

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

Volume 1 No. 1

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ARTS System Complete



I want to introduce you to Amtrak's newest publication, AMTRAK NEWS. As an Amtrak employee you shall receive this newsletter regularly in order to keep abreast of things. It is one way we have of being better able to communicate with all of you.

By the very special nature of our corporation, spread out as we are all over this country, operating on a contract basis with a number of different railroads, under vastly different systems and conditions, the thousands of Amtrak employees are spread thin. We are but a small part of the very much larger railroad community. This places a special burden on organization and puts a premium on communications. We have got to understand each other and our problems.

I want this new publication to help us with some really big problems. We need to stay fluid. We must avoid organizational rigidity and take advantage of every opportunity to solve our problems. None of these is of a greater importance to you and to me than the achievement of high standards of service.

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The national conversion to Amtrak's Reservations and Ticketing System (ARTS) will be completed by the end of April. Improved computer programs and hardware have been implemented, additional staff hired, phone capacity increased, and facilities expanded, thereby signaling its final implementation stage.

"These efforts have enabled Amtrak to increase its reservation capacity from January to June," said Roger Brown, Director-Sales.

The completion of ARTS is a milestone for Amtrak. For the first time a railroad passenger can request reservations for a complicated itinerary taking him to all parts of the country without the necessity for ticket agents to wire several reservation bureaus, a process that often took hours or even days.

ARTS is a unique system designed by Amtrak solely to serve the railroad passenger. While other transportation companies have developed modern reservation techniques, no system existed that could serve Amtrak's more complicated requirements. Amtrak's multiplicity of stops, fares and accommodations required a totally new system if Amtrak passengers were to be served efficiently and quickly.

The bureaus at Los Angeles, Jacksonville, Chicago and Bensalem will soon be staffed by a total of 219 additional reservation and information clerks.

"The staff increase is necessary to meet the rising number of requests for train transportation from the public," said Brown.

The Los Angeles bureau is receiving the largest increase in staff because additional western states will be phased in placing a greater work burden on that bureau.

"With our heavy call volume, we are

adding the additional personnel quickly," said Brown. "We're presently equipped to handle 51,000 calls per day and in March we averaged 59,000 per day. With additional staff hired and adequately trained and properly supervised, we should easily handle 65,000 per day."

"As a result of energy market demands we have doubled last summer's peak average number of calls into reservation bureaus. This demand, coupled with the normal peak demands during the summer period have required the additional personnel to be hired earlier and more rapidly than under normal conditions," said Brown.

Service Employees Join Amtrak

In the first three months of this year, on-board service employees of four additional railroads have become directly employed by Amtrak. Transfer of these personnel to Amtrak's staff boosts the total number of employees under direct Amtrak management to 7,446 nationally.

The four railroads that cooperated in the project are the Seaboard Coast Line, Union Pacific, Santa Fe and Southern Pacific. Such a sizeable program was carried out smoothly because of the great amount of coordination between the Amtrak Service and Personnel Departments working in conjunction with railroad officials.

Amtrak's Manager of Commissary & Crews, Ross Higginbotham, said "The NRPC Operations Officers extended themselves in every way to make the transfer a success."

The groundwork for this project was

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Energy Crisis Boosts Ridership

Everyone working for Amtrak knows more people are riding the trains. It can be seen in the coaches and sleepers where empty seats are harder to find. It's busier in the dining and lounge cars these days. Station waiting rooms have become more crowded.

Just how many more people are we carrying? A recently released Amtrak Market Research report shows that the number of passengers increased from nearly one million in February 1973 to almost 1.5 million in February 1974.

That's a hefty 53% increase.

It should be noted that ridership on many eastern routes in February 1973 was affected by a one-day Penn Central strike. Routes in this category include:

New York-Florida, up 85%
Chicago-Florida, up 70%
New York-Springfield, up 172%
New York-Buffalo, up 128%
Chicago-Detroit, up 95%
Washington-Montreal, up 73%
Boston-New York, up 78%
New York-Washington, up 34%.

But ridership also boomed on routes not affected by the one-day strike. For example: Seattle-Los Angeles, up 90%; Chicago-San Francisco, up 80%; Chicago-St. Louis, up 52%; and Los Angeles-San Diego, up 66%.

It's time we weigh these statistics. Are these passengers riding Amtrak only while fuel is scarce? Will they return to their automobiles when the gas station lines shorten or will they ride Amtrak again and again?

