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A Monthly Publication for and by Amtrak Employees

Volume 22 • Issue 3 • March-April 2017



**Hell Gate Bridge
Celebrates
Centennial**

**On Board
the *Carolinian***

**Construction of
New Raleigh Transit
Center Sparks
Development**



Do you have an Amtrak-related question for President and CEO Wick Moorman? If so, you may submit questions online through the Amtrak intranet—simply click on the “Ask Wick” box on the lower-left side of the intranet homepage. Employees must include their name and location for the question to be considered.

To help reach employees who don’t have regular access to the intranet, we will publish select questions and answers through *Amtrak This Week, Ink* and other channels.

Here are a few sample questions that Wick recently responded to:

What can Amtrak do to improve leadership development across the company?

One of the first things that I have seen upon coming to Amtrak is a real need for better management and leadership training. We have begun to implement new management training in the Operations department with the pilot of what will be the first of a series of training classes teaching skills in management and leadership. This first class is focused on safety in particular, as that must be our first priority, and once we have taken it out to our Operations supervisors, I anticipate that we will start to take it to other parts of the company. In addition, our newly restructured Human Resources department will be working to reconfigure much of our other training, again with a focus on how to become better managers, so stay tuned.

I was wondering why there is not a full-time safety liaison position in the Electric Traction department. Every other craft in the Engineering department has one. The department has many responsibilities and safety issues are always being raised. I feel that if this position is filled, it would be a great asset to our department.

We are taking a hard look at all of our safety processes and safety staffing, and I will make sure that your thoughts are included in the mix. Improving Amtrak’s safety culture and safety performance is my top priority, and while I think that the company has done a reasonable job to date, we’re a long way from world-class. Every Amtrak employee has no more important obligation

than to make sure that she or he goes home safely at the end of every workday, and that their colleagues go home safely as well. You’ll be seeing a lot more about this in the weeks and months to come, and I’m confident that we’re going to make some very positive changes.

Do you think that the *Hoosier State* service will continue to run and do you think that ridership on it will grow?

Obviously the *Hoosier State*, along with many other state-supported trains, is dependent on continued funding from the state and that’s never a certainty. As I’m sure you know, Amtrak took over the onboard services on the train, effective March 1, and it’s important that we put our best foot forward in doing this. I actually was on a phone call with the governor and several state officials recently and pledged to them that we will continue to operate the train well and help them find ways to grow the ridership. I’m optimistic that the train will continue, and we’ll get more people to ride it.

How are we going to strengthen the relationship between safety and performance metrics at Amtrak to reduce incidents/injuries and increase growth in profits at the same time?

Your question is spot on, as there is a very tight linkage between safety metrics and performance metrics. Simply put, I do not believe that we can have a high-performance company without a strong and effective safety program and culture, and if we build that culture the performance will follow. That is why you are going to see a renewed emphasis on training along with personal responsibility and accountability in the months ahead, all focused on safety. This is the right thing to do for no other reason that each of us has no more important responsibility than to ensure that we, our fellow employees and our customers, go home safely at the end of every work assignment. But beyond that, it turns out that safety is good business as well, and I believe that our costs will go down, our deficits will decrease and the folks who provide our funding will be far more supportive once we build Amtrak into the world-class passenger railroad from a safety and performance standpoint that we all want it to be. ■

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On the Cover

Employee Regina Barden helps a customer as the northbound *Carolinian* arrives in Raleigh.

Cover photo by Chuck Gomez

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Front Line Focus

"I am a bit late writing this, but still wanted to extend my thanks for a year [of] wonderful train trips and to thank one employee in particular. My wife and I took four long-distance Amtrak trips this year—all originating in Atlanta. The last trip included our son, daughter-in-law and our four grandsons, ages 1 to 6 years old!

The primary reason for the letter though is to commend an employee on the *Crescent*: Claude Mitchell. He was our sleeping car attendant and although we have met many wonderful Amtrak employees—from the conductors, dining room folks and car attendants—Claude stands out above all of the others. There were two gentlemen (father and son) from Vermont who traveled to Atlanta for a fraternity reunion. The father was 104 years old and the oldest living member of the fraternity. His son was in his 80s. They were in a sleeper other than the one that Claude was responsible for, but he was most attentive and helpful in assisting the gentleman through the doors between the cars; in helping him in the dining car as Claude passed through; and in many other areas. Claude was outgoing, stopping to talk to folks in an engaging way, and seeming truly interested in folks—their lives; where they were travelling to; their family; etc.

If every company had employees with the 'go-getter' attitude that Claude has, each and every one of those companies would be successful and profitable! Again, my thanks to Claude for a most enjoyable trip!"

Sincerely,
Richard Gabriel



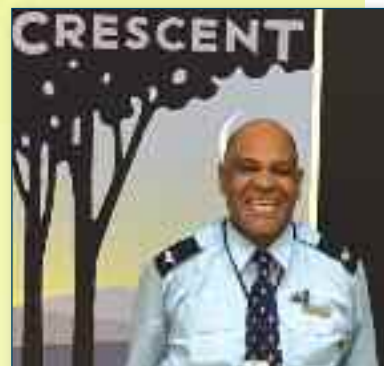
"On July 1, 2016, my wife Donna suffered a stroke while visiting our daughter in Bremerton, Wash. She spent four nights in the hospital, was released and then stayed with me at our daughter's house. We had a predicament because we live in Tucson, Ariz., and we wanted to get home. Donna's condition prevented her from flying.

I called Amtrak and spoke to a customer representative named Robin. She was very helpful and explained my options. We booked Train 11 [*Coast Starlight*] from Tacoma on July 9. Our train connected with Train 2 [*Sunset Limited*] in Los Angeles on July 10. We arrived in Tucson on July 11. There were five in our party. We had two rooms. The ride and our accommodations were nice.

The most outstanding part of the ride was the treatment we received on Train 11. Our room attendant, Santee, was very nice to my wife who was immobile. She brought Donna her meals and continually checked in to see that she was comfortable. Santee helped my wife down the stairs to a room Donna could sit in while we waited to get off the train. She arranged a Red Cap to take us to our connecting train.

Now that my wife and I are back in our own home, I want to let you know how much we thought of your employee. Santee made an extremely stressful trip comfortable."

