



February 9, 2016

Cary Sennett, MD, PhD
President and CEO, Asthma and Allergy Foundation of America
8201 Corporate Drive, Suite 1000
Landover, MD 20785

Dear Dr. Sennett:

Thank you for your letter of January 29, 2016, to Mr. Joseph H. Boardman. I am responding on behalf of the Corporation.

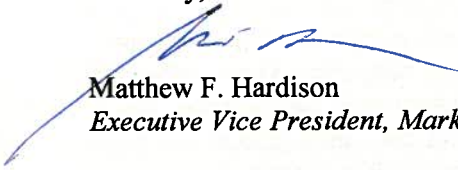
We appreciate your thoughts regarding Amtrak's Pets on Trains program and its potential impact on rail passengers with asthma and allergies. We, too, were initially concerned about this risk, among others, when we set out to test the feasibility of pet travel on Amtrak in response to federal legislation, requests from some of our state government partners, and the traveling public. Our tests allowed only for small pets in pet containers on a limited number of our mid-west routes in 2014 and on select northeastern corridor routes in late 2015.

In designing this service, our team followed the common practices of the airline industry. During the pilot, operational issues and feedback from customers and employees were monitored and the program design was adjusted accordingly. One key learning of our test was straightforward: unlike the airlines, passengers can change their seat and move about a train much more easily. In other words, a passenger desiring to avoid an animal can simply move. To make this more feasible, we have also restricted the total number of ticketed pets allowed on a train to 5 at any given time. There are other restrictions and full details of the program are available on amtrak.com.

Of course, as I am sure you are aware, Amtrak has always been required under the Americans with Disabilities Act to allow passengers with trained service animals to travel on our trains. Service animals have thus been accompanying passengers on our trains for many years, and have access to all passenger cars. If any passenger has concerns about allergies, our train crew members make every effort to separate the concerned customer from proximity to the animal as we have always done with service animals. We have not, at this time, concluded that a "pet free" car is a required part of the program, but we continue to evaluate our program, are giving your concerns serious consideration, and may make changes in the future, if needed.

Once again, thank you for writing. Please be assured that the safety and health of our passengers and employees remains our top priority.

Sincerely,



Matthew F. Hardison
Executive Vice President, Marketing and Sales

cc: Joseph H. Boardman