticipate the program expanding to Southern California and the rest of the Amtrak system by the end of the summer," says **Emmett Fremaux**, vice president for Marketing and Product Development.

The pilot program testing the eTicketing technology launched in November 2011.

Acela 4G WiFi Upgrades

Customer service improvements are continuing aboard the *Acela Express* as the company looks to upgrade the on-train Internet connection to a

faster, more-reliable 4GLTE connection by the end of the year. Market research shows that LTE has the potential to add an estimated \$2.2 million in incremental ticket revenue. Bandwidth will increase roughly seven times from the current average of 2 Mbps to 15 Mbps per train.

The *Acela Express*, on which WiFi is expected to contribute incremental revenues north of \$8 million in FY2012, has experienced growth in the number of passengers using WiFi, leading to decreases in the overall quality of the service.

Wireless connections also will be established between *Acela* trains and station WiFi at the Washington, Baltimore, Wilmington, Philadelphia and Boston stations, providing passengers with the ability to attach to a true broadband connection while the trains are in their vicinity.

These improvements will enable Amtrak to restore customer satisfaction and are expected to cost about \$2.5 million. Installation of the upgrades will begin this summer with testing starting this fall. By



Bulletin Board

December, station and train installations are expected to be complete.

40th Anniversary Train Ends U.S. Tour at Grand Central

After traveling coast to coast, the 40th anniversary Exhibit Train ended its year-long tour of the country at Grand Central Terminal in New York City last month.

The Exhibit Train made 45 stops, hosted more than 85,000 visitors and earned more than \$222,000 in merchandise sales since the tour began May 1, 2011. Its tour took it throughout the Northeast then extended to the Midwest last September followed by western states. The train made its way back through Texas and the Southeast this winter and will remain parked for the remainder of the year at Philadelphia's 30th Street Station. It will be making limited appearances throughout the balance of the year.

Operations Restructure Begins

Each major terminal will have a single manager responsible for all train and station services, according to a recent Operations restructuring, which will be completed by October 2013.

The plan, which has been under development since December, will be

rolled out in phases over the next 15 months and does not include any service reductions or planned layoffs for agreement-covered employees. There are also no plans for significant

reductions in non-agreement positions, although some positions may be

changed, replaced or phased out. While most non-agreement employees' jobs will not change, their reporting structures will.

"We've sought input from nearly 100 front-line employees and managers to make sure the changes are realistic and effective," says Vice President of Operations **DJ Stadler**.

Amtrak Awarded TSA Safety Award

Transportation Security Administration (TSA) officials awarded Amtrak TSA's highest honor, the Gold Standard in Safety,

"I'm extremely proud of all the work everyone at Amtrak has done to get us this award," said Chairman of the Board **Thomas Carper** at the event. "Most of the credit really goes to the Amtrak police."

Employees Win Plaque for Leadership

At a recent awards ceremony in Boston exemplary employees were recognized by General Superintendent **Mike Decataldo** for their leadership and innovation.

The Northeast Division Employee Recognition Program highlights



TSA Administrator John Pistole, right, hands Chairman of the Board Thomas Carper, President & CEO Joseph Boardman and Chief John O'Connor the administration's highest honor.

recently at a ceremony in Washington Union Station.

Amtrak was tested in 17 safety categories and received excellent marks for all.

Along with Operation RAIL SAFE, which is a partnership among the New York City Police Department, Amtrak and the TSA, additional programs were credited with helping Amtrak earn the honor.

employees in areas such as innovation, valor, honesty and Safe2Safer.

Those honored in April were: Police Officers **Ted Oliver**, **Timothy Weismore**, **Fabio Sousa**, **Alexander Vilardo** (valor); Station Manager **Wendy Wilson** (honesty and integrity); Conductor **Michael Duclos** (valor); and Train Engineer **Patrick Darcy** (valor). ■



D.J. Stadler



Always Sunny in Philadelphia

On a warm April morning 20 Amtrak volunteers assembled to pick up trash, spread mulch and perform other maintenance along the city's Schuylkill River Trail. The 23-mile path runs along the river just outside of Philadelphia's 30th Street Station and is a busy local attraction during warm months. From left: **Stefan Gilmore** (Environmental Health and Safety), **Leonard Patton** (Engineering), **Greg Steele** (Operations) and **Andy Enzman** (Environmental Health and Safety) clear weeds at an outdoor movie-viewing area next to the path.

Officer of the Year – Investigator George Gernon

Adventures and arrests in Penn Station earn investigator prestigious award.

Investigator George W. Gernon of Woodside, N.Y., was named the Amtrak Police Officer of the Year, the force's most prestigious honor, at a recent ceremony in the nation's capital.

Gernon began his career with the Amtrak Police Department in March 2003 as an officer and later served as a canine officer before becoming an investigator assigned to the New York Division.

Through a series of arrests in 2011 which included that of a felon fleeing the state by train, the seizure of 800 oxycodone pills from a Florida rider and a four-month investigation and arrest of a husband and wife duo who robbed a pharmacy of more than \$18,000, Gernon earned national recognition within the APD.

Ink caught up with Gernon right before accepting his award.

What are you most proud of from your time with the force?

There have been a lot of achievements, but this award is my biggest. It's based on a team, not just me. I had a lot of people that helped me get it. **Chief O'Connor, Deputy Chief Hart, Deputy Chief**



Investigator George Gernon receives his Officer of the Year award from Bert DiClemente, right, and Chairman of the Board Thomas Carper.