Sincerely,
Gerald Goode



Wick Moorman Calls for “New Era of Investment”

In February, President and CEO Wick Moorman addressed the Senate Subcommittee on Surface Transportation and Merchant Marine Infrastructure, Safety and Security, calling for a new era of investment in Amtrak’s infrastructure, fleet and stations.

Wick outlined proposed projects that warrant significant investment, including the Portal North Bridge and new Hudson River Tunnel, and a fleet of new or rebuilt diesel locomotives.

He urged Congress and the administration to consider the many ways in which the federal government can advance intercity passenger rail service through direct investments, public-private partnerships, innovative financing and streamlining of the environmental review process.

“With a new corporate structure in place and with a renewed focus on strengthening safety, operational

excellence and the quality of our product, we are well-positioned for future growth opportunities. However, for us to truly seize the opportunities



before us, we need to begin a new era of investment in the critical assets that are central to our operations,” Wick said. “But we need the help of Congress, if we are to make a serious dent in the massive backlog of deferred investment in right-of-way infrastructure and rolling stock that constricts growth and reliability today.”

Updated Pass Rider Policy

Since late March 2017, Social Security numbers are no longer being accepted as pass numbers. For active

Amtrak employees, your 12-digit pass number is based on your SAP (employee) number in the following format—a leading zero, an eight-digit SAP number including any leading zeros and a three-digit index number. Use your Smart ID card as your pass card; no separate card will be issued.

Retired Amtrak employees; eligible freight railroad employees and retirees; and all spouses and dependents have been mailed pass cards with the new 12-digit pass number printed on them.

If you or anyone else in your pass file does not know the new number or has not received the new card, contact the Pass



Bureau at passbureau@amtrak.com (recommended) or 202-906-3745 (response may be delayed) for assistance.

Below are some additional reminders:

- If you have made a reservation and obtained an eTicket travel document, printed or displayed on a tablet or a smartphone, you must present both the eTicket and acceptable identification to the conductor when he or she comes by to scan your ticket. Do not wait for the conductor to ask for your ID.
- If you are an active Amtrak employee who is flash passing, you must present your Smart ID card to

Amtrak CEO Wick Moorman Provides Update on FY 2018 Budget

On March 16, President Trump released the Fiscal Year 2018 budget summary, which proposes significant federal budget cuts for Amtrak, including the elimination of funding for Amtrak’s long-distance service. Amtrak CEO Wick Moorman immediately sent out a Special Employee Advisory (SEA) to reassure employees about the news.

“First, don’t be alarmed by these headlines. Every year, there is vigorous debate on what Congress should fund and what it should cut,” Wick said. “These debates are long and hard, and they often result in a final outcome that is very different from the initial proposal, so let’s give this process some time.”

He added: “Let’s stay focused on doing our jobs, and supporting all of our business lines and operations. Now more than ever, we need to work safely, provide a great customer experience and operate as efficiently as possible.”

Please be sure to read Wick’s entire SEA, which is archived on the intranet under *News*.

the conductor. Retired employees, and all spouses and dependents who flash pass, must present their non-picture pass cards and acceptable ID to the conductor.

(Acceptable photo identification is a Smart ID card, a driver's license, a state ID card or a passport. High school or college students may use a school ID if it has a picture.)

- Flash passing is not allowed in Business class, on *Acela Express* or on any long-distance train. In this case, a reservation and an eTicket are required.
- Travel by a person ineligible for pass privileges will result in the collection of full fare from that person or ejection from the train, as well as disciplinary action against the pass holder who provided pass travel to the ineligible person.

The pass holder will also be required to make restitution to Amtrak in the amount of the fare that should have been paid, if it was not collected from the ineligible person who traveled.

Pass riders must know and abide by the policies that govern this privilege. For additional information, visit the Amtrak Intranet and search under *Library>Policies>Employee Pass, Voucher and Service Award Trip Policies* or visit amtrakbenefits.com



and search under *Additional Benefits>Passcard Policy*.

View Your Reservation and Display eTickets on Amtrak App

Amtrak employee reservations can be retrieved using the Amtrak iPhone® or Android™ mobile app. After you make your reservations through an agent, you won't need to print your eTicket prior to boarding—just retrieve it

through the app and show it as you board. If you want to make, change or cancel employee reservations you still need to call the Contact Center or see a station agent.

Neil Trugman Appointed Amtrak Chief of Police



Neil Trugman was appointed chief of the Amtrak Police Department (APD), effective Feb. 14. Trugman had been serving as interim chief for five months prior to his permanent appointment.

Trugman joined the APD in

January 2006 as an inspector and in 2013 was appointed deputy chief of police. In the latter role he commanded the Special Operation Division, comprised of the Counterterrorism-Intelligence, Special Operation and Canine (K9) units.

He began his law enforcement

career in 1973 as a police officer with the Metropolitan Police Department in Washington, D.C. Following retirement, he joined the United States Capitol Police before coming to Amtrak.

Trugman has received numerous awards and commendations, including the prestigious Medal of Valor, Medal of Honor and Silver Medal of Valor.

Rehabilitated Sacramento Station Unveiled

City and state leaders gathered at the Sacramento Valley Station on Feb. 23, to celebrate the completion of a



two-year renovation of the 68,000 square-foot structure, which the Southern Pacific Railroad opened in 1926. Featured speakers included U.S. Congresswoman Doris Matsui and Sacramento Mayor Darrell Steinberg.

More than one million Amtrak customers began or ended their journey at the Sacramento Valley Station in FY 2016, making it the seventh-busiest station in the national network. Sacramento is served by the *California Zephyr* (Chicago-Denver-Emeryville), *Coast Starlight* (Los Angeles-Sacramento-Seattle), *Capitol Corridor* (San Jose-Sacramento-Auburn) and *San Joaquins* (Sacramento/Oakland-Bakersfield) trains. The light rail and numerous bus lines are also within walking distance of the facility. ■

Brand Management and Marketing Highlights

Amtrak Guest Rewards® Million Member Drive

The Amtrak Guest Rewards team set a vigorous goal of adding one million members to the program in FY 2017. Through the first four months of the fiscal year, new member enrollment is at 33 percent of the goal—ahead of the monthly projected pace. Through the remainder of the fiscal year, the team will be working on various tactics to promote the program to customers who have not yet joined—including enhanced exposure on Amtrak.com and via email marketing, continued Contact Center education and direct mail to prospective members.

