



Memorandum

To: Tracie Winbigler
Executive Vice President, Business Transformation
and Chief Financial Officer

From: Jim Morrison *JM*
Assistant Inspector General, Audits

Date: February 27, 2024

Subject: Engagement Memo—Customer Service for Passengers with Disabilities
(Project Code 007-2024)

We are initiating an audit of how Amtrak (the company) manages the customer experience for passengers with disabilities. Since 2011, we have issued a series of audits about the progress the company has made in complying with the Americans with Disabilities Act (ADA). This audit's objective will be to assess the company's efforts to provide high-quality customer service to passengers with disabilities. We may expand our scope or modify our objective during the review. During the review, we plan to interview company officials; review related policies, documents, and procedures; and analyze relevant company data. We will work to minimize disruptions to the company by coordinating meetings with staff in advance.

We will perform our work in accordance with generally accepted government auditing standards. Our interactions with the company will be consistent with P/I 2.1.4, which sets forth the relationship between our office and the company. In particular, section 7.0 of the policy discusses coordination between company officials and our Office of Audits.

We request that your office arrange an entrance conference for us with the appropriate company officials at the earliest possible date. We will keep you advised of the status of our work and any material changes in our objective, should they occur.

If you have any questions, please call (202) 906-4600.



OFFICE of INSPECTOR GENERAL
NATIONAL RAILROAD PASSENGER CORPORATION

cc: Stephen J. Gardner, Chief Executive Officer
Roger Harris, President
Eleanor D. Acheson, Executive Vice President and General Counsel & Corporate Secretary
Laura Mason, Executive Vice President, Capital Delivery
Eliot Hamlich, Executive Vice President and Chief Commercial Officer
Dennis Newman, Executive Vice President, Strategy & Planning
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