



THE RRS

Our Records Retention Schedule Re-Design

Presented by Diana Del Cid &
Kavya Ganesan

01

Purpose

Amtrak's current Records Retention Schedule is a 75-page PDF that outlines record-keeping policies but lacks an intuitive system for organization, searchability, and management.

To improve efficiency and accessibility, we designed a more user-friendly system tailored to Amtrak's needs.





Design Thinking Process



Define Problem

- Organization
- Searchability
- Management

Key Issues

- Missing Values
- Outdated Look
- Lack of Structured Update Processes

Discussions

- Maria Buccieri
(Senior Director at Amtrak)

Design

- Personalized Dashboard
- Contact/Messaging
- AI Help Bot
- Other Administrative Specific Tools

02

USER



RECORDS

RETENTION SCHEDULE

Sign In

Let's get started!

Email

jane.santos@amtrak.com

Password

••••••••



Sign In

Continue with



Can't login? [Contact IT Support](#)





RECORDS

RETENTION SCHEDULE

-  [Dashboard](#)
-  [Notifications](#)
-  [My Schedule](#)
-  [Requests](#)
-  [Messages](#)
-  [Settings](#)
-  [Logout](#)



Jane Santos 
Accounting
User

Dashboard

Schedules 



Accounting



Olivia Wilson
Administrator



Aged accounts receivable reports on the detail and summary series. Records containing information relating to Amtrak's accounts.....



Administrative



Jonathan Patterson
Administrator



Documents written, approved, and issued at a corporate, departmental or operating level providing instructions to all Amtrak employees.....



Audit



Diana Del Cid
Administrator



Audit report, responses, and findings associated with annual Wheel Truing and Wheel Shop AAR audits. This includes information....



Compliance



Maria Gomez
Administrator



Amtrak mechanics are required by the EPA/Clean Air Act to be licensed to recover, charge, and repair the refrigerant mechanical loop.....



Corporate



Ryan Pearson
Administrator



Includes Corporate Statements of Good Standing issued by the District of Columbia Corporations Office on an as needed basis.....



Customer Service



Kavya Ganesan
Administrator



Customer commendations, complaints, baggage claims, satisfaction reports (CSI), service guarantees, and service suggestions.....

Need Help? Ask Record Riley 



NOTIFICATIONS



Jane Santos
Accounting
User

Mark all read

Sort by time

- ACC-102-5 Request**
Please provide additional details.
3m ago
- Olivia Wilson**
New Message
5m ago
- Olivia Wilson**
New Message
2h ago
- Settings**
Update your password.
3h ago
- Maria Gomez**
Message Request
5h ago
- Olivia Wilson**
New Message
7h ago
- ACC106-35 Request**
Your request was approved.
Yesterday

See More

Today at 10:45AM



Additional Details Required!

Hello, Record Riley here. Your administrator has requested additional details regarding your update request for record ACC-102-5.

Please click on the following link to complete the submission.

[CLICK HERE](#)



Welcome back, Jane Santos

Let's take a detailed look at your RRS



Explore your schedule...



Jane Santos
Accounting
User



My Accounting RRS

...



Designated Administrator

Olivia Wilson

123-456-7890



[Message](#)

[Search History](#)

[Request Update](#)

Accounting Records

Sort by [Title > Record Code](#)

[Print](#)

[Save](#)

Record Code	Title	Description	Retention Period	Request
ACC102-7	Payroll Employee Time	Base pay record for each employee created to... ▼	7 Years	Done
ACC102-65	Payroll Final Register	Final payroll registers, including detail showing earnings... ▼	10 Years	Done
ACC102-6	Payroll Wage Accounts	Registers (including detail) showing earnings... ▼	5 Years	Done
ACC102-55	Payroll Taxes	Railroad Retirement Tax Act, records which include... ▼	7 Years	Pending
ACC102-5	Payroll Timekeeping	T&E timecards as written by T&E employees nation... ▼	10 Years	Done
ACC102-45	Payroll Recalls	Base pay record for each employee created to... ▼	8 Years	Done

[Show All Records](#)

▼

RECORDS REQUEST



Jane Santos
Accounting
User

Your Name (Auto)

Jane Santos

Record Code (Select)

ACC-101-7

Title*

(Placeholder)

Description*

(Placeholder)