Presidents Day Sale Yields Big Results

A four-day flash sale during Presidents Day weekend was available on the majority of Amtrak routes to drive advance bookings for the spring travel period. The sale was available exclusively on Amtrak.com and offered up to 30 percent off on Coach travel, from March 20 through May 24. This sale successfully generated nearly \$3 million in incremental revenue.

This Is Us TV Show Promotion

Marketing regularly partners with companies to promote our brand, including through licensing agreements that result in product placement and brand exposure. A recent example was on the NBC TV show *This Is Us*, which



depicted the Memphis, Tenn., station in the 1970s. The heritage chevron logo and other assets appeared in two scenes (pictured above), providing Amtrak with prime time TV exposure.

National Bike Summit 2017

Amtrak welcomed National Bike Summit participants to Washington Union Station on March 8 to increase awareness of our bike service. Three types of train cars equipped with bicycle racks (Amfleet I Coach, Viewliner II Baggage car and Superliner Coach/Bag-

gage) were on display with Amtrak staff demonstrating the process for loading bikes and answering questions.

Participants were invited to bring their bicycles to test out the racks and encouraged to share their experiences on social media. The first 100 participants received an “Amtrak Loves Bikes” branded long-sleeved T-shirt. FY 2017 bike revenue (through January) is up more than three times over last year, with Amtrak carrying more than 12,000 bikes through January 2017. The National Bike Summit took place March 6-9 and is the premier event of the year, with cyclists from around the country coming to Washington, D.C., to advocate on Capitol Hill.



Amtrak Winter Park Express

The *Winter Park Express* ski train service ran on weekends from Jan. 7 through March 26, between Denver Union Station and a new heated platform at Winter Park Resort, just steps away from the ski lifts. The project was



Photo: Marc Glucksman/Amtrak

developed and implemented as a public-private partnership by a cross-functional Amtrak and Winter Park Resort/Intrawest, Inc. team. The marketing partnership included a comprehensive advertising campaign that launched in conjunction with ski pass sales in August 2016 and has signed an impressive host of revenue generating sponsors including CenturyLink (presenting sponsor), Noosa Yoghurt, Clif Bar and Koelbel & Company. The train offers a unique customer experience with volunteer ski train hosts, scenic and historic informational announcements and sponsor activations including Noosa Yoghurt and Clif Bar samplings for customers on select dates. Sales trends indicate that ticket revenues will surpass anticipated operational costs, and the new service is poised to generate additional revenue from sponsorships. ■

Hell Gate Bridge Celebrates Centennial



Photos: Marc Glucksman/Amtrak

April 1, 2017, marked the centennial of regularly scheduled passenger rail service over the famed Hell Gate Bridge, which is the centerpiece of a complex of bridges and viaducts that spans the East River and links Long Island with the Bronx—and thus mainland New York. The bridge's opening completed the Northeast Corridor (NEC) as we know it today, providing an all-rail route from Boston to Washington through New York City. Approximately 40 Amtrak *Northeast Regional* and *Acela Express* trains cross the bridge each day (as well as freight trains), rewarding customers with breathtaking views of the Empire City.

Amtrak, which has owned the Hell Gate Bridge as part of its NEC property since 1976, joined the Greater Astoria Historical Society (GAHS) at its headquarters in Queens, N.Y., on Mar. 27 to celebrate the anniversary. GAHS Executive Director Bob Singleton and photographer Dave Frieder discussed the history and construction of the bridge and its impact on the community. Jim Richter, deputy chief engineer - Structures, then described how Amtrak maintains the span. Infrastructure Planning Manager Craig Schulz closed by emphasizing the Gateway Program as a necessary investment in the region's passenger rail infrastructure for the 21st century. This comprehensive plan to modernize and increase track, tunnel, bridge and station capacity in New York-New Jersey will result in greater levels of service, increased redundancy and added operational reliability.

Hell Gate Bridge and the railroad it carries were part of a larger vision that reshaped New York's rail infrastructure at the start of the 20th century, creating better connections between Manhattan and the mainland. The Pennsylvania Railroad (PRR) heavily invested in construction of Pennsylvania Station, the

current tubes under the Hudson and East rivers; tunnels under the streets of Manhattan; and Sunnyside Yard in Queens.

Even with the completion of these improvements in 1910, New Yorkers still lacked an all-rail connection through the city. Passengers were forced to transfer between lines, whether by vehicle or foot between Pennsylvania and Grand Central stations or by car float around Manhattan. To address this issue, the PRR joined with the New York, New Haven and Hartford Railroad (NH) to break ground on the New York Connecting Railroad (NYCR) in 1910. Approximately nine-miles long, this four-track line would carry both passenger and freight trains. Passenger trains left the NH in the Bronx, crossed the East River, made a swing through parts of still-rural Queens and joined the PRR at Sunnyside Yard to access Pennsylvania Station.

The NYCR cost \$27 million, with about two-thirds of the funds spent on the Hell Gate Bridge, two smaller spans and associated viaducts. These elements were designed by engineer Gustav Lindenthal and architect Henry Hornbostel.

Construction of the Hell Gate Bridge's signature arch began in 1914. Rising 305 feet above the river's surface, it spans more than 1,017 feet between the two towers. The bridge deck, suspended from the arch, measures 93 feet across and carries trains 135 feet above the water. Altogether, more than 19,400 tons of high-carbon steel were used, and workers installed more than 1.2 million rivets. The bridge's elegant arch and proportions later influenced the design for a similar span over Sydney Harbor in Australia.

Now one century old, the Hell Gate Bridge continues to stand as a monument to the ambitions and achievements of American railroading, as well as a landmark in one of the great cities of the world. ■

Amtrak Engineering Highlights

Major Projects

Across the country, more than 4,600 Engineering department employees maintain company assets including track, tunnels, viaducts, signal systems and stations. Amtrak-owned property is concentrated in the Northeast and

accomplish it, we must always keep safety as our number one priority, maximize the use of our resources and complete projects in an efficient, timely manner.”

The department is divided into three main areas of responsibility: Engineering, Maintenance and Project Management. Within those areas are deputies in Electric Traction; Communications and Signals; Buildings and Bridges; and Track. The department has directors for program delivery; project management; business and planning; business improvement; and maintenance. There are also six division engineers responsible for maintenance workforces in their respective areas—New England, New York, Mid-Atlantic, Albany, Central and West.

In FY 2017, Engineering is focused on improving employee safety through education and training; identifying ways to eliminate waste and operate more effi-

ciently; and offering career development opportunities to strengthen employees’ technical skills.

