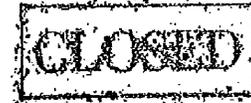


**NATIONAL RAILROAD PASSENGER CORPORATION  
OFFICE OF THE INSPECTOR GENERAL  
OFFICE OF INVESTIGATIONS  
INVESTIGATIVE REPORT**

**TITLE:** Mismanagement

**CASE NUMBER:** 08-071

**DATE OF REPORT:** March 11, 2009



**REPORT PREPARED BY:** SA [REDACTED]

Report of Interview: \_\_\_\_\_

Report of Documents: \_\_\_\_\_

Other Activity (Describe): \_\_\_\_\_  - Closing Report

On June 11, 2008, the OIG-OI conducted an investigation to determine if the Amtrak station in Albany, NY, had been out of compliance with Amtrak's Station Services Accounting procedures. As a result of several interviews with Amtrak employees, it determined that there were deficiencies which contributed to the loss of revenue and unauthorized number of duplexes issued to Conductors.

OI agents conducted interviews from July 2008 through December 2008, and determined that there were Amtrak employees that were given the responsibility of disbursing duplexes who were not equally trained, but were given the same amount of internal responsibility to both accept and hand out the duplexes. It was also confirmed that, at one point, the duplexes were stored in the Lead Ticket's office, but with no alternate person to have access in the event that more duplexes were needed throughout the day, as there was not, and still continues not to be, a ticket receiver at the station.

It should be noted that there were at least three known former employees who suffered the consequences of termination, as a result of their failure to properly turn in their duplexes. Despite failing to turn in the duplexes, the three (3) employees continued to receive additional duplexes while they were employed.

On January 12, 2009, a referral was submitted to management for a response to correct the deficiencies noted and a reply was submitted to agents on February 12, 2009. As a result of some of the pending issues that were under review by management SSA [REDACTED] advised this agent to follow up and request a second letter of response after management's implementation changes. Initially and while conducting several previous interviews, agents were concerned about employees that lacked training, but were responsible for the distribution of duplexes and an accurate method of record keeping to

ensure that the Station Accounting Services procedures were being followed. On March 6, 2009, this agent received a follow-up response and reviewed the matter with SSA [REDACTED]. As a result of training provided to employees that were accountable for the distribution of duplexes and a record keeping system in place to prevent the unauthorized number of duplexes, this agent is requesting that this case be closed.

Supervisor Signature: \_\_\_\_\_ 

Deputy Inspector/Counsel's Signature: \_\_\_\_\_ 

**CLOSED**