Some people have begun to believe that we have turned the energy corner and that things are going back to normal. Already newspapermen and television reporters are calling headquarters asking if Amtrak expects to maintain the new ridership levels which resulted from gasoline shortages.

One answer given most often is that the reservations system has stored in its computer memory more than 200,000 requests for travel. This huge pool is a healthy sign for the future. It can be expected to grow as we enter the regular summer high-volume season. Furthermore, with the price of gasoline continually rising, "normal" use of automobiles by motorists may be a thing of the past.

During an informal graduation exercise for a class of new Sales personnel, Amtrak President Roger Lewis commented on this opportunity and challenge facing Amtrak.

"One of the problems we have had has been to get people into the seats, and now the fuel shortage has helped," Lewis said. "We have got to take care of them and provide them with the type of service which will get them to repeat and to become regular riders."

During this time travelers everywhere began to note that the media had re-discovered the economy of rail travel as an energy saver.

When President Nixon signed into law the Amtrak Improvement Act of 1973 he said that it is in the national interest to encourage all Americans to "choose a train when they make travel plans" because "railroads can carry more passengers over greater distances per gallon of fuel than automobiles or airlines and are able to do so while adding few pollutants to the air."

Secretary of Transportation, Claude S. Brinegar, speaking before a meeting of the House Appropriations subcommittee on Transportation, March 5, 1974 pointed out that various transportation modes account for nearly one-half of the nation's consumption of liquid petroleum every day. He cited some significant facts. In normal passenger travel, railroads use 10,000 barrels per day and deliver from 100 to 150 passenger-miles per gallon of fuel. Buses use 70,000 barrels of fuel per day while delivering 75 to 150 passenger-miles per gallon. Aircraft use 700,000 barrels of fuel per day and deliver 15 passenger-miles per gallon.

And automobiles -- the greatest consumer of all -- utilize 5,000,000 barrels per day and deliver 30 passenger-miles per gallon.

One year ago these statistics would have been cold and meaningless. Today, after the inconveniences of the past winter, they have taken on greater significance.

All of this brings to mind the words expressed by Mr. Lewis last December to that same Congressional committee: "our charter is to preserve the intercity rail passenger travel option for the traveling public. From the beginning we have focused on persuading automobile users to use the train and other forms of public transportation as a travel option. We see this as our major marketing opportunity. Intercity automobile traffic accounts for as much as ninety percent of all trips. To the extent we can divert some of these trips we will contribute to fuel conservation."

It is now up to everyone in Amtrak to do everything we can to see that these new travelers stay with us.

GOOD WORD

Rep. Wright Patman of Texas, a passenger on the inaugural run of the Inter-American into Dallas, has high regard for Amtrak employees. During brief ceremonies in Marshall, Tex., Patman paid tribute to "a very fine Amtrak organization" and said "We don't have a single 'can't do' person on this train."

AMTRAK NEWS

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Joseph Vranich, Editor

Employees Help Modify Uniforms

Last October, when Amtrak was first considering modifying employee uniforms, a survey was taken of the people most likely to be knowledgeable on the subject—the employees themselves. As a result of the answers received, station services uniforms for both men and women were redesigned; several modifications have been made in Conductor and Trainmen uniforms; and on-board service uniforms will soon be reevaluated.

Forms were distributed by regional services managers and by NRPC officers to crew bases. The survey asked employees to “help Amtrak expedite getting every on-board person in an attractive, functional and durable uniform.” It also asked employees to mentally change places with those headquarters persons responsible for the uniform program and design “the perfect uniform for your present job.”

Christie Koontz, General Supervisor Special Services, who initiated the survey feels that it “accomplished a lot.” She cites the biggest employee complaint areas as “seasonality, durability and quality.” “In some cases, previous Amtrak uniforms just weren’t right for the man or woman doing the job,” she said.

The previous station services uniform was impractical according to employees answering the survey; and it could be uncomfortably hot particularly for those working on southern routes. Men’s version consisted of a red or blue gingham shirt with red vest, navy tie and navy and white striped trousers. Women wore a long sleeve dress or skirt and blouse, with a tunic as a second layer.

The new station services uniforms are simple and versatile. Men wear a navy tie, navy pants and red blazer with their own white, long or short sleeve shirt. Women’s uniforms include a red blazer with choice of white shell, blouse or turtle neck (their own), navy skirt or slacks, and the Amtrak scarf.