FY 2016 in Review

Bitar notes that in FY 2016, Engineering concentrated on capital investment, safety enhancements and project delivery. The department invested more than \$850 million across the rail system to ensure reliable and safe operations, which

contribute to a positive customer experience.

“By changing from a reactionary to a proactive maintenance approach, we planned better and effectively maximized the use of our resources,” Bitar said. “Communication is key. During our morning conference call we determine a safety focus for the week and emphasize that topic daily.”

Safety initiatives in FY 2016 included implementation of the Engineering System Safety agreement; safety stand downs; and training. These efforts contributed to a reduction in the reportable injuries rate from 4.28 percent in FY 2015 to 3.66 percent in FY 2016. The number of major rules violations also fell from 36 to 32 over the same period.

In order to ensure that projects are managed in a safe, efficient, cost-effective and uniform manner, the department worked to identify a consistent process for project management. This led to publication of the first Engineering project management manual and refreshed employee training.

Establishing FY 2017 Priorities

At any one time, the department has dozens of projects in various phases of planning, design, construc-



Amtrak Chief Engineer Rodrigo Bitar

includes the majority of the busy Northeast Corridor (NEC) and the Harrisburg and Springfield lines. In addition, Amtrak forces maintain the Hudson Line under a lease agreement with CSX Transportation, and in the Midwest Amtrak owns the Michigan Line.

“Engineering’s mission is to provide the safest and most reliable transportation option for our customers and employees,” said Vice President and Chief Engineer Rodrigo Bitar. “To



A surfacing gang tamps track on the Springfield Line near Berlin, Conn.

tion and assessment. Engineering receives requests for project delivery from a wide range of stakeholders and divides them into three categories: safety, state of good repair and system improvements. It subsequently considers the needed skills and resources, equipment availability and track access requirements to determine a master schedule.

Engineering identified the following high-level projects for FY 2017:

Springfield Line Double Tracking

As part of an effort to start commuter service, increase Amtrak frequencies and allow speeds up to 110 mph on the Springfield Line, the state of Connecticut contracted Amtrak to complete design and construction of



A track laying machine is used to install a second track between Rensselaer and Schenectady, NY.

approximately 40 miles of infrastructure improvements between New Haven and Windsor, Conn., by early 2018.

The \$407 million project includes 24 miles of new track; realignment of 16 miles of existing track; installation of new turnouts; construction of five interlockings and 37 retaining walls; repair and/or replacement of 28 cul-



As part of the New Jersey High-Speed Rail Project linemen install a new fixed termination catenary system.

verts and bridges; improvements to the signal and communications systems; work on 17 grade crossings; and support for station construction.

Albany Double Tracking

A second main track will be constructed along a 17-mile corridor between Rensselaer and Schenectady, N.Y., to increase the reliability of passenger rail service. The estimated \$91.7 million project includes upgrading of a controlled siding to a main track; reconstruction of a new main track and interlocking; and

upgrades to five existing interlockings and installation of a new interlocking. Improvements will also be made to existing grade crossings, structurally deficient bridges and culverts.

New Jersey High-Speed Rail

Amtrak initiated this approximately \$514 million project to demonstrate the technical requirements necessary to convert a section of the

existing NEC to increased maximum authorized speeds up to 160 mph. Engineering is upgrading electrical power, signal systems, tracks and overhead catenary wires between Trenton and New Brunswick, N.J.

In addition to allowing higher speeds, this program will improve the reliability of intercity and commuter services on one of the most heavily used sections of the NEC. It will also give Amtrak the ability to take portions of the power grid off-line for extended maintenance outages without disrupting high-speed train service.

ADA Station Improvements

The ADA Stations Program (ADASP) works to make those stations where Amtrak has sole or partial operational responsibility accessible to all customers and compliant with the Americans with Disabilities Act (ADA). In FY 2017, the ADASP is projected to spend a minimum of \$50 million on accessibility improvements. Planning, design and construction work is scheduled for 81 unique stations, and Passenger Information Display System (PIDS) planning and deployment is scheduled at 21 unique stations.

Michigan Positive Train Control

As part of a four-year project to upgrade existing components and install an interoperable Positive Train Control (PTC) system on the Michigan Line, Amtrak is upgrading 135 miles of track, 20 interlockings, 15 intermediate signals and 151 grade crossings.

A type of PTC known as an Incremental Train Control System (ITCS) will be installed on the entire line to support 110 mph passenger train operations; PTC will also support Norfolk Southern operations. Fiber optic cable is now in place along the entire line, and the wayside signal systems will be complete this spring. PTC testing is scheduled for this summer. ■

On Board the *Carolinian*

The Southern charm is palpable on the *Carolinian* as customers travel on the Northeast Corridor and down South, through the epicenters of several major communities along the way. The *Carolinian* runs daily between New York and Charlotte, N.C. The 13.5-hour ride south places customers in the heart of the region commonly referred to as the “Research Triangle,” which includes the state capital of Raleigh, as well as Durham and Chapel Hill. Eight major universities and numerous high-tech companies are located in that region. (Its sister service, the *Piedmont*, travels twice daily between Raleigh and Charlotte.)

“I have worked up and down the East Coast for Amtrak and this is one of the best experiences I have had,” said Michael Jerew, assistant superintendent of Operations for the *Carolinian*, *Piedmont* and *Auto Train*. “Our employees are stellar. They really love what they do, and they take seriously the need to take care of our passengers.”

The *Carolinian* is primarily funded through the North Carolina Department of Transportation (NCDOT) and operated by Amtrak, a collaboration that has bred success over the years.

“We’ve established an amazing working relationship with our state partners, particularly the North Carolina Department of Transportation Rail Division,” said Jerew, who has been with Amtrak since 1984 and based in Raleigh since 2006. “NCDOT has made a significant investment in our stations in North Carolina, which make them very welcoming for our passengers and easier for our employees to work out of. We’re also very excited about what’s going on with the current Raleigh Union Station Project.”

“The Amtrak crews are very important to us and the Amtrak-staffed stations play a very important role in areas that have older populations or passengers who transfer

from one train to another,” said Paul Worley, NCDOT’s Rail Division director. “It’s a very thoughtful process to have the right team in the right place to best serve customers.”

