

any regional office or the Washington Human Resources office.

Publications Anyone desiring to inspect formal case documents or read agency publications may use facilities of the Washington or field offices. The agency will assist in arranging reproduction of documents and order transcripts of hearings. The Board's offices offer free informational leaflets in limited quantities: *The National Labor Relations Board and YOU (Unfair Labor Practices)*, *The National Labor Relations Board and YOU (Representation Cases)*, *Your Government Conducts an Election for You on the Job*, and *The National Labor Relations Board—What It Is, What It Does*. The Superintendent of Documents, Government Printing Office, Washington, DC 20402, sells *A Guide to Basic Law and Procedures Under the NLRA*, the *Annual Report*, the *Classified*

Index of National Labor Relations Board Decisions and Related Court Decisions, volumes of Board decisions, and a number of subscription services, including the *NLRB Casehandling Manual* (in three parts), the *Weekly Summary of NLRB Cases*, the *NLRB Election Report*, and *An Outline of Law and Procedure in Representation Cases*.

Speakers To give the public and persons appearing before the agency a better understanding of the National Labor Relations Act and the Board's policies, procedures, and services, Washington and regional office personnel participate as speakers or panel members before bar associations, labor, educational, civic, or management organizations, and other groups. Requests for speakers or panelists may be made to Washington officials or to the appropriate regional director.

For further information, contact the Information Division, National Labor Relations Board, 1099 Fourteenth Street NW., Washington, DC 20570. Phone, 202-273-1991. Internet, www.nlrb.gov.

NATIONAL MEDIATION BOARD

1301 K Street NW., Suite 250 East, Washington, DC 20572
Phone, 202-692-5000. Internet, www.nmb.gov.

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The National Mediation Board assists in maintaining a free flow of commerce in the railroad and airline industries by resolving labor-management disputes that could disrupt travel or imperil the economy. The Board also handles railroad and airline

employee representation disputes and provides administrative and financial support in adjusting grievances in the railroad industry.

The National Mediation Board (NMB), established by the 1934 amendments to the Railway Labor Act (RLA) of 1926 (45 U.S.C. 151–158, 160–162, 1181–1188), is an independent agency performing a central role in facilitating harmonious labor-management relations within two of the Nation's key transportation sectors—the railroads and airlines. Pursuant to the RLA, NMB programs provide an integrated dispute resolution process that effectively meets the NMB's statutory mandate to minimize work stoppages by securing voluntary agreements.

The RLA has five general purposes, as follows:

- to avoid interruptions to interstate commerce in the airline and railroad industries;
- to ensure the right of employees to freely determine whether they wish to be represented for collective bargaining purposes;
- to ensure the independence of labor and management for self-organization to carry out the purposes of the act;
- to provide for the settlement of collective bargaining disputes; and
- to provide for the settlement of disputes over the interpretation of existing collective bargaining agreements.

The Railway Labor Act of 1926 provided for mandatory mediation and interest arbitration in contract negotiations, as well as for section 10 Presidential Emergency Boards to enhance dispute resolution. Key amendments to the act in 1934 established a three-member National Mediation Board and authorized it to resolve employee representation disputes. In 1936, jurisdiction was expanded to include the airline industry. The act's most recent substantive amendment, in 1981, permitted the creation of specialized section 9a Presidential Emergency Board for disputes at certain commuter railroads.