One definite advantage of the new station services uniforms, according to E.C. Hawkins, Administrator-Uniform Program, is that they are stock items at Angelica Fashions Inc. of St. Louis, Amtrak’s supplier. Previous station services uniforms were custom made for Amtrak.

Judging by the results of the survey,

modifications made in April to the Conductor and Trainman uniforms will be well received. Conductors will be wearing light-weight, regular cut dress shirts with a breast pocket instead of the current heavy, tapered pocketless shirt. Also beginning in April, Trainman uniforms will be made with deeper pockets and a special pocket on the right side of the jacket for the Trainman’s punch.

One modification has already been made in on-board service uniforms. Jackets for Service Attendants, previously pocketless, now have a pocket on the right hand side.

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established when Amtrak’s Labor Relations Dept. negotiated interim labor agreements with the Hotel & Restaurant Employees & Bartender’s International Union and with the Brotherhood of Sleeping Car Porters.

Representing Amtrak in the negotiations were A.R. Lowry, Director of Labor Relations; his assistant J.R. Johnson; and Amtrak Counsel T.P. Sharp.

The agreements, which govern wages, rules and working conditions of the employees represented by the above unions, were explained to the personnel transferring to Amtrak by the Labor Relations and Personnel staffs.

Amtrak men have high praise for the new employees. Ross Higginbotham stressed that “the people transferred to Amtrak have pride in their work and believe in high standards of service. These are the kind of people we want.”

By far the largest and most complicated “takeover” was the transfer of 893 employees from the Seaboard Coast Line. In this project, for example, Nathaniel Tutt, Personnel Manager-Eastern Region, along with his assistants Nate Fossett, Gloria Tate, Jan McIlvoy and John Stafford, interviewed all 893 Seaboard candidates on an individual basis.

“These are high-calibre service personnel who are our ambassadors in face-to-face meetings with the public,” Tutt said. “Since most of them have many years of experience in serving the public, they know how to do a good job.”

When the interviews were completed,

the Personnel and Payroll offices in Washington completed the vital “paperwork” tasks necessary to insure employees benefits -- such as proper maintenance of railroad retirement data, processing applications for Rail Travel Privilege Cards, and recording information for income tax and payroll purposes.

Amtrak Appoints

Don R. Brazier, former Principal Deputy Assistant Secretary of Defense (Comptroller), has been appointed Treasurer of Amtrak. Mr. Brazier, 53, entered federal civilian service with the Army Ordnance Corps in July 1940. He served with the Army Air Corps and Army Ordnance Corps from April 1943 to June 1946. At that time, he returned to civilian service with the Ordnance Corps as Budget Officer for the Field Service Division. Since then he has held a number of positions, including Comptroller of the Defense Supply Agency, and Deputy Assistant Secretary of the Army for Financial Management.

Joseph J. Schmidt has become Director of Planning and Development in Amtrak’s Operations Department. In his new position Mr. Schmidt will be responsible for planning all new equipment programs and associated maintenance facilities. Mr. Schmidt comes to Amtrak from the Chessie System where he served as Director of Research Services from 1965 to 1973. Prior to that position he worked for the Denver & Rio Grande Western Railroad where he was Assistant Director of Research from 1949 to 1965.

L. Fletcher Prouty has been appointed Director - Plans and Projects in the Public Relations Dept. He is responsible for detailing Amtrak programs to the news media and to organizations, and for the employee publication, Amtrak News. For the preceding two years Mr. Prouty was the Manager of Government Marketing with Amtrak. He retired from the U.S. Air Force as Colonel in December 1963. He has been the Vice President for International Operations of the General Aircraft Corp., and President of the National Air Communications Co. He has also been Vice President of two banks -- the First National Bank of Arlington, Va., and the Madison National Bank in Washington, D.C.

1973: Year of Major Amtrak Legislation

Major Federal legislation passed in 1973 will affect the destiny of Amtrak for many years to come.

It will be recalled that the Rail Passenger Service Act of 1970 required the Secretary of Transportation to transmit to Congress a report on the effectiveness of that Act in achieving and promoting intercity rail passenger service and on the ability of Amtrak to meet the objectives of the law. This report was issued by the Secretary on March 15, 1973, and in general it supported Amtrak and the Act, which had established the fledgling railroad system. That was Amtrak's first major hurdle.

Then in November 1973, President Nixon signed into law the Amtrak Improvement Act (AIA), covering Federal financial assistance to the Corporation and adding several important amendments to the original law.

