



CLAIMS PROGRAM:

Use of Best Practices Would Strengthen Management Controls

Report Summary

Because of the potentially sensitive information contained in this report, we are providing a summary only at this time. We are working with Amtrak management to develop a publicly releasable report that redacts the sensitive information. We will place that report on this website when it is available.

Report No. OIG-A-2012-016 | August 14, 2012





Date: August 14, 2012

Subject: *Claims Program: Use of Best Practices Would Strengthen Management Controls*
(Report No. OIG-A-2012-016)

The Office of Inspector General (OIG) conducted an audit of the management controls over the Amtrak claims program. Our objective was to review the adequacy of management controls over the claims program from initial receipt through settlement of claims. We compared best practices for management controls with the Claims Office's existing controls.

BACKGROUND

The Law Department's Claims and Tort Litigation Group (Claims Office) manages the program for settling claims against Amtrak by employees, passengers, trespassers, and others; it also manages claims by Amtrak for passenger trains and property damage caused by third parties. Our audit focused on Amtrak's policies, procedures, and management controls.

SUMMARY OF RESULTS AND MANAGEMENT COMMENTS AND OIG ANALYSIS

Our comparison of best practices with Amtrak's management controls showed that adopting some best practices can strengthen the management control environment over the claims program. In commenting on the draft report, the Vice President, General Counsel, stated that the Law Department and Claims Office agreed with all of our recommendations and have begun or planned to take corrective action. The actions Amtrak has taken and plans to take meet the intent of our recommendations.

Management expressed the strong view that the vast majority of information presented in the draft report was sensitive and/or privileged and should be redacted. We are in the process of analyzing its position. However, in the interest of timely reporting we are issuing the report and treating it as sensitive in its entirety, and reserve the right to issue a redacted version once we have completed our review of the requested redactions.

Amtrak Office of Inspector General
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OIG MISSION AND CONTACT INFORMATION

Amtrak OIG's Mission	<p>The Amtrak OIG's mission is to</p> <ul style="list-style-type: none"> ▪ conduct and supervise independent and objective audits, inspections, evaluations, and investigations relating to agency programs and operations; ▪ promote economy, effectiveness, and efficiency within Amtrak; ▪ prevent and detect fraud, waste, and abuse in Amtrak's programs and operations; ▪ review security and safety policies and programs; and ▪ review and make recommendations regarding existing and proposed legislation and regulations relating to Amtrak's programs and operations.
Obtaining Copies of OIG Reports and Testimony	Available at our website: www.amtrakoig.gov .
To Report Fraud, Waste, or Abuse	<p>Report suspicious or illegal activities to the OIG Hotline (you can remain anonymous):</p> <p>Web: www.amtrakoig.gov/hotline Phone: 800-468-5469</p>
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