



## NATIONAL MEDIATION BOARD WASHINGTON, D.C. 20005

### ADR Ambassador Program

Established in FY 2017, the purpose of the NMB's Alternative Dispute Resolution (ADR) Ambassador Program is to encourage the resolution of minor disputes in the rail sector outside of arbitration.

The NMB has assigned its experienced mediators to carriers as "ambassadors." Unions that have disputes with a carrier can raise them through the ambassador for that carrier in the hopes of avoiding the formal arbitration process. The NMB is particularly interested in utilizing ADR services to resolve multiple claims regarding the same issue, policy or employment action.

Grievance mediation helps to resolve claims, disputes, and other issues the parties face through a process that is efficient, timely, informal and binding, without having to go to arbitration. However, it is important to note that **arbitration is not waived and remains available** for claims not resolved in grievance mediation.

The ADR Ambassador Program allows the NMB to expand its ability to assist parties in resolving cases through the use of mediation and the mediation budget. Independent from the Section 3 budget, utilization of grievance mediation frees up funding for other docketed arbitration cases, which helps the NMB address the arbitration backlog that has been cited by government auditors.

Ambassador Points of Contact by Carrier:

BNSF	Cathy McCann and Jim Mackenzie
CN	Mike Tosi
CP	Jane Allen
CSX	Jane Allen and Jim Mackenzie
KCS	Victoria Gray
NS	Gerry McGuckin and Cathy McCann
UP	Eva Durham and Mike Tosi
Passenger Rail	Victoria Gray and Eva Durham

For further information, please feel free to contact the ambassadors directly or contact the Office of Mediation Services at [mediation@nmb.gov](mailto:mediation@nmb.gov).