Whereas the funds made available in 1970 had been scarcely adequate to meet Amtrak's needs, the Act of 1973 increased authorizations previously made to \$334.3 million and increased loan guarantee authority from \$200 million to \$500 million. In effect, Amtrak received a vote of approval permitting it to forge ahead to meet the expanding demand brought about, in part, by fuel shortages. The new law also stipulates that the Secretary of Transportation shall designate one new route per year to be operated on an experimental basis by Amtrak.

Adding to the powers granted to Amtrak was the provision, omitted from previous legislation, to the effect that Amtrak trains will have preference "in the use of any given line of track, junction or crossing" over freight traffic.

Further in the Act there is a "quality of service" provision to be used as a criterion in determining the amount of compensation Amtrak will pay to participating railroads.

Because the AIA gave the ICC regulatory jurisdiction, the Interstate Commerce Commission -- for the first time in its 87 year history -- issued regulations governing quality of service in its December 1973 "Adequacy of Intercity Rail Passenger Service" directive.

The new ICC rules require a toll-free nationwide 24-hour-a-day reservation system and free meals and hotel rooms for passengers who miss connections as a result of late trains. They also govern standards for stations, baggage handling, equipment, food and sleeping car service personnel on trains and train performance.

Perhaps the feature of these regulations which will become the most apparent to Amtrak and other on-board personnel will be the official ICC Complaint Form which must be carried on every train and made readily available to all passengers.

Not only do the rules apply to Amtrak and to the railroads over which it operates, but they apply to the Southern, Denver & Rio Grande Western and Rock Island railroads operating their own passenger trains.

Other sections of the regulations are quite specific with respect to compliance. Amtrak must provide the type of accommodations on the train and on the departure date confirmed to the customer and for which the customer paid. Amtrak must permit the holding of reservations for a sufficient period of time to enable a customer to pay for and thereby confirm the reservations.

In an attempt to regulate and define "lateness", the new rules say: "Insofar as the scheduling and operation of any train

is within a carrier's control, and where safe operation permits, the train shall arrive at its final terminus no later than 5 minutes after scheduled arrival time per 100 miles of operation, or 30 minutes after scheduled arrival time, whichever is the less."

In accordance with the provisions of the AIA, the ICC rules further state that "In order to facilitate expeditious service, all intercity passenger trains ... are to be accorded priority over freight trains except in emergencies or unless the Commission has issued an order to the contrary."

Additionally, the ICC stipulated that Amtrak should design schedules so as to provide expeditious services. In determining if a schedule meets this requirement, consideration may be given to the schedules of similar runs in prior timetables.

A recent survey of average speeds as taken from Amtrak timetables and tabulated by Passenger Train Journal shows that the average speed over the entire system has remained almost constant (51.5 mph in 1971; 51.5 mph in 1972; 51.4 mph in 1973), whereas the average speeds on all long-distance services has shown a decline (50.3 mph in 1971; 49.2 mph in 1972; 49.0 mph in 1973).

The overall average speed would be in the forties if it were not for the Metroliners (average speed of 75.1 mph) which account for so much of the gross mileage. Thus the ICC stipulation that Amtrak has the right to seek schedules based on prior timetable speeds does offer Amtrak an additional mechanism for attempting to regain speeds once possible during the 1940's and 1950's.

The third major legislative action that has had an influence on the future plans for Amtrak is the Regional Rail Reorganization Act of 1973 (P.L. 93-236). This Act which became law on January 2, 1974 established the United States Railway Association to plan and finance the restructuring of the mid-west and northeast system presently served by a number of bankrupt lines, including the Penn Central. A new Consolidated Rail Corporation will operate and modernize parts or all of the restructured system.

The new law permits abandonment of unnecessary rail lines (the DOT report suggests about 25 percent abandonment) while establishing an interim joint Federal-State subsidy program for the continuation and improvement of local freight services which would otherwise not be included in the streamlined rail network.

Although this Act is essentially freight oriented, it does include items of importance to Amtrak. It provides for upgrading the northeast corridor to provide two-hour service between Washington and New York and two-and-one-half service between New York and Boston.

The Act provides that the final system plan shall designate which properties in the corridor shall be purchased, leased or otherwise acquired from the new Consolidated Rail Corporation by Amtrak for improvement in order to achieve the high speeds. The Act places a duty on Amtrak to acquire these properties in the northeast corridor and to improve them at the earliest practical date after the date of enactment of the Act.

Improvements visualized under this program will include the complete installation of welded rail, signal improvements,

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Montrealer Crew Play Firemen

At 6:30 a.m. on a Sunday morning Richard Bagdy of South Royalton, Vermont, woke to a noisy pounding on the door of his home.