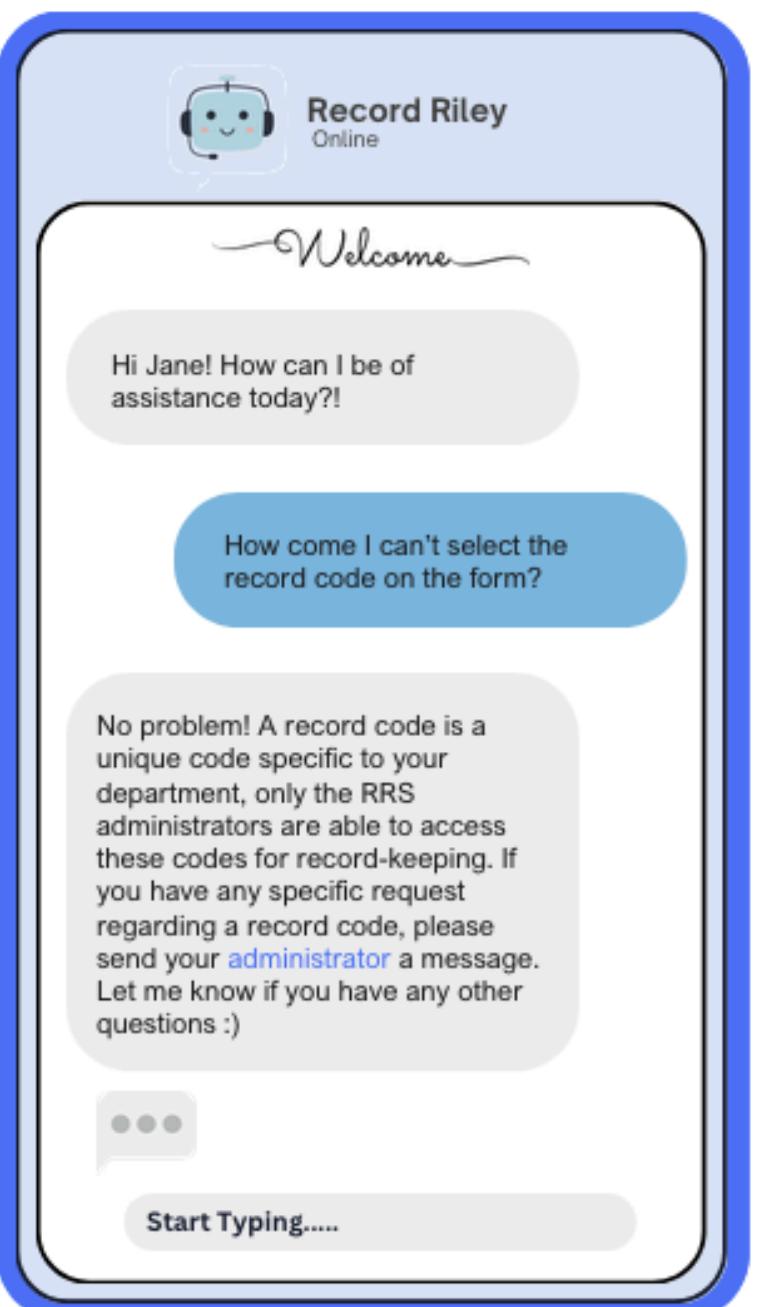
Retention Period*

(Placeholder)

Comments (Optional)

(Placeholder)

SUBMIT



MESSAGES

All

Direct



Accounting
Just a reminder that...

3m ago



Roger Smith
Retention for employee...

5m ago



Selena Ordova
I thought the update...

2h ago



Philip Genson
I am actually not sure...

3h ago



Maria Gomez
Taxes should be 5 years...

5h ago



Olivia Wilson
No worries! Just let me know...

7h ago



Record Riley
Hey, how can I help...

Yesterday

See More



Accounting

Messages

People (27) Content Meetings

Search in chat



Jane Santos
Accounting User

Today at 10:45AM



Philip Genson

Has anyone sent the update request for ACC-107-5?

10:45AM



Selena Ordova

Yes! I sent it earlier this morning.

10:56AM



Maria Gomez

Hello everyone,

12:31PM

As you may or may not know, it is that time of year where we must look through our records and make sure all of our schedules have the correct retention period. Roger will be assigning each of us portions of what records to look for so we can get through this as soon as possible. We will conduct a final check-in on April 27th before we give the okay to Olivia. Please let me know if you have any questions or concerns.



Olivia Wilson

Yes, and do let me know if you have any questions or if you would just like to chat one-on-one :). Just a reminder that I am always here as your administrator!

1:38PM

Write a Message to Accounting....



RECORDS

RETENTION SCHEDULE

Dashboard

Notifications

My Schedule

Requests

Messages

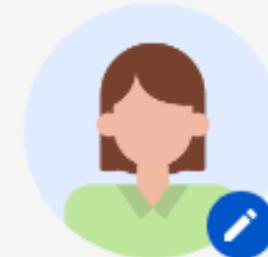
Settings



Logout

Jane Santos

jane.santos@amtrak.com



General



Dark Mode



Change Password



Language



Notifications



Information



Terms & Conditions



Privacy Policy



03

ADMIN



RECORDS

RETENTION SCHEDULE

Sign In

Let's get started!

Email

Password 

Sign In

Continue with 

Can't login? [Contact IT Support](#)



RECORDS
RETENTION SCHEDULE

- Dashboard**
- Notifications**
- My Schedule**
- Requests**
- Messages**
- Settings**
- Logout**

Explore RRS...