Along the 704-mile route, employees focus on putting customers first. Three of the 20 Amtrak stations with the highest eCSI scores for FY 2016 were in North Carolina (Durham, High Point and Cary). The train operates with a Viewliner Baggage car, Amfleet coaches and an Amfleet café car, while offering amenities such as Business class, Wi-Fi and walk-up bike service.

“I want everyone’s ride to be the best one. Our passengers deserve to have the best ride possible,” said Lead Service Attendant Howard Brown.

The North Carolina Volunteer Train Hosts program is an additional benefit to enhance the customer experience. Train hosts like Leon DeBaer, who has volunteered for 18 years, assist passengers and provide information about rail passenger service on the *Carolinian* and *Piedmont*. “We promote train travel and point out interesting places along the route. It is such a great experience and you meet so many interesting people. I love being able to help them,” he said.

In the near future, Jerew anticipates added frequencies between Raleigh and Charlotte and expects that a major track improvement project due to be completed this summer will also improve on-time performance. ■



Conductor Yvonne Reed communicates with her team as the southbound *Carolinian* pulls out of Washington Union Station. “Everyone who works on this route takes pride in what they do,” she said.



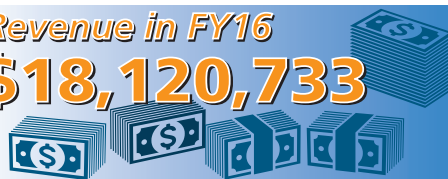
Ridership in FY16

285,801



Revenue in FY16

\$18,120,733





Engineer Kim Waldron has been with Amtrak for 15 years.



Train Attendant Heber Lopez offers a smile to a customer in Business class.



Above: A northbound train heads out of Raleigh. Assistant Conductor Randal Hilton was a flight attendant before he started with Amtrak six years ago.

At left, Lead Service Attendant Howard Brown helps a customer in the café car.



Construction of New Raleigh Transit Center Sparks Business Development



Starting in early 2018, Amtrak customers traveling on the *Carolinian*, *Silver Star* and *Piedmont* will be greeted with a new multimodal transit center in downtown Raleigh's Warehouse District. The \$79.8 million Raleigh Union Station Project moves passenger rail from the current station on Cabarrus Street to the new facility less than a mile away on West and Martin Streets.

The project includes the rehabilitation of the Dillon Supply warehouse; track and platform construction; and signal and switch improvements. The project will occur in two phases.

Phase I of the project includes the construction of a larger waiting room and better amenities for Amtrak passengers; a center island passenger platform with level-boarding to provide better access for wheeled-mobility devices and strollers; an enclosed concourse between the station and platform; commercial rental space that can be used for retail,



The interior of the new transit center will allow for a much larger waiting room and retail space.

office or restaurants; and a large public plaza that will provide an urban gathering space. Sustainable features include green roof areas and other stormwater management features, a pollinator garden and tactile wayfinding for customers who are blind or have low vision.

The next phase of the project is planned to accommodate additional intercity and intrastate rail services, regional commuter rail and local and regional buses.

Once completed, the multimodal center will accommodate current and future demand for rail

and transit services in Raleigh and will be a boon for ridership. (The FY 2016 ridership for Raleigh was 155,191.)

It has already sparked nearby business and residential development, a welcome sign of growth in the downtown area.

"The Union Station project stands to change the economic development potential of the Warehouse District," Raleigh Mayor Nancy McFarlane said. "The station will replace what is currently an underutilized collection of warehouses and vacant



Top, left and right: Renderings of the new Raleigh Union Station.



A new high-level platform is being constructed for the new center.

land with a new city landmark that will not only serve as a multimodal transportation hub but also a civic space with potential for special events and expanded dining and entertainment options downtown. The station will drive development and growth throughout Wake County and the state.”

Paul Worley, Rail Division director, North Carolina Department of Transportation (NCDOT), agreed.

“When it opens, we’re going to see a rise in ridership, better connectivity between trains and city buses and a walkable environment for our customers to the downtown area. We will have a true center city connection. The vision from the city,

design stage.

“Amtrak had a major impact on the final feel and plan of the building,” he said. “Ticketing, baggage, access to the platforms, the location of the crew base in the addition behind the building—all of that is a direct result of the input from the Amtrak team.”

Schuster added: “This is going to be a great station—but it’s more than that. It’s also an economic driver of this entire part of downtown. The more than \$100 million private development happening across the street would not have happened without the Raleigh Union Station Project happening first.” ■

Michigan Dispatch Marks a Major Milestone

Amtrak's Operations and Engineering departments have taken dispatching responsibilities for additional mileage on state-owned tracks east of Kalamazoo, Mich., previously owned by Norfolk Southern Railway, helping to bolster service capabilities on the Michigan line. The Amtrak takeover will facilitate increased speeds on the Chicago-Detroit corridor.

Prior to October 2016, Amtrak dispatched 97 miles of the Michigan line. After the cutover is complete later this year, dispatchers will cover an additional 115 miles—more than doubling the Michigan territory that is controlled by Szabo Control Center in Chicago. (At press time, just 21 miles had yet to be completed.) Amtrak will also handle dispatching duties for local freight.

The project began in October with the cutover of 24 miles between Kalamazoo and Battle Creek; in January, an additional 46.5 miles were cutover. A third cutover of 44.5 miles followed in early March. The final stretch, from Ann Arbor to Dearborn, is slated to be completed by the fall. Amtrak dispatch will now handle 212 miles in Michigan, in addition to trackage in New Orleans and 495 daily movements at Chicago. The total distance will extend from Porter Junction, Ind., to Dearborn, Mich., a distance equivalent to traveling between New York City and Washington, D.C.



Part of this project is increasing train speeds from 79 mph to 110 mph, where track will permit, on the *Blue Water* and *Wolverine* routes. This will result in the longest stretch of rail outside of the Northeast Corridor with a 110 mph speed limit.

The work was completed thanks to “a joint team effort from Amtrak Engineering, Dispatch and Transportation,” said Assistant Superintendent of Train Movement Greg Godfrey.

“Dispatch and Engineering have formed a really strong team—which includes Amtrak partners ARINC/Rock-

well Collins [the traffic control software company] and Alstom—to get the work done,” he said. “On the dispatch side, the Train Movement team did an excellent job of learning the new territory and executing safely, while keeping all trains running on schedule.”

The process took countless phone calls and extensive planning. Computer system updates, fresh interfaces and new signal huts along the routes were required, not to mention a completely new timetable governed under a new rule book. (NS rules were replaced with General Code of Operating Rules and Amtrak Special Instructions.)

