The Impact of Positive Onboard Experience

Webinar Series
May 2021
# Agenda

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| PART 5               | Gauging Progress w/             |
|----------------------| Representative Colin Allred (TX-32) |
|                      | + Measures of Accountability    |

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Federal Legislative Briefing

Sean Jeans Gail, Vice President Government Affairs + Policy
May 2021
Bipartisan Infrastructure Negotiations Slow

• White House working with Senate Republicans to close the gap between two competing infrastructure proposals:
  ○ Reduced from $2.3 trillion to $1.7 trillion, and calls for significant new investments in transit, rail, and electric vehicles (EVs);
  ○ However, topline fell because some funding was transferred into another bill the Senate is working on.

• Republican negotiators divided on how far they want to go:
  ○ Senator Capito: “the groups seem further apart after two meetings with White House staff than they were after one meeting with President Biden.”
  ○ Senator Wicker will release GOP $1 trillion counteroffer on May 27; expected to be paid for by repurposed COVID money, few increases in user fees, and no tax increases.
Bipartisan Infrastructure Negotiations Slow

Outstanding questions:

- The OMB will release the White House budget on May 28. How does that fit into these negotiations?

- Are Senate Republicans re-running their strategy with the American Care Act with Biden’s infrastructure plan, which fundamentally altered the architecture of the proposal but ultimately received zero GOP votes?
Committees Responsible for Surface Transportation Reauthorization

Several panels will play a role in a long-term reauthorization.

Note: Additional committees – including House Energy and Commerce and Science, Space and Technology – may also be involved in the final bill.

Sources: Bloomberg Government reporting, Congressional Research Service
Highways Go First

- Senate EPW Committee advanced bill today by 20-0 vote that will directly provide $304.0 billion in funding for FHWA over five years:
  - **34% funding boost over the FAST Act**, or 22% above the CBO inflation-adjusted baseline;
  - **Section 1008 - Rail-Highway Grade Crossings**: $245 million for installation of protective devices at railway-highway crossings, replacement of functionally obsolete warning devices:
    - Federal share is increased to 100%;
    - Incentives to close a grade crossing increased from $7,500 to $100,000;
  - **Sec. 2001 – TIFIA**: adds TOD for passenger rail and transit to the definition of a project (capped 15 percent for loans in that fiscal year)
- HTF and MTA are on a deadline—Sept. 30, 2021—and not eligible for reconciliation.
House Surf. Trans Bill Delayed

- House T&I was scheduled to mark up its surface transportation reauthorization proposal today but delayed for due diligence on earmarks:
  - House members requested 2,380 projects totaling $14.9 billion;
  - Roughly 50 rail projects, including Long Bridge between DC and VA, Zero Emission Locomotive Commuter Rail Pilot for Metra, and the Valley Link in CA.
  - Rescheduled hearing to take place in late June.

- House Republicans introduced bill authorizing $400 billion over five years for highways and mass transit—with no rail title.
House won't vote again until June 14; 
July 4th recess affects both chambers; 
House scheduled to convene remotely for committee work July 6-17 and Senate in session July 12-30; 
Scheduled for in-person votes July 20-31; 
Debt limit suspension expires July 31. 
August recess (?); 
Fast Act Extension and current Budget Resolution expire Sept. 30.
Rail Passengers sent out a message to 500+ Amtrak mayors and town managers telling them critical for city leaders in Amtrak-served communities to reach out to senators in their delegation to request:

1. The inclusion of a strong passenger rail title, with adequate funding to address state of good repair backlog and renew the U.S.’s aging rail fleet; and

2. The creation of new federal programs to fund additional frequencies and establish passenger rail corridors in regions that are underserved by the current network.

Rail Passengers Launches Mayors Campaign
Thank You

Sean Jeans-Gail, Vice President Government Affairs and Policy

Questions?
Sean Jeans-Gail | sjeansgail@narprail.org
Today's Presenter

Madison Butler, Communications Manager.

École des Arts Culinaires Escoffier Graduate with Honors,
Project Management, College of San Mateo

Process Developer for Edible Results and ZeroCater,
Vlogger, Blogger, Podcaster
& Public Transit Passenger since 1990.
Re-establishing Service Post-Covid

We have congressional support, hard working teams at Amtrak, and robust passenger support to diversify how food service is provided onboard.

What are the biggest hang ups to getting our services back on track?

