

NATIONAL RAILROAD PASSENGER CORPORATION

OFFICE OF INSPECTOR GENERAL

INVESTIGATIVE CLOSING REPORT

TITLE: Administrative Inquiry

CASE NUMBER: 08-059

DATE OF REPORT: January 6, 2009

REPORT PREPARED BY: [REDACTED]

**CLOSED**

**BACKGROUND:**

The Office of Inspector General ("OIG"), Office of Investigations ("OI") received information alleging that [REDACTED], Auto Train LSA Representative, was accused of having fraudulently prepared a manually-priced discounted fare for an individual. Subsequently, it was discovered that [REDACTED], Auto Train Attendant, was the individual who had actually prepared the manually-priced discounted fare. The source alleged that Auto Train management requested [REDACTED] to keep that information quiet. The source also alleged that although [REDACTED] was faced with possible reprimand had it been determined that she had prepared the manually-priced discounted fare, [REDACTED] received no reprimand.

**SUMMARY OF INVESTIGATION:**

1. OI Agents met with [REDACTED] regarding the allegation. She stated that during June 2008, a call came into the Lorton, Virginia ticket office from a ticket agent in Washington, DC concerning a discounted ticket that [REDACTED] was alleged to have generated. Auto Train Ticket Agent [REDACTED] accused [REDACTED] of stealing from the company and made this statement in the presence of other agents and passengers. [REDACTED] advised OI that when she was approached by [REDACTED], Lead Ticket Agent, about the discounted reservation, [REDACTED] told her she knew nothing about the ticket and was sure she did not make the reservation. [REDACTED] said she then suggested to [REDACTED] that they review the video tape from a camera in the ticket office.

According to [REDACTED], [REDACTED], and LSA [REDACTED] viewed the video tape and determined the reservation was made by [REDACTED]. [REDACTED] said that [REDACTED] readily admitted making the reservation and privately apologized to [REDACTED]. [REDACTED] said she ([REDACTED]) was not disciplined in regards to this incident. [REDACTED] also advised OI that AT management, in a subsequent meeting, emphasized to employees that if they leave their computers unattended or use someone else's computer, they would be fired.

2. OI Agents met with Harris regarding the allegation. [REDACTED] stated that during April 2008, she made a reservation for a FBI Agent, [REDACTED], a sister of another Amtrak employee, [REDACTED]. According to [REDACTED], [REDACTED] told her she was working undercover and was required to make numerous trips between Washington, DC and New York. [REDACTED] had complained to [REDACTED] about previous bad experiences she had while riding both Amtrak Regional trains, as well as the Acela trains. [REDACTED] said in the spirit of good customer service, she

made a reservation for [REDACTED] for a ticket from NY to Washington, DC at half its normal \$200 price. [REDACTED] said this conversation took place on the telephone and that [REDACTED] had just used the computer closest to her to make the reservation.

According to [REDACTED], in June 2008, the Lorton Ticket Office received a call from a ticket agent in NY concerning the discounted ticket reservation. [REDACTED] was informed that [REDACTED] was at the ticket booth attempting to obtain the discounted ticket and that the NY ticket agent refused to issue the ticket. [REDACTED] said the computer indicated by code that [REDACTED] had made the reservation. [REDACTED] said when she learned of the incident, she immediately informed [REDACTED] that it was she ([REDACTED]) who had made the reservation, not [REDACTED]. [REDACTED] said she also informed the other ticket agents that were working, and had a private conversation with [REDACTED] admitting her ([REDACTED]) involvement.

[REDACTED] said she was brought up on charges of violating the Standards of Excellence, and given a three-day suspension and seven days probation. To her [REDACTED]'s knowledge, no disciplinary action was taken against [REDACTED].

[REDACTED] stated that since this incident, their computers have been programmed to stop after an operator has been inactive for a certain period of time; and to use the computer again, an operator must sign in each time.

3. OI Agents met with [REDACTED] regarding the allegation. Agents asked [REDACTED] to describe her recollection of a situation involving [REDACTED] and [REDACTED] and discounted tickets. [REDACTED] advised OI that she had no knowledge as to what we were referring. When OI recounted to [REDACTED] the allegation that it had received which included her as an involved party, [REDACTED] stated that she had no knowledge concerning that particular incident. OI also asked [REDACTED] whether she and/or [REDACTED] – AT, had a meeting in which they counseled [REDACTED] regarding that incident. [REDACTED] denied being a party in any meeting with [REDACTED] regarding the generation of discounted tickets.

4. OI contacted [REDACTED] regarding the incident involving [REDACTED] and [REDACTED]. OI asked [REDACTED] to describe her recollection of events regarding the aforementioned incident. [REDACTED] advised Agents that she received a telephone call from [REDACTED] explaining the events.

According to [REDACTED] [per [REDACTED]], [REDACTED] received a telephone call from a Washington, DC ("WDC") LSA questioning a manually-prepared discounted ticket reservation which had been generated using [REDACTED]'s identification [workstation]. [REDACTED] informed [REDACTED] that the Washington, DC ticket office was questioning the reservation. [Note: *The manually-prepared discounted ticket was for a NEC round-trip Metroliner reservation.*] The Washington, DC LSA refused to honor the reservation.

[REDACTED], having heard about the confusion concerning the reservation, immediately met with [REDACTED], and admitted that she had generated the manually-prepared discounted reservation using [REDACTED]'s workstation.<sup>1</sup>

[REDACTED] was subsequently brought up on charges regarding the incident. [REDACTED]'s charging letter contained the following charges: 1) failure to properly attend to duties; and 2) Standards of

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<sup>1</sup> [REDACTED] claims that when she answered the telephone call from the customer and decided to initiate a reservation, [REDACTED]'s computer/workstation had been left unattended and open. [REDACTED] used [REDACTED]'s computer – the closest, available computer – to generate the reservation.

