



## Memorandum

**To:** Gerald Sokol, Jr.  
Executive Vice President/Chief Financial Officer



**From:** David R. Warren  
Assistant Inspector General, Audits

**Date:** December 23, 2015

**Subject:** Engagement Memo— Evaluating Amtrak’s boarding procedures at Amtrak’s 15 busiest stations (Project code 009-2016)

We are initiating a review of Amtrak’s passenger boarding procedures. Our objectives are to evaluate the boarding procedures for passengers at Amtrak’s 15 busiest stations and to compare Amtrak’s procedures to those used by commuter railroads, international intercity passenger rail operators, and fixed guideway transit systems. Section 11213 of the Fixing America’s Surface Transportation (FAST) Act (Pub. L. No. 114-94) requires us to perform this review.

Our audit work will include interviewing company officials, observing boarding procedures at Amtrak stations, and reviewing and analyzing documents. Our request for documents will be made as our work progresses. We will work to minimize the impact of the audit by coordinating interviews and observations with staff in advance.

Our work will be performed in accordance with generally accepted government auditing standards. Our interactions with the company will be consistent with P/I2.1.3, which sets forth the relationship between our office and the company. In particular, section 7.0 of the policy discusses coordination between company officials and our office of audits. To view this policy, see

<http://wiki.corp.nrpc/display/APIM20/2.0+Inspector+General>

We request that your office arrange an entrance conference for us with the appropriate company officials by January 8, 2016. We will keep you advised of the status of our work and any material changes in our objectives, should they occur.

J.J. Marzullo will be the audit manager for this engagement and reports to Leila Kahn, Senior Director. If you have any questions, please contact me at (202) 906-4742 ([David.Warren@amtrakoig.gov](mailto:David.Warren@amtrakoig.gov)) or Leila Kahn at (202) 906-4325 ([Leila.Kahn@amtrakoig.gov](mailto:Leila.Kahn@amtrakoig.gov)).

cc: DJ Stadtler, Jr., Executive Vice President/Chief Operations Officer  
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