- Repeal Mica Amendment
- Transparent communication to Congress + Working Groups by Amtrak
- Quality Control
- Connectivity
Facts:

- Daily service roll out began this week
- Restoration of Dining Car: aiming for end of June
- Staggered return of non-disposable place settings to follow
- Restoration process will be different for Eastern and Western LD routes
- Timeline is dependent on return, hiring, and training
- Some routes are beta testing placing food order when you purchase ticket
POSSIBLE:

- Development of Congressional Working Group to provide clear metrics expected by taxpayers
- Menu overhaul including items most requested by our members
- Broker further discussions with Amtrak for transparency in F&B Allocations, spending, and critical path.
- Provide Amtrak with on-board food preparation methods that aren't a microwave

UNLIKELY:

- "Historical Dining" such as trend-based services found on luxury cars in the 1900's
- Full OBS process overhaul before EOY '21
- The elimination of good union jobs by allowing F&B to be taken over by a private entity
PASSENGERS WANT BETTER SERVICE

Rail Passengers Association has testified before Congress multiple times between 2019-2021. We have advocated for your rights as passengers and your needs as rail community members.

How will Amtrak leadership signal their compliance to their passengers?

ANNOUNCE WHEN CHANGES GO INTO EFFECT

Amtrak Social Media has had many different voices over the last few years, often sharing information and advertisements that can be misleading.

What is the plan to make service change announcements cross-platform and accessible to all riders?

ENGAGE YOUR COMMUNITIES

With congressional support and a robust network of self-advocating passengers, we have the platforms to create a positive trajectory for recovery so long as we remain diligent.

Will Amtrak rise to meet the needs of communities great and small?
Which of the following is most important?

- Healthy meals that meet my dietary needs: 13.4%
- Sit-Down table service: 76%
- More affordable options: 4.6%
- More Grab and Go options: 3%
- Additional Beverage options: 1.2%

Survey of 2,400 frequent Amtrak riders, 2019.

Passenger regions represented: 10
Age range of Passengers surveyed: 18-86
I use passenger rail for _____.

Survey of 2,400 frequent Amtrak riders, 2019.

- Vacation
- Business
- Events
- Commuting
- Long Distance Trips
- Primary Mode of Transportation
- Alternate Mode of Transportation

Numbers on the x-axis are in thousands.

Example:
- I use passenger rail for vacation.
How will Amtrak work to hear their most loyal customers?

Survey of 2,400 frequent Amtrak riders, 2019.
Representative Colin Allred (TX-32)

Answering questions from the Association:

- You have been an active member of House T&I overseeing big changes. What service improvements are most critical in your opinion regarding the Amtrak recovery trajectory post-covid?

- People often misunderstand the role of congress in assuring the success of Amtrak. What are the keyways in which congress gauges the success of on-board services

- What would you most like to change about on-board service?

- If passed, how would the Interstate Rail Compacts Advancement Act benefit communities working to improve their passenger rail services?
## Gauging Progress

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<th>KEY INDICATOR</th>
<th>ACTIVITY / PROJECT</th>
<th>DATA / DESIRED OUTCOME</th>
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<td>Increased Ridership</td>
<td>Expanding the Network</td>
<td>More Public Support</td>
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<td>Repairing On-Board Services</td>
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<td>Building Social Media &amp; Ad Presence</td>
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<td>Passenger Satisfaction</td>
<td>Coherent &amp; Controlled Customer Service Protocol</td>
<td>New Return Passengers</td>
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<td>Revamped Metrics and KPIs</td>
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<td>New Services &amp; Restorations</td>
<td>Amtrak Connects US</td>
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# Measures of Accountability

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<th>PROVIDING A TRANSPARENT PIPELINE FOR FEEDBACK</th>
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<td>Working groups for long distance routes comprised of workers and passengers. By creating a clear pipeline for direct feedback and metrics from those actually affected and invested, Amtrak executives could make decisions with respect to the taxpayers committed to its future.</td>
<td>The thought bubble and organizational behavior surrounding executive consultation is to the detriment of the passenger. We deserve consultants that come with on-board experience, not just cruise or airline experience.</td>
<td>With the elimination of the ACAC, Passenger survey modeling, the removal of timetables, and zero credible response from social media, how are tax payers assured our needs are being met?</td>
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To review this presentation and supporting materials visit our website:

railpassengers.org/webinars
HOW WILL EXISTING EQUIPMENT BE UTILIZED TO BENEFIT THE PASSENGER?
WHAT EQUIPMENT UPGRADES SHOULD BE PRIORITIZED?
WHY CAN'T WE HAVE THE FOOD THAT WAS SERVED IN THE EARLY 1900'S? IS IT JUST UNION LABOR COSTS OR ARE THERE MORE OBSTACLES?
HOW IS CONGRESS WORKING TO HELP AMTRAK MEET OUR NEEDS? WHAT CAN WE DO TO GET OUR ELECTED OFFICIALS COMMITTED TO FUNDING AND DEVELOPING ON BOARD SERVICES?
Q&A

WHEN WILL ALL PASSENGERS HAVE ACCESS TO FULL MEALS? WHY CAN'T COACH PASSENGERS OPT-IN TO FULL DINING NOW?
Conclusion

Next Webinar will be ... The Pacific Northwest

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STAY ACTIVE
JOIN CAMPAIGNS
SPREAD THE WORD