He was amazed to find strangers at his stoop and behind them the Amtrak Montrealer steaming and hissing in the morning darkness as it halted on the tracks.

His surprise turned to alarm, however, when he suddenly realized that his barn was afire, the flames at such a state that they were burning through one wall and bursting through the window.

Bagdy directed the men, who turned out to be Amtrak personnel, to a garden hose in his cellar and called the South Royalton Fire Department.

The Amtrak men were already attacking the fire with a carbon dioxide fire extinguisher from the train. The garden hose was soon brought into play, and by the time the fire department arrived, through it was prompt, there was little else to do.

Bagdy's barn was saved from severe damage, and so was his house which is but 25 feet from the barn and housed his wife and two children, all of whom had been peacefully sleeping when the Amtrak personnel gave the alarm.

The train crew told onlookers that they were slowing for a new section of track when the fire was spotted. Engineer Arnold Flood, piloting engine No. 23, brought the train to a halt and his men swung into action.

When it was all over, the crew got back in the train and continued the journey, and Bagdy couldn't determine who had helped out.

L.D. Mangan, Amtrak Service Supervisor in Montpelier Jct., VT, said that at the time this occurred, the Montrealer was manned by the following Central of Vermont Railway employees: Arnold Flood, Engineer; Norm Earl, Fireman; Al Charron, Conductor; K. R. Jacobs, Assistant Conductor; D.D. Paquette, Trainman; S. Thibault, Trainman; G.A. Rocheleau, Baggage man.

"I just want to say 'thank you,'" Bagdy said, suggesting that engine No. 23 should be renamed the "Fire Chief Special."



Residents of Riverbank, California await the San Joaquin on its first run March 6 from San Francisco/Oakland to Bakersfield, Calif. Their enthusiastic turnout was duplicated at stations all along the train's route and at the recent inaugurations of two additional new Amtrak trains, the Black Hawk and the Inter-American.

Amtrak System Adds Three New Routes

Extension of the basic Amtrak system, always a welcome event, has taken on even greater significance during this energy crisis. The addition of three new Amtrak routes early in 1974 was good news not only for the communities served but for U.S. transportation in general.

Black Hawk, Chicago-Dubuque service, was inaugurated February 13 followed in March by the addition of two more rail passenger routes--between St. Louis and Laredo, Texas, via Little Rock, Dallas and Fort Worth--and between Oakland and Bakersfield through California's San Joaquin Valley.

The Black Hawk

The new Chicago-Dubuque train serves East Dubuque, Galena, Freeport, Rockford and Elmhurst, Illinois. Three newly refurbished self-propelled rail diesel cars give the train a total capacity of 237 coach seats. Snack and beverage service is available.

The new train is provided under Section 403 (b) of the Rail Passenger Service Act of 1970 which allows state or local agencies to request additional rail service if they agree to reimburse Amtrak for not less than two-thirds of the operating losses. Illinois Governor Dan Walker signed legislation in the summer of

1973 providing \$1.5 million in subsidies for the Chicago-Dubuque train and five additional Chicago-based services to Springfield, Rock Island, Quincy, Peoria and Champaign-Decatur. (The Rock Island and Peoria services are operated by the Rock Island Railroad.)

"Inauguration of the Black Hawk gives Illinois the most ambitious program of state assisted intercity rail passenger service in the nation," said David A. Watts, Amtrak's Director of State and Local Government Relations.

Inter-American

Amtrak's new St. Louis-Laredo train combines the existing Fort Worth-Laredo train, the Inter-American, with a new St. Louis-Little Rock-Dallas-Fort Worth segment. It operates three times a week in each direction, departing St. Louis southbound on Sunday, Wednesday, Friday; and Laredo northbound on Sunday, Tuesday and Friday. Train consist includes coaches, sleeping cars, dining, lounge and baggage service.

Now the Inter-American operates over the lines of three railroads: Missouri Pacific between St. Louis and Texarkana; Texas Pacific between Texarkana and Fort Worth; Santa Fe between Fort

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increased banking on curves, a complete fencing of the entire right-of-way, modernization of the electrified system and new rolling stock.

Looking back to 1973 we see that these important legislative actions have made it a year of opportunity for Amtrak. Ridership increased dramatically with an assist from the energy crisis to the point where public acceptance of revived rail passenger service is now assured.