Dashboard

Schedules

Accounting UPDATE

Aged accounts receivable reports on the detail and summary series. Records containing information relating to Amtrak's accounts.....

Administrative UPDATE

Documents written, approved, and issued at a corporate, departmental or operating level providing instructions to all Amtrak.....

Audit UPDATE

Audit report, responses, and findings associated with annual Wheel Truing and Wheel Shop AAR audits. This includes information....

Compliance UPDATE

Amtrak mechanics are required by the EPA/Clean Air Act to be licensed to recover, charge, and repair the refrigerant mechanical.....

Corporate UPDATE

Includes Corporate Statements of Good Standing issued by the District of Columbia Corporations Office on an as needed basis.....

Customer Service UPDATE

Customer commendations, complaints, baggage claims, satisfaction reports (CSI), service guarantees, and service.....

Need Help? Ask Record Riley



NOTIFICATIONS



Olivia Wilson

Accounting
Admin

Mark all read

Sort by time ▾

- ACC-102-5 Request**
Jane Santos has submitted a request.
3m ago
- Jane Santos**
New Message
5m ago
- Jane Santos**
New Message
2h ago
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Update your password.
3h ago
- Maria Gomez**
Message Request
5h ago
- Roger Smith**
New Message
7h ago
- ACC106-35 Request**
You approved a request.
Yesterday

See More



Today at 10:45AM



Request for ACC-102-5!

Hello, Record Riley here. Jane Santos has requested an update to the retention length for record ACC-102-5.

Please click on the following link to view the submission.

[CLICK HERE](#)



Welcome back, Olivia Wilson

Let's take a detailed look at your RRS



Explore your schedule...



Olivia Wilson
Accounting
Admin

My Accounting RRS

...



Designated Administrator

Olivia Wilson

123-456-7890



[Edit Profile](#)

[Search History](#)

[Check Requests](#)

Accounting Records

Sort by [Title](#) > [Record Code](#) ▾

Print

Update

Record Code	Title	Description	Retention Period	Request
ACC102-7	Payroll Employee Time	Base pay record for each employee created to... ▼	7 Years	Approved
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[Show All Records](#)



Records Requests

These Requests Need your Approval..



Explore your requests...



Olivia Wilson
Accounting
Admin

PENDING



ACC-102-7

VIEW



ACC-103-45

VIEW

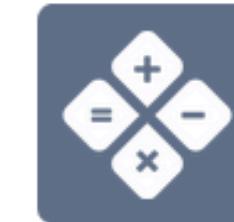


ACC-104-5

VIEW



TOOLS



RECENTS



ACC-102-7



ACC-103-45



ACC-101-7

Name

Jane Santos



Record Code

ACC-101-7

Title

Payroll

Description

Aged accounts receivable reports on the detail and summary series. Records containing information relating to Amtrak's accounts receivable include, but are not limited to, maintenance of way, maintenance of equipment billed, unbilled and Commercial Development.



Olivia Wilson
7:53 PM Today

Please be more specific with maintenance keeping practices. Include figures 2, 3 & 4

Retention Period

7 Years

Comments

Verified by Jane Santos 03/08/2025

REJECT WITH COMMENTS

APPROVE

MESSAGES

All Direct



Accounting
Just a reminder that...

3m ago



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5m ago



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Hey, how can I help...

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See More



Accounting

Messages People (27) Content Meetings



Olivia Wilson
Accounting
Admin

Search in chat

Today at 10:45AM

10:45AM



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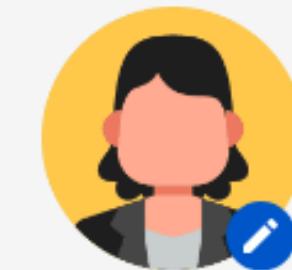
Messages

Settings 

Logout

Olivia Wilson

olivia.wilson@amtrak.com



General



Dark Mode



Change Password



Language



Notifications



Information



Terms & Conditions



Privacy Policy



Next Steps?

1. Translate Design to Code

- Utilize given dataset to make sure the RRS works successfully

2. Sample Testing for Feedback

- Test among a small group of admins and users
- Gain quantitative and qualitative feedback

3. Administer Program and introduce new features

- Include video call, chat features
- Side by side manual and guide reference
- Revise/Refine Record Riley (AI bot)

Additional Sources

US Department of Transportation - Data Inventory

<https://www.transportation.gov/data>



Amtrak Freedom of Information Act (FOIA)
Handbook

<https://www.amtrak.com/content/dam/projects/dotcom/english/public/documents/corporate/foia/Amtrak-FOIA-Handbook-Revised-May-2024.pdf>

Contact Us

Github Repository QR code and Link

<https://github.com/ddelcid2/The-RRS>

Diana Del Cid (Linkedin @diana-delcid).

Kavya Ganesan (Linkedin @kavyaganesan316)