The bulk of the work involved replacing the signal system. In February 2017, Amtrak celebrated five years of operation of the majority of the 97 miles of Amtrak-controlled track running at

110 mph. A positive train control (PTC) system is required to run a train over 79 mph. The Midwest utilizes the Incremental Train Control System (ITCS), a form of PTC that allows speeds in excess of 80 mph.

In order to advance cutovers after the installation of new components, the Signal department runs extensive testing. Once ready, Amtrak schedules dates with its partners NS and the Michigan Department of

“Imagine connecting Michigan to Illinois, Missouri and Wisconsin with network speeds up to 110 mph and more frequencies, more reliability and better system-wide connectivity. This corridor has tremendous growth potential, so these improvements will help it become an even bigger economic engine for Michigan and the rest of the Midwest.”

Tom Carper
Amtrak Board member



Transportation. All traffic is stopped overnight for that section, and piece by piece the control points and sections of track are switched to Amtrak's control from the NS Dearborn dispatch office to the Amtrak Chicago dispatch office. After further tests are completed, the track is ready to go by 8 a.m., the following morning.

"We have to balance all the track work while keeping tracks going at full speed," Godfrey said.

Twenty dispatchers and three managers out of Szabo have kept the cut-ins going while Amtrak and freight trains move throughout the state. Godfrey said he emphasized transparency during the project cutover phases.

"It's the only way you can be successful in this type of project," he said.

"This is a huge opportunity for employees to demonstrate in a contract-based and service oriented environment that we are the right choice to provide high-speed rail service for our customers."

*Greg Godfrey
Assistant Superintendent
of Train Movement*

"There is too much complexity. You must communicate all the issues fairly to all the stakeholders to be able to solve problems for everyone."

The partnership that Amtrak has developed with Michigan over the past 40 years helped lay the groundwork for this project. Five years ago, NS approached the state of Michigan and Amtrak, expressing its desire to no longer own the line but to continue using

it. The state purchased the line, in part with funds from the American Recovery and Reinvestment Act of 2009, and contracted Amtrak to run it.

"This is a huge opportunity for employees to demonstrate in a contract-based and service-oriented environment that we are the right choice to provide high-speed rail service for our customers," Godfrey said.

"Imagine connecting Michigan to Illinois, Missouri and Wisconsin with network speeds up to 110 mph and more frequencies, more reliability and better system-wide connectivity. This corridor has tremendous growth potential, so these improvements will help it become an even bigger economic engine for Michigan and the rest of the Midwest," said Amtrak Board member Tom Carper. ■



Military Veterans Bring Diverse Skills to the Workforce

A mtrak is a diverse place to work and much of that diversity stems from the vast experiences that our talented military veterans have. Veterans bring to Amtrak invaluable skills they have gained while proudly serving our nation. In 2016, Amtrak hired more than 600 veterans, and today there are currently more than 3,000 Amtrak employees who self-identify as a veteran or active duty member of the military. Below are three employees who have served our country with distinction.

All in the Family

The railroad industry has a long tradition of employing members of the same family, and within the ranks of Amtrak you will find generations who have helped build and strengthen this company. For mother and daughter Iris Legge and Orquidia “Orchid” Elena Navas, their family’s contributions go back nearly 30 years, when Legge joined the Amtrak Police Department (APD).

Based in New York Penn Station, Legge also served 16 years in the National Guard. She credits her military service for teaching her to work effectively and cohesively as a member of a team. “I learned to work with different people from all walks of life and function together with people as a

unit,” she said. “That helps me in my job as an APD officer.”

For Legge, seeing her daughter enlist in the military and then join Amtrak fills her with pride. “I’m so honored that Orchid has followed in my footsteps, both in the military and to come work at Amtrak, and I have supported her decisions to choose both every step of the way.”

Navas, an assistant conductor in Zone 2, served in the Marine Corps before joining Amtrak two years ago. “I decided to join the Marine Corps after growing up watching my mother put on her Army uniform with pride.” (Her father, Ralph Legge, also works for Amtrak as a conductor in Zone 1.)

“My experience in the Marine Corps has been life-changing and an honor,” Navas said. “I became a more mature, proud and motivated person. The miracle of having my daughter, Lisenya, and the training I received in the military molded me into the person I am today.”

Navas added: “All the skills I learned in the Marines—attention to detail, patience, honor, courage and commitment—I apply in my job here at Amtrak. You have to be attentive when you work with customers and in the yard.



Navas scans tickets on the Acela Express from NY Penn to Washington Union Station.

You have to have honor in what you do, be committed and have the courage to do the right thing.”

A Survivor and Mentor

Jacqueline Barber is no stranger to adversity. As a breast cancer survivor, she credits her 10 years in the Army with helping her tackle what may seem like insurmountable challenges. She joined Amtrak a year ago as a senior principal technologist in the IT department and is looking forward to having a positive impact at Amtrak.

“Being in the military taught me a lot about how to face challenges. I’m using many of the skills I learned in the Army in my job at Amtrak, including the communication skills and teamwork that is necessary in my field,” Barber said. “My goal is to



Barber proudly served for 10 years in the U.S. Army.

make a strong contribution to our IT department.”

Barber also enjoys mentoring young people to help prepare the next generation, and to help instill in them the confidence they need to meet any challenges they will face in life.

In December 2016, she was declared cancer-free and now seeks to share her story with others. She recently participated in the SCAR Project, which features images of women who have scars from surgeries. “I want other people to know, including our employees, about early detection, what happens when you go through something like this and to know that they are not alone in this fight.” ■

Amtrak Launches ‘Notch 8: Women of Amtrak’

Amtrak President and CEO Wick Moorman met with members of the ‘Notch 8 - Women of Amtrak’ Steering Committee and Leadership Council on April 3, to congratulate them on the launch of the new group.

Notch 8 - Women of Amtrak is our first-ever company-wide women’s affinity group. The group will promote personal and professional development and is designed to help all women at Amtrak reach their full potential, with an emphasis on leadership development, networking opportunities, teamwork and collaboration.

‘Notch 8’ refers to the eighth notch of a locomotive throttle control that indicates the engine is running at full throttle.

The group officially launched on March 31, the final day of Women’s History Month. Wick attended a special ceremony in Washington, D.C.,



to recognize and celebrate the group’s formation, vision, mission and goals, all of which were ratified.