While the entire Amtrak system is being strengthened the real changes -- those having the greatest long term impact upon the company -- are taking place in the northeast corridor.

Here, where 20 percent of the total U.S. population lives in a small geographical area, the demand for passenger transportation is the highest. And the increasing population density will cause more severe transportation congestion problems.

The Federal Highway Administration forecasts that intercity highway travel in the northeast will increase by a minimum of 65 percent between 1970 and 1985.

Given the severe problem of airway and airport congestion, present and projected air travel within the corridor has problems similar to those affecting highway travel. With congestion already occurring in the highway and air modes, and with total travel expected to grow at the rate of three percent per year for the indefinite future, it becomes evident that steps must be taken to insure an alternative choice of transportation is available for those seeking to make intercity trips in the future.

The northeast corridor provisions of the Regional Rail Reorganization Act of 1973 will provide this transportation capacity in a manner without a demand for additional land as would be required for highway and airport construction and at little environmental cost.

Most importantly -- especially to all of us in Amtrak -- is the manner in which this design for change is brought about. This has been a year of acceptance for Amtrak. The Report of the Secretary of Transportation, the Amtrak Improvement Act, the Appropriation Acts, the Interstate Commerce Commission Regulations and the sharply increased ridership on Amtrak trains all point toward strong support of the concept and the operation of intercity rail passenger service.

This is the real meaning of the Amtrak Year of 1973.

Latest Car Purchase Boosts Fleet To 2020

Amtrak has just completed purchase of additional cars to meet increased equipment requirements resulting from higher ridership and operation of new routes.

Amtrak's total fleet is now 2020 cars, including 1903 conventional cars either purchased or under lease by the Corporation, and including 61 Metroliners, eight Silverliners, 24 TurboTrain cars, and 24 Rail Diesel Cars.

This is the highest number of cars ever to come under direct Amtrak control. Virtually every serviceable car available in the country has now been purchased by Amtrak. The cars involved in the latest purchase program include 137 coaches (10 of which are snack-coaches), 27 baggage cars, 25 sleepers, 14 lounges and eight diners.

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Zephyr Hosts Largest Troop Move Since Korean War

Television cameras were rolling in Denver Union Station on March 17 to record an historic event: The San Francisco Zephyr arrived carrying over 200 Army troops, the largest military unit to travel by rail since the Korean War.

The Unit was the U.S. Army 317th Convalescent Center from Kalamazoo, Michigan. After two weeks active duty training at Fitzsimmons General Hospital, the troops boarded the Zephyr again for their return to Chicago. Charter buses were used between Chicago and Kalamazoo.

Riley Patty, Station Passenger Service Representative in Denver, said, "It sure was appropriate for the Army to arrive on St. Patrick's Day. There were green uniforms in every part of the station!"

Joe O. Bellino, Manager-Military Marketing, said the operation was carried out "with great care" and practically everything went as planned. The move was accomplished by adding four coaches (two dome type), one dining car and one baggage car for the exclusive use of the unit to the regularly-scheduled Zephyr service.

Approximately 400 pieces of baggage and equipment were moved in both directions with all handling in stations performed by Amtrak personnel. Dinner was served (as soon as the men boarded) to groups of 50 with the entire process completed within two-and-one-half hours. The same procedure was used for breakfast.

"Everyone agreed that the meals were outstanding," said Bellino. Steward Jim Neil and his staff on the extra dining car did an excellent job. So did Mr. L. Luttrill, the On-board Service Supervisor.

Lt. Col. Bruce Bellamy, Passenger Directorate of the Military Traffic Management and Terminal Services, described the evening meal served the unit moving from Denver to Chicago as a "...sumptuous repast...one of the best I had ever seen arranged in connection with public transportation."

The club car remained open throughout the night, serving cold drinks and snacks. Complimentary playing cards, newspapers, blankets and pillows were made available to the troops. The on-board service personnel were assisted by Robert F. Ringnald of the Central Region Service Dept.; Ms. Max McFarland, Sales Trainee; and Larry Mitchell, Rocky Mountain District Sales Manager.

The Department of Defense sent a uniformed Traffic Manager with the unit to evaluate the service. Except for late arrival of the train in Chicago on the return trip, and minor mechanical difficulties resulting in the coaches being overheated for about two hours out of Denver, the trip took place exactly as planned.

"Both Amtrak and the Defense Department look forward to increased use of rail passenger service," said Bellino. "For more than 20 years the Defense Department chartered air and bus services for troop movements within the United States. Amtrak's increased capacity to provide service and the lessened capability of air and bus companies as a result of the energy crisis has hastened the return of military groups to train travel."

