



Memorandum

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

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

Date: May 19, 2023

Subject: Engagement Memo—Update on Amtrak’s Compliance with the
Americans with Disabilities Act (ADA) (Project Code 011-2023)

We are initiating a review of the company’s Americans with Disabilities Act (ADA) program. Our objective will be to provide an update on the company’s progress toward achieving compliance with the ADA. We may expand our scope or modify our objective during the review. During the review, we plan to interview company officials responsible for managing the ADA Stations, Passenger Information Display Systems (PIDs), and the Accessible Boarding Technologies (ABT) programs. We also plan to analyze relevant documents, data and assess policies. We will work to minimize disruptions to the company by coordinating meetings with staff in advance.

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.

cc: Stephen J. Gardner, Chief Executive Officer
Roger Harris, President, Operating and Commercial
Eleanor D. Acheson, Executive Vice President, General Counsel & Corporate Secretary
Laura Mason, Executive Vice President, Capital Delivery
Dennis Newman, Executive Vice President, Strategy, Planning & Asset Development
Steve Predmore, Executive Vice President and Chief Safety Officer
Qiana Spain, Executive Vice President and Chief Human Resource Officer
Gerhard Williams, Executive Vice President, Service Delivery & Operations
Christian Zacariassen, Executive Vice President, Digital Technology & Innovation