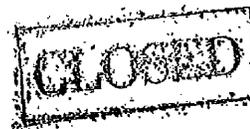


**NATIONAL RAILROAD PASSENGER CORPORATION  
OFFICE OF INSPECTOR GENERAL  
OFFICE OF INVESTIGATIONS  
INVESTIGATIVE CLOSING REPORT**

**TITLE:** Waste/Mismanagement **CASE NUMBER:** 09-012  
**DATE OF REPORT:** May 6, 2009  
**REPORT PREPARED BY:** [REDACTED] SSA/[REDACTED] SA

**I. FINDINGS OF FACT AND RECOMMENDATIONS**



**A. FINDINGS OF FACT**

1. The Office of Inspector General ("OIG"), Office of Investigations ("OI"), received information that [REDACTED], Manager OBS, allegedly requested that the Crew Management Services ("CMS") assign [REDACTED], Service Attendant ("SA"), to work an SA job on train no. 30 that runs from Chicago ("CHI") to Washington, D.C. ("WAS"), without properly submitting a Service Request. According to CMS, a second SA on train no. [REDACTED] was not necessary based on low passenger count, and [REDACTED] may have been paid for commuting home from work. [REDACTED] is assigned to the CHI crewbase and regularly works trains [REDACTED]. Allegedly, [REDACTED] does not live in CHI, but resides in the Maryland area. The SA job should have been filled by the next employee on the Extra Board or the senior SA in either CHI or WAS. The employees that were not contacted to fill the SA position could have submitted time claims to Amtrak for the job that was filled by [REDACTED]. It was alleged that on multiple occasions, Anderson may have had [REDACTED] assigned to SA positions on trains [REDACTED] so [REDACTED] could commute to her home and be compensated at the same time. It was also alleged that [REDACTED] has stayed at the crew hotel in CHI at Amtrak's expense when she commuted to work the night before her shift, even though she is based in CHI.
2. OI obtained and reviewed a Corporate Lodging report for the nights that [REDACTED] stayed at the crew hotel in Chicago, and confirmed that [REDACTED] had stayed at that hotel on nineteen (19) occasions at a cost to Amtrak of \$1,618.65.
3. OI interviewed [REDACTED], who confirmed that she had made staffing additions to trains without properly submitting a Service Request to CMS in order to provide improved passenger service, and that she had received a verbal counseling from her supervisor for doing so. [REDACTED] also indicated that she had allowed [REDACTED] to stay in a crew hotel in CHI, and that she had not recognized that such an authorization could have been viewed as a policy violation or preferential treatment.
4. On March 18, 2009, OI issued an Administrative Report to [REDACTED] detailing [REDACTED] statements to OI (See Exhibit 1).
5. On March 30, 2009, OI received a response (See Exhibit 2) from [REDACTED] indicating that in mid-January 2009, it had been brought to her attention that [REDACTED] had made staffing changes to the assigned OBS crew without submitting a Service Request to CMS.

██████████ indicated that the extra board had been down eight employees in the summer of 2008 and into January 2009, which created difficulties in filling jobs. ██████████ reported to OI that on January 22, 2009, she had a conference call with ██████████ and senior management from CMS, in which she confirmed that all future staffing needs would be submitted via a Service Request to CMS.

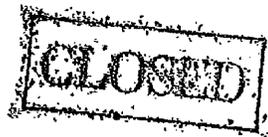
- 6. ██████████ response to OI dated March 30, 2009, failed to address the issue of ██████████ being allowed to stay in the crew hotel in Chicago, and OI requested an additional response from ██████████.
- 7. On April 21, 2009, OI received a second response (See Exhibit 3) from ██████████ in which she indicated that she had reviewed Amtrak's Crew Base Manual, Chapter 3 – Corporate Lodging, and interpreted the policy to be that Amtrak will not provide hotel rooms in a city for any employee who is based in that city. ██████████ reported that she had a discussion with ██████████ and stressed that if an employee needs or wants to stay overnight in their crew base location, they must do so at their own expense. ██████████ also indicated that the Corporate Lodging policies were being reiterated to all employees.

**B. RECOMMENDATIONS**

- 1. Close case pending further information.

Chief Inspector: \_\_\_\_\_ Date: \_\_\_\_\_

Deputy Inspector General/Counsel: CA/JT Date: 5/7/2009



**EXHIBITS**

1. OI's Administrative Report to [REDACTED] dated March 18, 2009.
2. [REDACTED] response to OI dated March 30, 2009.
3. [REDACTED] response to OI dated April 21, 2009.