Quality of Service Contract Proposed

Amtrak has negotiated a tentative agreement with Penn Central which should improve passenger service in the Northeastern states. The new contract establishes a system of penalties and incentives aimed at improving passenger train performance and service to the public.

The proposed agreement allows Amtrak to increase payments to the railroad when improvements are made in on-time performance, maintenance of equipment, and operation of the trains, facilities and track systems which Penn Central operates for Amtrak.

The Amtrak Board of Directors and the trustees of the Penn Central have approved of the proposed new agreement. It has been submitted to U.S. District Court Judge John P. Fullam of Philadelphia for approval.

Fares Increase 5%

Amtrak fares will increase by 5% nationwide April 16. Increased labor and material costs of \$25 million during 1973; an inflationary rate of over 7-1/2 percent and escalating fuel prices necessitated the increase.

Passengers who will be traveling on or after April 16 and who made their reservations prior to the March 19 announcement of the increase will not be affected. However, for unreserved travel, the fare in effect on the date of ticket purchase will apply regardless of the travel date.

Several changes in fares for children will go into effect May 19, coinciding with summer schedule changes. As of that date, previous regulations which applied to children ages 5-11 will apply to children ages 2-11.

Only one child under 2 years of age will be able to travel free with each passenger 12 years of age and over. Children under 2 traveling free will not be entitled to occupy a coach seat. (However, they may occupy a vacant seat until it is needed for a paying passenger.) Children 2-11 will pay one-half an adult fare, unless they are traveling under a family-plan, in which case they will pay one-third the adult fare.

Amtrak Stations Receive "Repair and Rehabilitation"

February and March were particularly active months for Amtrak's on-going station "repair and rehabilitation" program. In addition to readying stations for the inauguration of three new Amtrak services, work was completed at several stations between Louisville-Birmingham and Los Angeles-San Diego. Next to receive attention are stations along four Western routes; the Chicago-New Orleans route, and Penn Central stations in the Northeast Corridor.

Prior to the February 13 inaugural run of the Black Hawk Chicago-Dubuque service, Rockford, Galena, East Dubuque and Dubuque all received repairs ranging from paint, roofing work, and new heating systems to the addition of new waiting room furniture. "Windbreakers" (plexiglas-enclosed waiting shelters) will be built in April at two additional Black Hawk stops, Freeport and Elmhurst, Ill.

Poplar Bluff, Texarkana, Marshall, and Longview were "rehabilitated" before the March 13 start of the new St. Louis-Ft. Worth segment of the Inter-American. Repair work at Ft. Worth, which included a massive paint job, will be completed in April. "The Train Station," the corporation which is renovating the Little Rock station, will begin to construct a first floor Amtrak ticket office/waiting room in April. Work should be completed by September.

Readying the San Joaquin route for the resumption of rail passenger service March 6 involved extensive station rehabilitation. Ticket and waiting rooms were reconstructed at Martinez, Stockton, Fresno and Merced. Less extensive repairs were needed at Hanford, Calif. Bakersfield was equipped with a trailer to serve as a temporary waiting room/ticket office.

In addition to stations along the three new Amtrak routes, six California stations have undergone repairs recently: Glendale, Fullerton, Santa Ana, San Bernardino, Barstow and Needles. Also completed in March was work at Louisville and Bowling Green, Ky., Decatur, Birmingham and Dothan, Ala.

Representatives of the Marketing and Operations Departments recently surveyed stations along four Western routes (Chicago-Los Angeles, Chicago-San Francisco, and Chicago-Seattle via Havre and

Billings). Repair work is scheduled to begin in May at the stations targeted. In April the Marketing/Operations team will begin surveying stations along Amtrak's Panama Limited, Chicago-New Orleans route and Penn Central, Northeast Corridor stations. Another upcoming project will be the construction of an L-shaped weather-protection canopy at Blaine, Wash., customs stop for the Pacific International, Seattle-Vancouver, B.C. service.

Texas Train Continues Ft. Worth Route

Amtrak announced March 29 that its Chicago-Houston service will not be re-routed through Dallas, Texas. The train will continue its existing route through Fort Worth.

Last year's decision to re-route the train was based on Amtrak's desire to serve Dallas directly and on the assumption that the proposed route would result in a modest reduction of the train's deficit.