Investigator George Gernon

Thornton and Inspector Parker gave me the opportunities.

What's the most valuable asset you've learned while working with the APD?

During my time here I've learned about teamwork. I wouldn't be here without it. There's a quote from Babe Ruth, and I'm a diehard Mets fan, so this is saying

something. He said, "The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime." I find that extremely true.

Tell readers about your colleagues at Penn Station.

They're all great. They helped me with pretty much whatever I needed to do to get the job done. They don't hesitate at all. The supervisors are excellent and the command staff is thoughtful. They look out for you, and they let you do what you need to do to get your cases solved.

How are you going to celebrate your award?

With my family and friends. My mom is in the audience and couldn't be prouder. My mom and dad raised me with the smarts and respect to do the job. I'm sure my dad, who is my guardian angel, is just as proud. I know he's looking down smiling.

What's the next step for you?

I'll wear my award with pride and continue to serve. ■



Built to Last

What's three times the length of a football field, 50 feet wide and LEED-certified? The new state-of-the-art maintenance facility in Hialeah, Fla., where Viewliner, Amfleet II and Heritage diner equipment will now be serviced.

During a ribbon-cutting ceremony on April 20 at the new preventative maintenance facility, CEO **Joe Boardman**, left, and Master Mechanic **Tommy Farr** flanked the 600-foot in-ground pit that includes a jacking system to replace wheel trucks. The \$32.7 million renovation project also created new administration offices, training rooms and employee locker and lunch rooms.

O'Connor's Farewell

Chief of Police retires with legacy of professionalism and partnerships.

When Chief **John J. O'Connor** looks back at his 14 years with Amtrak's Police Department, it's the officers' accomplishments that he's most proud of, not his own.

"I'm particularly proud of the way the men and women of the department have responded to their responsibility to protect the riding public in a post-9/11 world," he says seriously while seated in his Washington, D.C., office at Union Station. "They go out there day in and day out knowing that they are the ones that are putting themselves on the line for the protection of others."

O'Connor, who spent 25 years at the Long Island Rail Road Police Department before coming to Amtrak, will retire this month.

Like the officers he oversees, his role at the helm of APD also has him working "day in and day out." Just this week alone, he's been back and forth three times between Washington and New York City, where he also has an office, and it's only Wednesday.

With that type of agenda in one week, it's no wonder he's managed to create internal, national and even international programs to ensure customers' safety. From K-9 teams that can detect explosives on people's bodies as they're walking through the stations (rather than just stationary threats) to an ever-expanding relationship with train systems throughout Europe called



Chief John J. O'Connor

RAILPOL, O'Connor has increased the exposure of APD and in turn the safety of Amtrak travel in a way that's impressive even to Amtrak veterans.

"He's brought professionalism to the department by helping to acquire

more resources and expanding our roll in the anti-terrorism community," says **Robert Smith**, deputy chief in Boston, who has known O'Connor since he joined the force in 1998.

O'Connor's tenure with APD has ushered in a comprehensive program called the Three Ps, which stand for Prevention, Partnerships and Participation. It's a layered approach to safety that requires cooperation from local and federal agencies as well as customers.

"The prevention comes with our standard uniform patrols laid over with our Special Operations patrols — officers who have training in special weapons and counter terrorism tactics," O'Connor says.

Partnerships, such as the RAIL SAFE program, add another layer of passenger protection. RAIL SAFE, which stands for Regional Alliance Including Local, State and Federal Efforts, began three years ago, and its operations entail unexpectedly surging a station with heightened patrols of

both uniformed and undercover officers.

"He has made his expectations clear to all who serve within APD that mediocrity is not acceptable," says Deputy Chief **Keven Gray**, who handles Special Operations for the force.

While these types of operations began solely in the Northeast, O'Connor brought them across the country, and APD has performed more than 25 surges since RAIL SAFE was introduced.

"I can remember the first RAIL SAFE," says **Ed Thornton**, deputy chief in Philadelphia. "It was a big deal, but we still didn't have the number of departments we do now. Through chief's work and contacts, it's grown exponentially."

The partnerships forged by O'Connor reach some of the most sophisticated agencies in the country. "We're constantly plugged into different streams of intelligence that are out there, and the relationship with the FBI and major police departments is a good one," O'Connor says.

That type of collaboration is the result of years of O'Connor's hard work.

"His belief in the value of inter-agency collaboration and teamwork has been critical in furthering the mission of APD," says Assistant Chief of Police **Lisa Shahade**, who calls O'Connor's mentoring "invaluable."

Over his 38-year career in police work, O'Connor has received training from the FBI at Quantico, attended

Harvard's executive program and traveled as far as the Philippines to share best practices in rail safety. The wealth of both institutional and real-world knowledge combined to create a more professional APD during his time at Amtrak.