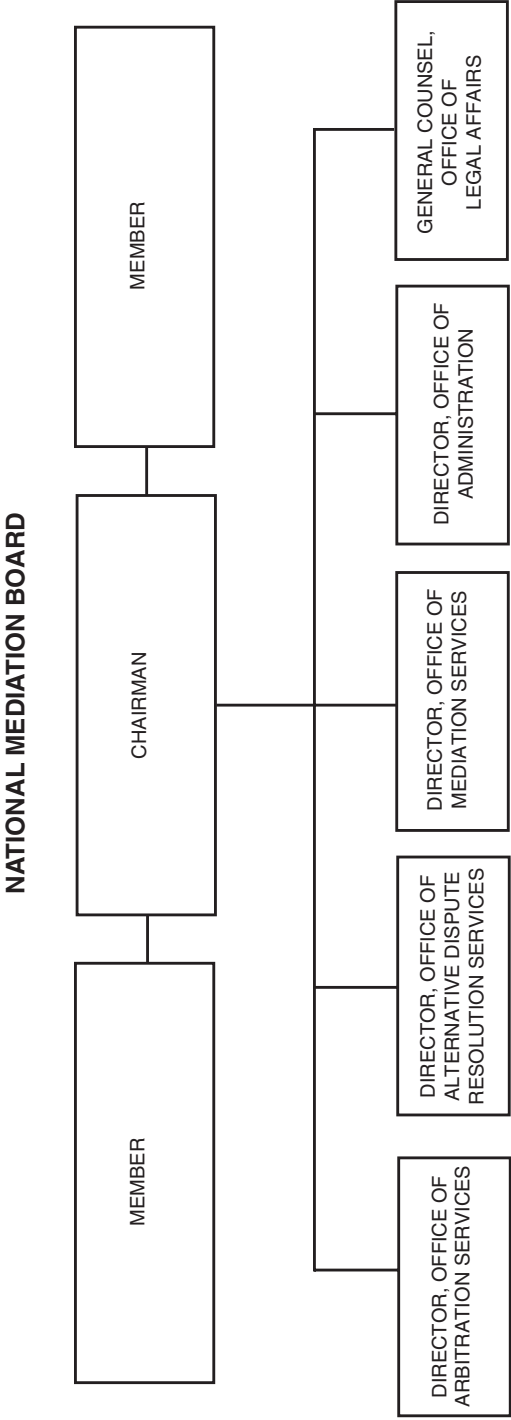
Activities

Mediation and Alternative Dispute Resolution

The RLA requires labor and management to make every reasonable effort to make and maintain collective bargaining agreements. Initially, the parties negotiate directly in an effort to reach an agreement. Should the parties fail to do so, either party or both may apply to the Board for mediation.

The Board is obligated under the act to use its "best efforts" to bring about a peaceful resolution of the dispute. NMB mediators apply a variety of dispute resolution techniques, including traditional mediation, interest-based problem solving, and facilitation, to resolve the dispute. If after such efforts the Board determines that mediation will not settle the dispute, the NMB offers voluntary arbitration (interest arbitration) as an alternative approach to resolve the remaining issues. This option is rarely exercised by the parties. In situations where the parties agree to use interest arbitration, an arbitrator's decision is final and binding with very narrow ground for judicial review. If either party rejects this offer of arbitration, the Board promptly releases the parties from formal mediation. This release triggers a 30-day cooling off period. During this 30-day period, the Board will continue to work with the parties to achieve a mutually agreeable settlement. However, if an agreement has not been reached by the end of the 30-day period, the parties are free to exercise lawful self-help, unless a Presidential Emergency Board is established. Examples of lawful self-help include carrier-imposed working conditions or lock-outs, or union-initiated strikes and job actions.

Presidential Emergency Board The RLA authorizes the NMB to recommend the establishment of a Presidential Emergency Board (PEB) to investigate and report on a collective bargaining dispute which threatens "substantially to interrupt interstate commerce to a degree such as to deprive any section of the country of essential transportation



service.” A PEB also may be requested by any party involved in a dispute affecting a publicly funded and operated commuter railroad. While either section 10 or section 9a emergency board processes are underway, the parties are required to maintain the status quo and neither party to the dispute may exercise self-help which could involve a disruption of service.

Representation Under the RLA, employees in the airline and railroad industries have the right to select or decline a labor organization, or individual, to represent them for collective bargaining without “interference, influence or coercion” by the carrier. A representation unit under the RLA is a “craft or class,” which consists of the overall grouping of employees performing the particular type of related duties and functions. The selection of employee representatives for collective bargaining is accomplished on a system-wide basis, which includes all employees in the craft or class anywhere the carrier operates in the United States.