However, since the re-routing was proposed, Amtrak began serving Dallas on its Inter-American, St. Louis-Laredo service. In addition, the National Arbitration Panel ruled in a dispute between Amtrak and the Southern Pacific Railroad that Amtrak and Southern Pacific must share the cost of any improvements necessary to operate the Dallas-Houston service. A firm of specialists determined that the cost of improving track south of Dallas "to achieve a dependable schedule for Amtrak trains of six hours between Dallas and Houston" would be \$10.8 million.

The National Arbitration Panel was established by the National Rail Passenger Corporation Agreement of April 16, 1971, to privately handle and settle questions which might arise between Amtrak and participating railroads. It is composed of three members--one selected by Amtrak; one selected jointly by the railroads; and a Chairman chosen by both parties.

LEWIS - Continued from page 1

We must improve this system every day. The energy crisis has brought us many thousands of new riders, some of them have never been on a train before. We must provide them with that extra quality of service which will bring them back again. We must not permit things to happen to them which will drive them away. This is our foremost challenge.

I am sure that you will agree with me that we are in the process of developing a great organization. During our first three years we have turned things around. We have reversed a negative trend which had been going on for at least a generation. This in itself is a mark of achievement, but we can not stop there.

We have good people, nearly 7,500 now. We are building a flexible organization which will benefit most when all of us are pulling together.

One way that I can help to get this done is to provide you with information on a timely and accurate basis. I want you to understand what we are doing here in headquarters and of equal importance I want you to use this newsletter as a vehicle to let us know about problems which may be bothering you.

That is the essence of good communications. It must be a two-way system. I know you will benefit from the paper. I hope it will become an important contribution to the successful accomplishment of our goals.

ROUTES - Continued from page 5

Worth and Milano; and Missouri Pacific between Milano and Laredo. Cities served include Popular Bluff, Missouri; and Marshall, Longview, Cleburne, McGregor, Temple, Austin, San Marcos and San Antonio, Texas. It connects at St. Louis with Amtrak's National Limited, New York-Kansas City train, and with Turboliner service to and from Chicago.

The San Joaquin

The new Oakland-Bakersfield San Joaquin stops at Martinez, Stockton, Riverbank (Modesto), Merced, Fresno and Hanford. It makes direct connections at Oakland with Amtrak's Coast Starlight, serving northern California, Portland and Seattle.

The San Joaquin provides coach and food and beverage

service, and operates on Southern Pacific lines between Oakland and Port Chicago, and on Santa Fe lines between Port Chicago and Bakersfield. Amtrak chose the Santa Fe route through the San Joaquin Valley because it serves Stockton directly and has a larger population base than an all-Southern Pacific route.

Cars - Continued from page 1

The Marketing, Procurement and Operations Dept. all played crucial roles in the program. The Procurement Dept., for example, identified all of the cars in the country available for purchase; the Operating Dept. inspected them, and Marketing determined which types of cars it most needed based on ridership demands.

To find the latest batch of cars in reasonable condition required the staff of the Operations Department to examine 490 cars throughout the nation.

Joseph Pfister, Manager - Car Shops, said Amtrak personnel "canvassed the country" looking for cars including visits to small railroads and private car owners.

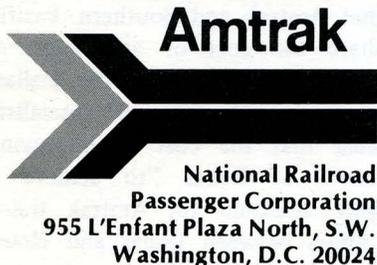
The newly acquired equipment is now being scheduled into the overall repair program. Some cars are already undergoing repair work but the majority will not be modernized and placed in service until some future date.

During 1973 the passenger car repair program was changed from primarily a repair and refurbishment program to a heavy-overhaul program. Of the 1979-car fleet owned by Amtrak before the latest purchases, 65.8 percent have had heavy or intermediate overhauls by the nine shops doing such work for Amtrak.

George M. Beischer, Chief Mechanical Officer, stresses that odd-ball parts are being replaced with standardized components on cars that have suitable life expectancy. This shift in emphasis was deemed necessary to insure a greater reliability in Amtrak's passenger carrying fleet.

Special attention is being given to the overhaul of electrical, heating and air-conditioning systems. All truck assemblies are being overhauled, interior seats replaced or reconfigured, and all mechanical and plumbing systems are being redone.

"The fuel crunch has caused problems," Beischer notes, "and we've accelerated our rebuilding and refurbishment program in an effort to meet our car requirements."



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