"Chief O'Connor has worked tirelessly to raise the professionalism and profile of the force through local, federal and international partnerships," says **Joseph Boardman**, Amtrak presi-

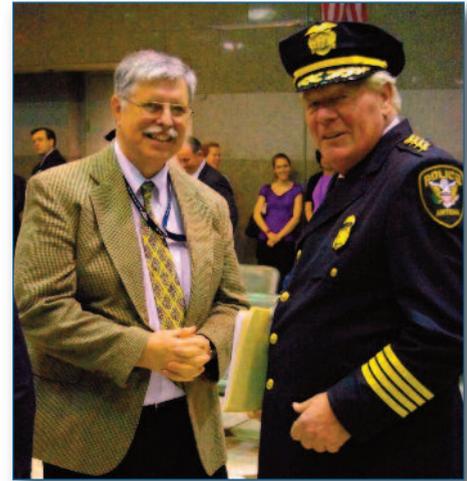
dent and CEO. "His personal commitment to the safety of our system is commendable and has positioned Amtrak to continue to provide safe rail travel throughout the country."

Not only did O'Connor's efforts involve detailed operations among officers and partner agencies, he also leveraged the knowledge of passengers. The "If You See Something, Say Something" campaign and the PASS program,

which stands for Partners for Amtrak Safety and Security, encourage community members to assist APD by acting as an additional set of eyes and ears on the alert for potential security or safety problems. So far, the program has garnered 2,500 applications from customers

"Chief has done a great deal to improve not only our department, but also the way that others like employees and outside law-enforcement agencies view APD," says **Phillip Arnold**, deputy chief in Chicago.

Going forward, APD's biggest challenge is fending off complacency,



CEO Joseph Boardman, left, with Chief O'Connor at a Transportation Security Administration award ceremony.

O'Connor says. Since the system has gone without a major threat following 9/11, keeping officers, partnering agencies and passengers at the highest level of awareness and preparedness is vital to continue to ensure rail safety.

"We just want to make sure that they maintain their vigilance," O'Connor says of the public, "and let us know what more we can do to make them feel safer."

Besides being a leader in law enforcement, deputies say the chief's strong personal values and his "you can never have too much help" mantra set a positive tone for the force.

"That speaks volumes about his character," Thornton says, explaining O'Connor's willingness to send relief efforts to Katrina-affected areas as well as to Tornado Alley after storms.

Despite the geographical challenge of keeping communities in 46 states safe, O'Connor says he's genuinely enjoyed his time with APD.

"I've seen the department grow and become more professional, and I think we're right up there with the best of them," he says. ■





NATIONAL TRAIN DAY

MAY 12, 2012

The fifth annual National Train Day marked the 143rd anniversary of the nation's first transcontinental railroad.

On May 10, 1869, in Promontory Summit, Utah, the 'golden spike' was driven into the final tie that joined 1,776 miles of railways, becoming a day of celebration for rail fans across the country.

Today Amtrak provides service to a record-breaking 30.2 million riders and employs more than 20,000 people across the country.

Last month many of those employees lent their time and expertise to make the 2012 National Train Day celebrations unforgettable.



In Chicago customers and employees enjoyed events including live entertainment and model train displays.



Award-winning actress **Rosario Dawson** was the National Train Day spokeswoman and toured the Exhibit Train at Grand Central Terminal.



Dora the Explorer celebrated various train travel adventures with National Train Day attendees in Los Angeles.





Bert DiClemente, Amtrak board member, left, and *Roy Deitchman* opened the celebrations at Philadelphia's 30th Street Station.



Shavon Bannister, left, and *Catherine Soto* volunteered their time to Chicago's celebrations.



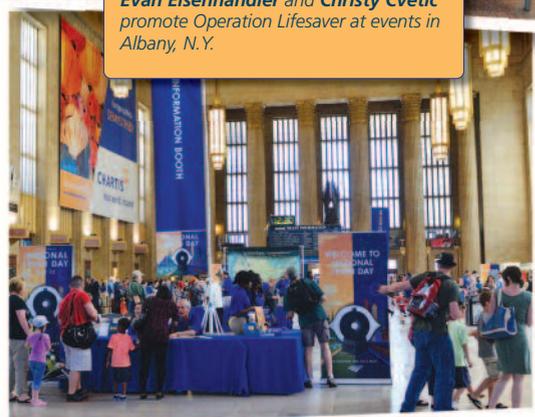
Evan Eisenhandler and *Christy Cvetc* promote Operation Lifesaver at events in Albany, N.Y.



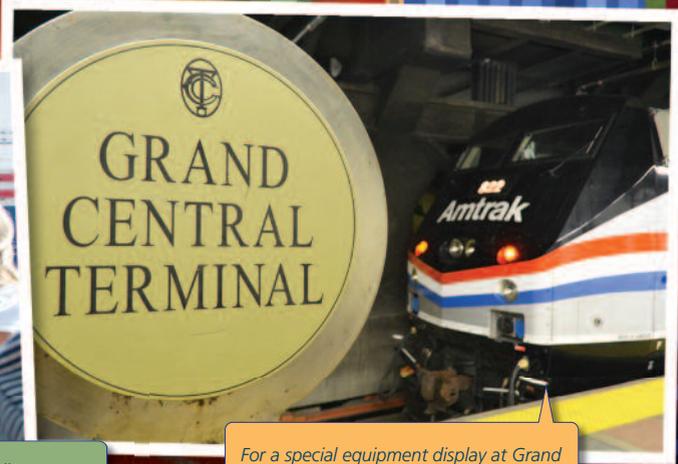
Crowds gathered to tour train equipment in Toledo, Ohio.



Vermont Governor *Peter Shumlin* spoke at a celebration in Waterbury.