“This is a momentous occasion. Notch 8 has the potential to make a profound difference at Amtrak—not just for the personal and professional development of our own people, but for the potential to raise our business performance and strengthen our company,” Wick said.

Currently, women comprise approximately 22 percent of the Amtrak workforce. The desire for this initiative was underscored during Wick’s first weeks at the helm of the company. From online and in-person comments and questions fielded during the employee town hall meetings he hosted

in Washington, D.C., and Chicago—women and men across the company expressed eagerness to improve the diversity and leadership opportunities available to all.

Notch 8 will be organized into regional chapters. Initially, the first phase of Notch 8 will focus on non-agreement employees. In 2-3 years, the goal will be to include agreement-covered employees as well. The focus in these early months will be on education and membership recruitment. Amtrak employees—women and men—will be encouraged to not only join as a Notch 8 member, but to consider serving on key committees and in leadership posts. More information will be coming soon. ■

Employee Milestones

Congratulations to All of You!

20-YEAR ANNIVERSARY

February 2017

KARA ANDREW
Seattle King St. Station

JONATHAN BATES
CA Reservation & Sales
Office

PATRICIA CARNAROLI
Wilmington Shops

ANTHONY DABNEY
Rensselaer Station

LUIS DEL RIO
Southampton St. Yard

JOHN DEWALT
NY Penn Station

NICHOLAS DOGGETT
Amtrak Corporate HQ,
Washington, D.C.

DAVID DOMZALSKI
Philadelphia 30th
Street Station

LUCY JAMES
Raleigh Station

ETHAN LIKE
Pontiac Crew Base

DIANE PITTS
CA Reservation & Sales
Office

TERESA WRIGHT
New Orleans Station

25-YEAR ANNIVERSARY

February 2017

**TYRONE
BRATHWAITE**
NY Penn Station

JESSIE BRYANT
Metrolink Lancaster
Crew Base

ROBERT BURNETTE
NY Sunnyside Yard

DOUGLAS BUSLER
San Diego
Station/Mechanical

JOSE CASTILLO
Los Angeles Offices

DAVID COGAN
Rensselaer Station

PHILIP DAVIS
Martinez Station Crew
Base

MARK FAHRINGER
Wilmington Shops

DEANDRA MEIGHAN
Los Angeles 8th St.
Coach Yard

DICK MONTANEZ
San Antonio Offices

IVAN OUTLAW
New York Penn Station

ROXANNE SUMNER
Wilmington Shops

MICHAEL TIERNEY
Amtrak Corporate HQ,
Washington, D.C.

AINSWORTH WALKER
NY Penn Station

VICKY WALKER
PA Reservation & Sales
Office

KEVIN WALTER
Morrisville Storehouse

HARRY WEISS
Philadelphia 30th
Street Station

WILLIAM WHITE
Bear Car Shop

30-YEAR ANNIVERSARY

February 2017

WANDA CUNDY
Auto Train Lorton
Station

LOUIS DRUMMETER
Amtrak Corporate
Headquarters, Wash-
ington, D.C.

NORMA JONES
Modesto Station

LEA KIRK
Philadelphia 30th
Street Station

BRUCE LEMAY
St Cloud Station

JOHNNY MCCASKILL
Chicago Crew Base

**SHARON MCGRUFF-
MYERS**
Bear Car Shop

JOHN MIER
Milwaukee Station

SHANNON PEARSON
Beech Grove
Maintenance Facility

THOMAS PERKINS
Seattle Mechanical
Yard

JOHN POWERS
Los Angeles Offices

LYNETTA PURCELL
Miami Station

CHARLES RANDOLPH
Philadelphia 30th
Street Station

ERIC ROGERS
Chicago Locomotive
Shop

CAMILLE ROSS
Amtrak Corporate HQ,
Washington, D.C.

KIMBERLY SCHEURER
Chicago Mechanical &
Terminal Offices

GLENN SEYMOUR
Rensselaer Station

JEFFERY TAULTON
DC Coach Yard

DAVID WARE
Jacksonville Station

TERRANCE WILSON
Chicago Mechanical &
Terminal Offices

DANETTE YOUNG
DC Commissary

40-YEAR ANNIVERSARY

February 2017

CHRISTINE AVILA
Chicago Union Station

DWAYNE BATEMAN
Amtrak Corporate HQ,
Washington, D.C.

KENNETH CREEDEN
Perryville MIW Base

FRANK DACE
Chicago Union Station

CARL DIGREGORIO
Philadelphia 30th
Street Station

JOHN EHLERS
CNOC, Justison Office

MARIO ESTRADA
Los Angeles 8th St.
Coach Yard

**WILLIAM
FLEISCHMANN**
Rensselaer Station

BETTY HAYMER
Brighton Park Facility

ROBERT KORE
Philadelphia 30th
Street Station

**EDWARD
MACZYNSKI**
Wilmington Shops

JERRY MOORE
Wilmington Shops

MARTY STANEK
Chicago Locomotive
Shop

RENEE STROLIS
Philadelphia 30th
Street Station

RONALD WALSH
Southampton St. Yard

ALPHEUS WILKINSON
Engineering

RETIREES

February 2017

MICHAEL ALBANESE
Oceanside Station

MARTHA BAGNI
Amtrak Corporate HQ,
Washington, D.C.

BRENDA BECKETT
Trenton Station

RONALD BLACK
Pontiac Crew Base

ANN BONIFACE
Boston South Station

PAMELA BREWER
Philadelphia 30th
Street Station

**MICHAEL
BROCKMEYER**
Quad Ave. MIW Base,
Baltimore, Md.

GUY BRYDGE
Quad Ave. MIW Base,
Baltimore, Md.

FRANCIS CHINCHILLA
New York Division HQ

TIMOTHY COOPER
T&E Crew Base -
Ft. Worth

FRANCIS COPPOL
Wilmington Shops

JOSEPH CORREA
Chicago Locomotive
Shop

DANIEL COSENTINO
NY Penn Station

JACK DAVIS
CNOC, Justison Office

ANDREW DIMEDIO
Wilmington Shops

SAMUEL DURHAM
CA Reservation & Sales
Office

MICHAEL EIDENS
Rensselaer Station

EDWARD FOWLER
NY Penn Station

WAYNE GRIFFIN
Philadelphia 30th
Street Station

BRANDON GRIMES
NW Base
North Brunswick, N.J.