Should the applicant meet the showing of interest requirements, the NMB will continue the investigation, usually with a secret ballot election. Only employees found eligible to vote by the NMB are permitted to participate in the elections. In order for a representative to be certified, a majority of the eligible voters must cast valid ballots in support of representation. The Board is responsible for ensuring that the requirements for a fair election process have been maintained. If the employees vote to be represented, the Board issues a certification of that result, which commences the carrier’s statutory duty to bargain with the certified representative.

The NMB conducts representation elections using a process known as Telephone Election Voting (TEV). In the TEV process, voters in the craft or class use two secret passwords to cast ballots by telephone instead of using mail-in paper ballots. The system, inaugurated by NMB in October 2002, is secure and accurate.

Arbitration In addition to interest arbitration the NMB offers to parties in contract negotiations, the RLA provides

for the use of grievance arbitration to resolve issues arising under existing contracts. Grievance arbitration, involving the interpretation or application of an existing collective bargaining agreement, is mandatory under the RLA.

In the railroad industry, the NMB has significant administrative responsibilities for the three grievance-arbitration forums contemplated under the RLA: the National Railroad Adjustment Board (NRAB), Special Boards of Adjustment (SBAs) and Public Law Boards (PLBs). The NRAB and its four divisions have statutory jurisdiction over all rail carrier’s and all crafts and classes of railroad employees. SBAs are created by mutual agreement of the parties, and PLBs are established on individual railroads upon the written request of either party to a dispute.

Grievance arbitration in the airline industry is accomplished at the various system boards of adjustment created jointly by labor and management. The NMB furnishes panels of prospective arbitrators for the parties’ selection on both the airline and railroad industries. The NMB also has substantial financial management responsibilities for railroad arbitration proceedings. Arbitration decisions under the RLA are final and binding with very limited grounds for judicial review.

Sources of Information

Electronic Access Information pertaining to Board operations including weekly case activity reports, representation determinations, press releases, and a range of documents and an agency directory are available on the Internet at www.nmb.gov.

Publications The following documents are available for public distribution: *Determinations of the National Mediation Board* and *Annual Reports of the National Mediation Board*. Phone, 202-692-5031

Reading Room Copies of collective-bargaining agreements between labor and management of various rail and air carriers are available for public inspection at the Board’s headquarters in

Washington, DC, by appointment.
Phone, 202-692-5031.

For further information, visit the National Mediation Board's Web site at www.nmb.gov; write the Public Information Officer, National Mediation Board, Suite 250 East, 1301 K Street NW., Washington, DC 20572; or call the NMB hotline at 202-692-5050.

NATIONAL RAILROAD PASSENGER CORPORATION (AMTRAK)

60 Massachusetts Avenue NE., Washington, DC 20002
Phone, 202-906-3000. Internet, www.amtrak.com.

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[For the National Railroad Passenger Corporation statement of organization, see the *Code of Federal Regulations*, Title 49, Part 700]

The National Railroad Passenger Corporation was established by Congress to meet the Nation's intercity passenger transportation needs.

The National Railroad Passenger Corporation (Amtrak) was created by the Rail Passenger Service Act of 1970, as amended (49 U.S.C. 241), and was incorporated under the laws of the District of Columbia to provide a balanced national transportation system by developing, operating, and improving U.S. intercity rail passenger service.

Amtrak operates approximately 275 trains per day, serving over 520 stations in 46 States, over a system of nearly

21,800 route miles. Of this route system, Amtrak owns about 525 track miles in the Northeast Corridor, and several other small track segments elsewhere in the country.

Amtrak owns or leases its stations and owns its own repair and maintenance facilities. The Corporation employs a total workforce of approximately 19,600 and provides all reservation, station, and on-board service staffs, as well as train and engine operating crews. Outside the