Events in Cary, N.C., drew trainiacs of all ages to equipment displays.

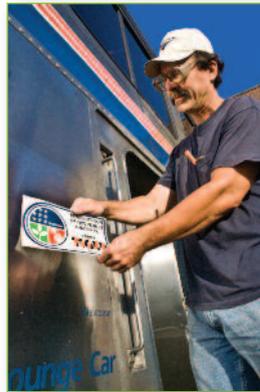


For a special equipment display at Grand Central Terminal in New York City, Amtrak trains were towed in.

The Enterprising ARRA

How Amtrak improved infrastructure and helped put Americans back to work through the American Recovery and Reinvestment Act.

The numbers are impressive: 15 locomotives, 60 Amfleets, one Viewliner diner car, 20 Superliners. And that's just the rolling stock. The \$1.3 billion in the American Recovery and Reinvestment Act's (ARRA) federal funds granted to Amtrak ushered in an extensive wave of facility, equipment and infrastructure improvements over the last three years.



“Throughout the process,” Chairman **Thomas Carper** told the House Committee on Transportation and Infrastructure, “we have pursued three important but subsidiary objectives: to ensure we get the best possible value for our money, to get as much as possible done within the allotted time and to make the spending process as transparent as possible, with the important and overriding focus of creating jobs.”

Passed by Congress on February 13, 2009, the American Recovery and Reinvestment Act was signed by President Obama just four days later, making available \$787 billion in tax cuts and stimulus funding.

Thanks to the almost immediate access to the funds beginning in 2009, Amtrak was able to increase fleet capacity, invest in the infrastructure in the Northeast Corridor and improve facilities at stations and terminals across the country.

“The ARRA funding gave us the ability to do massive projects that would normally take up a full year’s [general capital] budget,” says **Michael Dowd**, director of capital budgets. “These modernizations are going to result in better on-time performance and so much more for our customers.”

Among the ways the funds were used was to return stored and damaged equipment to service, a multi-year project completed by employees at the Beech Grove and Bear maintenance facilities.

“It’s not only returning the cars and the locomotives to service, but we were also able to make prototype improvements for the future designs,” says **John Grey**, Beech Grove’s superintendent. “The funding helped us get in there and actually figure out what the next generation might look like.”

The increase demand on the facility resulted in 108 new hires and has kept employees working on the restorations of rolling stock since 2009. One of the most high-profile projects was the development of a new Viewliner diner car, shown on page 15.

Superliner diner cars were also improved. “The diners received new dumbwaiters updated interiors and all new appliances,” Grey says.

ARRA funds also went toward Beech Grove’s production of the Superliner I coach car 34040, the first car to receive the new ADA upgrades, which allow passengers with disabilities to easily access the facilities on board.

Additionally the 15 locomotives that employees at Beech Grove overhauled will provide about 10 years of reliable service, or about 60,000 miles per year per locomotive, without a major overhaul. Grey attributes the locomotives’ renewed longevity to the upgraded electronic fuel injections they received along with their increased horse power and better fuel efficiency.



Michael Dowd

Most importantly, he credits the men and women at the facility for their hard work on the ARRA projects. “It couldn’t

have been done without the people,” Grey says. “It was a total Amtrak effort.”

As part of the ARRA equipment improvements, Bear Maintenance Facility also completed rolling-stock improvements and hired 52 new employees. Twenty Amfleet I café cars were converted to coaches, seven wrecked Amfleet I coaches were restored and returned to service and more than 30 cars received level-3 overhauls.

In addition, Amtrak also focused ARRA funds on upgrading infrastructure such as bridges in the Northeast, track switches in Chicago and new continuous welded rail in St. Louis.

In Chicago, the failure-prone kerosene heaters that were previously used to keep track switches in the yards from freezing were replaced with 56 new electric switch heaters in 2010. The hand-thrown components, which were also prone to freezing, were replaced with an electric control system that can be controlled centrally from Chicago’s Union Station.

“They used to go out and light these things manually,” Dowd says, explaining that the modernization of the switches will improve on-time performance and save employees time in up-keep.

Coast to coast, ARRA funds were even used to renew maintenance facilities. Shops in Los Angeles and Hialeah, Fla., were renovated using millions of ARRA dollars.

While the Hialeah Preventative Maintenance Facility received \$29.4 million to complete LEED-certified

improvements (read more on page 9), which Amtrak’s master mechanic **Tommy Farr** says will increase efficiency, Los Angeles maintenance facilities were also upgraded. The renovations

included the shop that performs safety inspections, servicing and maintenance of passenger rail cars used on long-distance routes (*Coast Starlight*, *Southwest Chief* and *Sunset Limited*) and one of the California-supported corridor services (*Pacific Surfliner*).



Beech Grove’s superintendent John Grey says the ARRA work done at the maintenance facility, “was a total Amtrak effort.”



The Viewliner diner car after its renovation.

“They used to just repair cars out in the open,” Dowd says, explaining that the ARRA funds provide a covered facility for employees and support teams there.

One of the most complex capital projects, partially funded by the ARRA, is the replacement of the Niantic River Bridge in Connecticut, an Amtrak-owned century-old bridge that serves as a key link for rail traffic between New York and Boston. Because it was no longer economical to repair the bridge, it required a full replacement to provide reliable rail operation in the region. So far in the project, ARRA deadlines have been met and Amtrak is on pace to complete the project, which will allow an increase in train speeds on and near the bridge, in May 2013.