SAVINO GUIDA
NY Sunnyside Yard

EUSTIS GUILLEMET
New Orleans Station

LAVINIA JEFFERSON
Austin Station

STEPHEN KOBAN
Philadelphia 30th
Street Station

ROBERT KOONS
Philadelphia 30th
Street Station

PAUL LAUDICANO
Trenton Station

Employee Milestones

Congratulations to All of You!

JEFFREY LEETH

Jackson, Mich. Station

YVETTE LIVINGSTON

CA Reservation & Sales Office

BRUCE LOOLOIAN

Philadelphia 30th Street Station

FRANCIS MATTEI

Quad Ave. MIW Base, Baltimore, Md.

JIMMIE MCDANIEL

Miami Station

VINCENT MCGRAW

Chicago Mechanical & Terminal Offices

MICHAEL MEADOWS

DC Coach Yard

ALEX MELNKOVIC

Amtrak Corporate HQ, Washington, D.C.

SHIRLEY MENIER

T&E Toledo Crew Base

ROCK MERRILL

Odenton MIW Base

WILLIAM MONGILLO

MOW Base, Hamden, Conn.

BLONDELL MURPHY

PA Reservation & Sales Office

RONALD NIES

Philadelphia 30th Street Station

GARY NOTO

New York Division HQ

JOEL PARKER

Oakland Station, OKJ

WILLIAM PEDROZA

Chicago Offices

KAREN PETROSKI

Chicago Offices

CLEMISTINE RAINEY

Auto Train Lorton Stationn

FREDERICK RUTT

Oakland Station

ROBERT SACCU

New Haven Station

MARK SADLER

Salt Lake City Crew Base

ROBERTO SATEY

Miami Mechanical Yard

DEBORAH SCHAEFER

Bear Car Shop

RICHARD**SHOWALTER**

Philadelphia 30th Street Station

KEVIN SMITH

New Haven Station

CATHERINE TETTEH

NY Sunnyside Yard

ROBERT THOMAS

Philadelphia 30th Street Station

ROBERT WALLS

Cleveland Station

STEVEN WARDEN

Pontiac Mechanical Facility

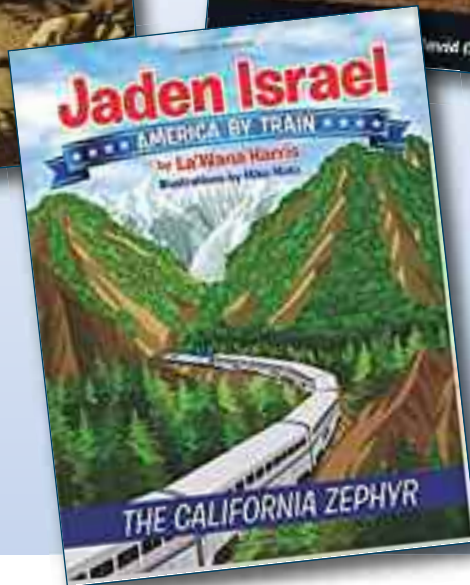
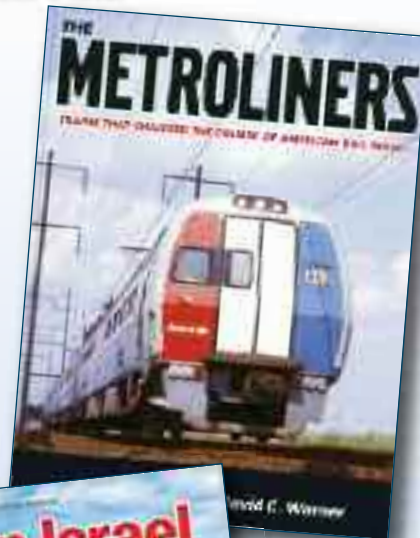
DAVID WERTZ

NY Penn Station

ALONZO WOOD

Ivy City Maintenance Facility

Books About the Railroad



Pennsylvania Main Line Railroad Stations:

Philadelphia to Harrisburg (by Jim

Sundman; Arcadia Publishing; 127 pps.)

examines the history of Pennsylvania Railroad (PRR)'s takeover of Pennsylvania's Main Line of Public Works, a state-owned railroad and canal system built in the 1830s. Keeping the rail portion and combining it with its own lines, the PRR developed a rail line from Philadelphia to Pittsburgh, while keeping the "main line" moniker. The book documents many of the passenger stations through vintage photographs and other images.

The Metroliners (by Bruce Goldberg and David

C. Warner; White River Productions; 124 pps.)

tells the dynamic, 40-year story of the original Metroliner equipment development, including the operating and competitive challenges; the transition to Amfleet equipment; and Metroliner's emergence as the most-used travel mode between New York City and Washington, D.C. This richly illustrated book details the Metroliner's significant impact on U.S. passenger railroad history. (For more info, visit employeeoffer.themetroliners.com.)

Jaden Israel: The California Zephyr (by

La'Wana Harris; illustrations by Mike Motz;

Createspace; 42 pps.), follows a little boy and his grandmother taking an exciting train adventure across America. Together they set off on the path that the pioneers took when traveling West for the Gold Rush. This book is part of the "America by Train" series, which captures the history and beauty of train travel in America.

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In Amtrak History

Today's state-supported *Carolinian* (Charlotte-New York), which links the financial hub of Charlotte, the state capital of Raleigh and 10 other North Carolina communities with points north, is actually an outgrowth of an earlier experimental service over the same route. The trial service lasted from October 1984 until September 1985. It ran as an independent train between Charlotte and Richmond, Va., where its cars were then attached to the *Palmetto* for through service to New York.

The service ended when revenues failed to meet projections, but the idea of a rail link between Charlotte and Raleigh never faded from the minds of state transportation planners and rail advocates. As a result, the current *Carolinian* began revenue service on May 12, 1990. A ceremonial run one day earlier carried about 500 state, local and Amtrak officials who received commemorative buttons like the one shown here.

In 1995, the *Carolinian* was joined by the first of the current two state-supported *Piedmont* (Raleigh-Charlotte) roundtrips to augment service within the state. Over the years, the North Carolina Department of Transportation has invested in rolling stock, stations and rail infrastructure. It also sponsors a train and station host program to enhance the passenger experience. More than 100 volunteers serve aboard trains or in stations, answering customers' questions, encouraging tourism and promoting rail safety.

Learn more about Amtrak history by visiting History.Amtrak.com.