This project involves the construction of a new two-track, electrified railroad bascule bridge across the river 58 feet south of its original location.

“In the end, Amtrak delivered on both the requirements and spirit of what the ARRA was intended to do,” Carper says. “We got a tremendous amount of durable projects done and we brought unemployed Americans back into the workforce.” ■

Populations Boom Along Rail Lines

Growth of 'megaregion' has employees looking at busy future in Northeast.

When Amtrak looks at its next 40 years in business, the view is a crowded one.

Experts expect population swells in 11 regions across the country, especially along the Northeast Corridor (NEC) where areas with significant densities of populations, housing and commerce are projected to more than double by 2050.

In fact, the trend has led to the new term “megaregions,” which describes the merging of multiple urban areas into larger super cities.

“Even the late-night trains have gone up in ridership,” says **Zebulun Kipp**, an assistant conductor along the corridor who noticed an increase in riders beginning last summer. “Fridays and Sundays are the busiest.”

Kipp’s observations, however, may only be the tip of the iceberg. According to Department of Transportation research, 58 million people will live within 25 miles of the NEC rail lines by the year 2050. As a result, Amtrak expects to operate 210 intercity trains per day by 2030.

With busier trains and increased competition within the intercity travel market, Amtrak has turned its attention to improving the NEC system to prepare for more riders and faster high-speed rail service.

“The total transportation — rail, aviation and highway — networks are ill-equipped to handle that growth,” says **Stephen Gardner**, vice president of NEC Infrastructure and Investment Development. “We know the region will grow and that we’ll need improved



Stephen Gardner

transportation systems to accommodate that growth. Investing in rail is one of the best ways to efficiently create additional capacity to handle the increased demand.”

Steve Watson, who’s been a conductor in the NEC for the last year and a half, says he’d like to see

smoother road beds and upgraded on-board WiFi.

Infrastructure work is already underway on a 24-mile stretch in New Jersey thanks to a \$450 million federally funded project, which will upgrade catenary, electric traction systems and tracks to allow for faster operating speeds up to 160 mph for *Acela Express* trains.

“This project will replace today’s existing infrastructure with new state-of-the-art systems, increasing reliability, performance and capacity,” Gardner says.

Amtrak’s vision for developing a Next Generation high-speed-rail system (NextGen HSR) also attempts to tackle the region’s growing demand. That concept, released in September 2010, proposes new dedicated high-speed tracks on

existing and new rail alignments that would allow for shorter trip times, increases in train frequencies and top operating speeds of up to 220 mph.

“By building new, high-performance tracks for high-speed trains, we can greatly expand our *Acela* service, while freeing up capacity on today’s trackage for the commuter and freight trains,” Gardner says. “If rail service is going to play a larger role in helping to meet the region’s mobility needs, we are going to have to expand and improve NEC infrastructure to create more capacity.”

While the NextGen HSR plans for the NEC are still in the conceptual phase, the Federal Railroad Administration is examining options for the future NEC network to adapt to the

increases in population and travel demand.

“Rail is going to be a big part of the answer to the population growth coming to this region,” Gardner says. “It’s a very efficient way to move people and goods, using less energy with a smaller environmental impact than other modes. High-density corridors like the NEC are where rail can really shine.” ■

Other Megaregions

In addition to the Northeast, there are 10 other megaregions in the U.S.

- Arizona Sun Corridor Megaregion
- Cascadia Megaregion
- Florida Megaregion
- Front Range Megaregion
- Great Lakes Megaregion
- Gulf Coast Megaregion
- Northern California Megaregion
- Piedmont Atlantic Megaregion
- Southern California Megaregion
- Texas Triangle Megaregion

Source: Regional Plan Association

Be Our Guest

Amtrak's Southern California customer service brings more sparkle to Golden Coast.

Southern California is already known for its sun and smiles but thanks to station employees it's also known for service.

In Santa Barbara, Station Agent **Virginia Mclain** may see more than 1,000 passengers board or alight the train in a single day, but she and other station personnel treat every customer as if they were the only one.

"We are a busy station, but we still give all customers the attention they deserve," Mclain says.

For her, customer service often means giving passengers as much helpful information as possible. She tells them which platform to stand on, where their particular car will be and what time the train is expected to arrive.

"I want them to know those things, so everything flows smoothly for them and us," she says.

“ We are a busy station, but we still give all customers the attention they deserve. ”

— Virginia Mclain

Monique Curry, at Van Nuys, also focuses on supplying travelers with all the information they need to make their trips enjoyable.

"When it comes to first-timers, I have been in that situation, so I can relate," Curry says. "I give them all the information they need to know."

Curry and colleagues **Michael Garetti**, **Paul Harris** and **Gail Long** work to ensure satisfied customers board the train. "Smiling is the whole thing," says Curry, a 22-year Amtrak employee. "It makes each passenger take a moment to calm down and creates a positive atmosphere."

Mike "Yogi" Pilley, at the San Diego station, sees customer service as a form of job security. "The customers pay the railroad, and the railroad pays me," Pilley says of the importance of making each customer's trip enjoyable.

Curry agrees. "I treat everyone the way I would like to be treated and make sure they enjoy their experience so they tell their friends, relatives and everyone how great their time was. To me, that's the best way to build business," she says.

Pilley also ensures that San Diego employees are constantly receiving feedback to improve their service. If a passenger's final stop is San Diego, he asks about their experience. If they have good things to say, he thanks them for riding the train and encourages them to tell friends and family. If he speaks with an unhappy customer, he listens intently to put the customer at ease.

"We want to know what we are doing right and what we can improve," he says. "Each customer is different and has a unique experience; we want to know about them."

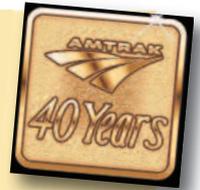
While the feedback from customers improves Amtrak's customer service, it also makes front-line employees happy.

"I've received many letters thanking me," Santa Barbara's Mclain says. "I save them because it means a lot to have people take the time to write to let me know they appreciate what I do." ■



Employee Milestones

Congratulations to All of You!



40 Years of Service

Amtrak's success over the last 41 years is a direct testament to the loyalty and hard work of its veteran employees. For the second consecutive year, Amtrak is celebrating the 40-year anniversaries of a select number of employees. Between January and April, the following employees reached 40 years of service with Amtrak. Congratulations and thank you for your dedication!

Eileen Garstka
CNOC

Kathryn Wolff
Corporate HQ, Wash., D.C.

Patricia Miller
T&E Toledo Crew Base

20-Year Anniversary

May 2012

BAUER, BARRY
New York Penn Station

BOYER, WILLIAM
Portland, Ore., Union Station

BUCKLEY, MARK
T&E Toledo Crew Base

CRUZ, MIGUEL
New York Penn Station

DICKERSON, GERALD
Boston South Station

ENGEL, GENE
Los Angeles Offices

GILBERTSON, KIM
Tacoma Station

GLEN, BURNELL
Wilmington Shops

GO, ROMEO
Los Angeles Offices

GUZMAN, EDWARD
Santa Barbara Station

HILLMAN, RICHARD
Baltimore, Md.

HOURIGAN, GREGORY
W. Oakland Maint. Facility

JOHNSON, DUDLEY
New York Penn Station

McGEE, PHILLIP
Chicago Locomotive Shop

MILLER, GREGG
Phila. 30th Street Station

O'GUINN, PATRICK
Metrolink Riverside Crew Base

PARTIDA, ERNEST
Sacramento Station

PIERCE, DANIEL
Wash., D.C., Coach Yard

SCHAEFFER, RAMONE
Chicago Offices

SCHERER, DENNIS
New York Penn Station

TOWNSEND-HARRIS, NAOMI
C&S HQ

WILLIAMS, NANETTE
Los Angeles Offices

YONKERS, JERRY
Caltrain Main Office

25-Year Anniversary

May 2012

ADAMS, FREDDIE
Los Angeles Offices

BAILEY, THOMAS
New York Penn Station

BANH, ROGER
Los Angeles Offices

CANTER, MARGARET
Auto Train Lorton Station

CARUSO, JOHANNE
Southampton St. Yard

CIANCIARUSO, ANTHONY
Miami Mechanical Yard

CUFF, MARIE
Los Angeles Offices

DABNEY, MARK
Rensselaer Mech. Facility

DALE, HAROLD
Boston South Station

DAVIDSON, DEAN
Boston South Station

DIXON, YVONNE
CNOC

ELLIS, MARTHA
Los Angeles Offices

ESPARZA, ROSE
Los Angeles Offices

FERRY, DIANE
Phila. 30th Street Station

FLORIO, MARK
New Haven Station

FLOWERS, DERoy
Phila. 30th Street Station

FOPPE, STEVEN
St. Louis Station

FOWLER, CHARLES
Sanford Station

GAAB, MARTIN
St. Cloud Station

GAUER, GALEN
St. Cloud Station

HINKSON, BARRY
New York Division HQ

HOLLOWAY, PIPER
Corp. HQ, Wash., D.C.

HUMBERT, ISAIAH
New York Penn Station

JEFFERS, LEROY
New York Penn Station

JONES, COLVER
Los Angeles Offices

KRUEGER, DANIEL
Chicago Offices

LANDIS, GARY
Penn. Reservation & Sales Office

LANDROCK, GEORGE
Portland, Ore., Union Station

LEE, WILLIAM
Edmonds Station

LLOYD-HOLLIER, LUWANA
New York Penn Station

LOFRUMENTO, DIANE
Penn. Reservation & Sales Office

LUCIA, ALBERT
Metrolink Stuart Mesa Crew Base

MARABLE, RENEE
Phila. 30th Street Station

MCCOLGAN, JOANNA
Phila. 30th Street Station

MERCER, EVERELLE
New York Penn Station

MICHEL, ROY
New Orleans Station

MILAZZO, MARK
New Haven Station

PAHL, STEVEN
Chicago Locomotive Shop

PALMER, JANE
Rensselaer Station

PAULING, FLOYD
Sunnyside Yard N.Y.

PRATT, SHELLEY
Los Angeles Offices

ROBINSON, LINDA
Providence Station

ROSARIO, IVELISSE
CNOC

SALIM, ROBERT
Transportation Bldg., Wash., D.C.

SHIRLEY, GREGORY
St. Cloud Station

SINGLETARY, THOMAS
Jacksonville Station

SKYLES, ELLE
Seattle Transportation Bldg.

SMITH, RODDY
Los Angeles Offices

STEVES, FRANK
Miami Station

THIGPEN, DAVID
Chicago Crewbase

THOMAS, DANIEL
Meridian Station

TIBBS, JUANITA
Seattle King St. Station

VANOVER, LAWRENCE
Miami Station

WALL, TOMMY
Meridian Station

WHAUL, CHRISTOPHER
New York Penn Station

WILBUR, BEN
Los Angeles Offices

WILLIAMS, FRANK
Atlanta Station

WILLIAMS, RENEA
Oakland Station

WILLIAMS, STEVEN
New York Penn Station

YOUNGER, CHRIS
Los Angeles Offices

Employee Milestones

Congratulations to All of You!

30-Year Anniversary May 2012

BABIARZ, MARK
Bear Car Shop

BENJAMIN, RICHARD
Phila. 30th Street Station

BURWELL-SELDON, GILDA
Phila. 30th Street Station

EDWARDS, TERRY
Quad Ave. M/W Base

GULLION, GARY
Lancaster Station

HEMESATH, JOANN
Calif. Reservation Sales Office

HEPNER, DANIEL
Perryville M/W Base

JOHNSON, GENEVA
Penn. Reservation & Sales Office

KEOGH, PATRICK
Sanford Station

LINDER, LORNA
Phila. 30th Street Station

MILLER, ALBERT
Los Angeles 8th St. Coach Yard

MILLER, JODY
CNO

MURPHY, LINDA
Phila. 30th Street Station

PERDOMO, GONZALO
Los Angeles Offices

PUEBLA, GINA
Los Angeles Offices

SHULTZ, WAYNE
Washington Union Station

STRICKLER, MARY
Penn. Reservation & Sales Office

TARLOSKI, CHARLES
Phila. 30th Street Station

TOLLIVER, MOSE
Chicago Union Station

WALKER, CHRISTOPHER
New York Penn Station

WALLS, BRENDA
Chicago Offices

WILLIAMS, FAYE
Calif. Reservation Sales Office

WILSON, GREGORY
Los Angeles Offices

35-Year Anniversary May 2012

ALBERT, DAVID
Los Angeles Offices

AMMERER, WILLIAM
MOW Base

BEDWELL, WILLIAM
Beech Grove Maint. Facility

BOTOS, STEVEN
Beech Grove Maint. Facility

BRYAN, WILLIAM
Phila. 30th Street Station

BUTTERFIELD, ROBERT
Southampton St. Yard

CAPOBIANCO, MICHAEL
New York Penn Station

CASTLE, GLENN
Corp. HQ, Wash., D.C.

CHAPIN, SCOTT
Trenton Station

CHAWLUK, THOMAS
CNO

CHESLOCK, RONALD
NW Base, New Brunswick

COWART, RUBY
New Orleans Station

CRANE, SHARON
Orlando Station

CREGO, CAROL
Santa Barbara Station

DAVENPORT, CHERIE
Corp. HQ, Wash., D.C.

DENARO, DAVID
Odenton M/W Base

ELDEB, JAMES
Southampton St. Yard

ESPOSITO, RICHARD
Phila. 30th Street Station

FINNEGAN, THOMAS
New York Penn Station

FLAHERTY, MICHAEL
Harrisburg Station

GIBLIN, JOHN
Boston South Station

GLOVER, RAY
Southampton St. Yard

HUGHES, CHESTER
MOW Base

JAKOBSON, RICHARD
Engineering, Groton, Conn.

JENKINS, ADELL
Phila. 30th Street Station

KUHNS, KENNETH
Lancaster Station
KYDD, LOGAN
MOW Base

LOHR, FRANK
Portland, Ore., Union Station

LOMBARDI, JOSEPH
Seattle Mechanical Yard

LUCEY, PAUL
Wilmington Shops

MATTHEWS, BRENDA
Transportation Bldg., Wash., D.C.

MCBRIDE, RITA
Bakersfield Station

MCKAY, WILLIAM
Ivy City Maint. Facility

MCKENNA JR, WILLIAM
NEC C&S Construction

MYERS, WALTER
Phila. 30th Street Station

RANDOLPH, SANDRA
New York Penn Station

ROONEY, JOHN
Phila. 30th Street Station

SCHUELER, JEFFREY
Seattle Transportation Bldg.

SENTENO, JOHN
Los Angeles 8th St. Coach Yard

SHEPPARD, PEGGY
REA Bldg., Wash., D.C.

SMITH, ALAN
Washington Union Station

STELLER, BRADFORD
Springfield Station

TRICK, VERNA
Trenton Station

TRYON, EDWARD
CNO

VALIANTE, VINCENT
Philadelphia Coach Yard

WIGGINS, CAROL
Raymond Plaza West

WILKINSON, JOAN
Los Angeles Offices

WILSON, JAMIE
Union Station

WILSON, SAMUEL
Philadelphia Coach Yard

ZAGORSKI, VINCENT
Corp. HQ, Wash., D.C.

ZDANCE, ROBERT
NW Base, New Brunswick

Retirees April 2012

BINNS, GEORGE
CNO

DAVIS, KATHLEEN
Sanford Station

DUGGAN, BETTY
Corp. HQ, Wash., D.C.

FABIAN, MICHAEL
W. Oakland Maint. Facility

FOSTER, FRANK
Sunnyside Yard N.Y.

HAYDEN, JAMES
Providence MOW Base

JACOBS, R.
Galesburg Crewbase

KING, ALFONSO
Penn. Reservation & Sales Office

MEEKS, DANNY
Galesburg Station

MILASICH, LYNDA
Seattle Mechanical Yard

NOOK, TIMOTHY
Waterloo T&E Crew Base

PARTLOWE, GARY
16th & Glenwood Sts.

ROTHSCHILD, MOSES
New Orleans Maint. Facility

SARKADY, ERNEST
NW Base, New Brunswick

SCHECTER, DAVID
Rensselaer Station

TAWNEY, RICHARD
Quad Ave. M/W Base

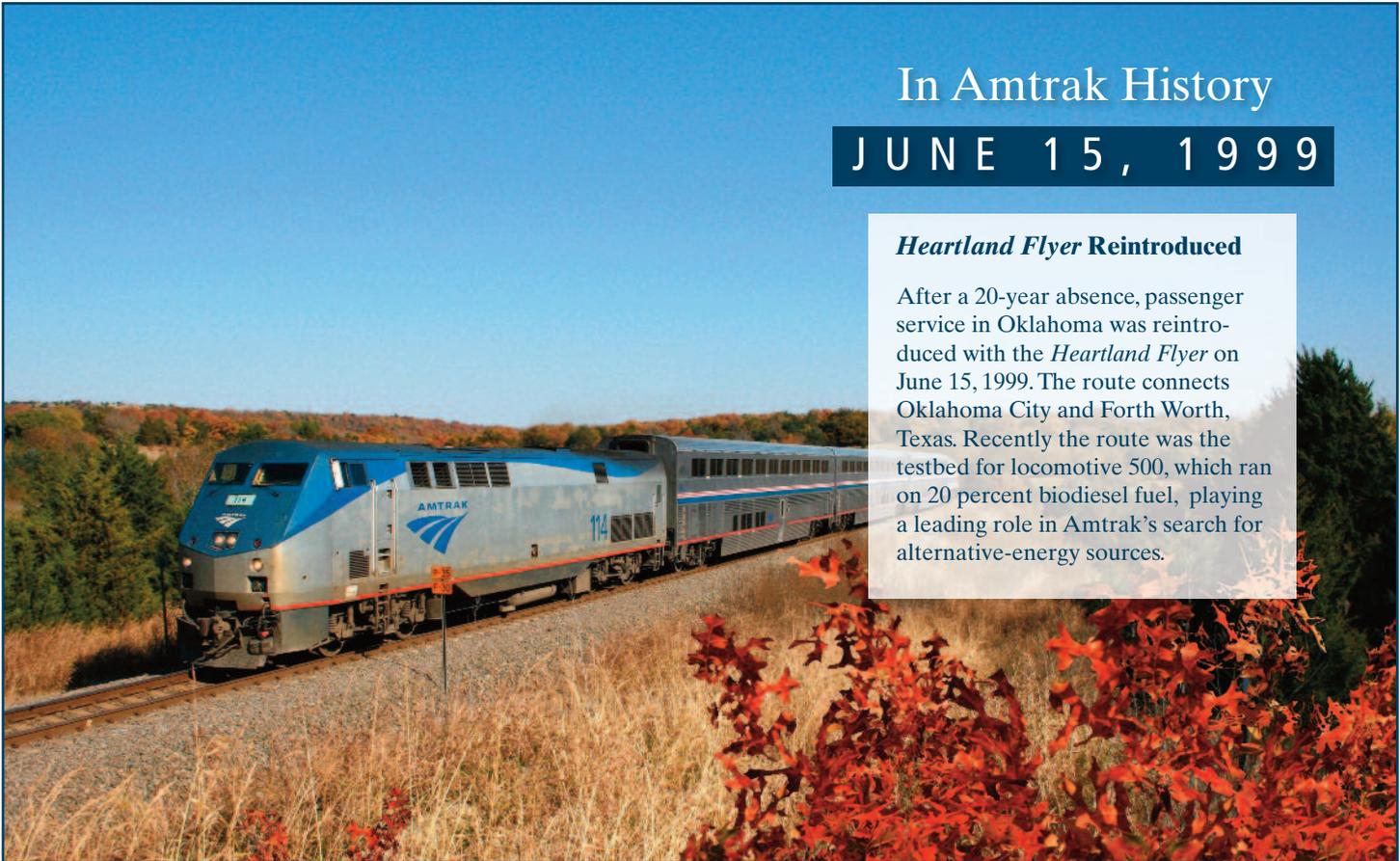
VALENTINE, EDWINA
New York Division HQ



60 Massachusetts Avenue, N.E.
Washington, D.C. 20002

To change your address, call 1-888-MY-HR-ESC (1-888-694-7372)
or send an e-mail message to HRESC@Amtrak.com.

Presorted
Standard
U.S. Postage
PAID
Des Moines, IA
Permit No. 589



In Amtrak History

JUNE 15, 1999

***Heartland Flyer* Reintroduced**

After a 20-year absence, passenger service in Oklahoma was reintroduced with the *Heartland Flyer* on June 15, 1999. The route connects Oklahoma City and Fort Worth, Texas. Recently the route was the testbed for locomotive 500, which ran on 20 percent biodiesel fuel, playing a leading role in Amtrak's search for alternative-energy sources.