

Emporia Named Station of the Year; Philadelphia, Sacramento, Winter Park Runners-Up

Emporia, Kansas, has been named Amtrak's "Station of the Year," for 1977 and a plaque denoting that fact was presented to Ticket Clerks Robert E. Barton and Marvin Mathis after a celebration breakfast in Emporia's Ramada Inn on Wednesday, April 5. The plaque will be placed permanently in the station.

Runners-up in the annual station improvement award program for 1977 were Winter Park, Florida; Philadelphia's 30th Street Station; and Sacramento, California. Each was chosen as the top station in its region.

Presenting the award at Emporia was C.J. Taylor, vice president, Central region; and Al Clark, director, stations and operations planning, Washington. Others at the ceremony included Richard Fahey, St. Louis district superintendent; Rollie Batten, Central region manager, station services; Arnie Means, manager, station services, Kansas City; and John Mills, district supervisor, station services, for the state of Kansas.

The annual award is made on the basis of station operating efficiency and interior and exterior cleanliness. Graded are the appearance and attitude of employees working there, ticket office neatness, accuracy of information available to the public, security regulation compliance, sales increases and customer comments. Cleanliness of the property was judged on trash pickup, landscaping,

lighting, general housekeeping and availability of luggage carts and baggage floats.

Each district submitted its top station to its regional or Northeast Corridor headquarters. Each of the four vice presidents then judged one as the top station in his area and sent those names on to corporate headquarters. Judged were Amtrak's three regions—Eastern, Central and Western, plus the Northeast

Corridor.

The top four stations were then graded by Don Ulrich, manager, facilities and station operations, Washington, and representatives from the marketing department.

The team visited all four sites and graded each station using a list of 20 criteria, judging each on a one to five point basis.

Noted Ulrich, "The one factor that surprised us was the extreme



Ticket Clerk Bob Barton takes pride in the trim interior of Emporia's prize-winning station.



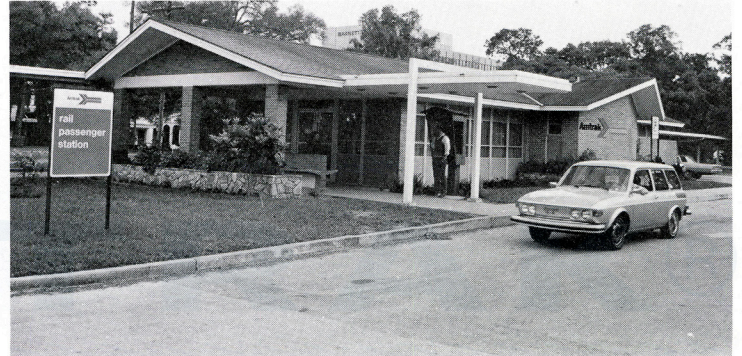
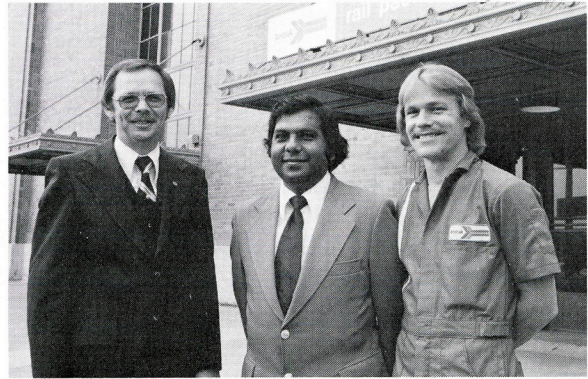
Central Region Vice President C. James Taylor, left, presents trophy for the Station of the Year to Ticket Clerks Bob Barton and Marvin Mathis. Looking on is Al Clark, director, stations and operations planning, Washington.

Philadelphia Feature

Philadelphia's 30th Street Station, one of the runners-up in 1977's Station contest will be featured in next issue of *Amtrak News*.



(Left) Interior of Sacramento station is roomy and bright. (Below) Sacramento crew includes John Malinowski, district supervisor; Hamed "John" Jallie, ticket clerk; and Tom Ziegler, baggageman. Missing are Jerry Pint, lead ticket clerk; and Len Angelo, ticket clerk.



(Left) Winter Park's personnel include Sam McWhite, red cap; Chuck Cooper, lead ticket clerk; and Kevin Burke, ticket clerk. Missing is Don Jackson, ticket clerk. (Above) Winter Park's station is a low, ranch-style structure.

closeness of the competition. For example, there was only one point difference between Emporia and the first runner-up."

The purpose of the award program is to instill in Amtrak's station employees a feeling of pride in their

work location and a goal of higher achievement and personal regard for their station. "The end result," says Ulrich, "is a greatly improved environment for our passengers."

Since the station program is based on "improvement," each Amtrak

station, regardless of age or physical condition, has an equal opportunity to win the top station award.

Last year's top winner was Milwaukee, Wisconsin. Runners-up were St. Albans, Vermont, and Salinas, California.

New Lou Harris Poll Shows Public Wants More And Better Trains

A new national poll, conducted by the well-known firm of Louis Harris and Associates, shows that a growing percentage of Americans believe they will be traveling more by train in the future and that they also favor increased federal spending to improve the nation's intercity passenger rail system.

The results of the poll, conducted at the request of Amtrak, were released by Harris at a press conference in Washington on Tuesday,

March 14.

The new survey has added significance because it builds upon a comparable Harris poll taken in 1972 and thus measures the trends and changes in public opinion since then, as well as current attitudes.

Highlights of the report include:

1—The 1978 survey continues to find a clear and decisive mandate by the public to upgrade intercity rail passenger travel and mass trans-

portation generally, while finding less support for highway and airport construction.

2—A large majority of Americans—60 per cent—want improvements in the quality and availability of rail passenger travel (up from 54 per cent in 1972) and 51 per cent want the federal government to spend more to get it.

3—The public's enthusiasm for building new highways and expressways has diminished somewhat

since 1972. Fifty per cent of Americans today say highways are "very important" compared to 63 per cent in 1972. Support for more airports fell from 42 to 35 per cent.

4—A major reason for increasing support for mass transportation—including intercity and commuter transit—is the energy crunch. A majority of Americans (56 to 36 per cent) believe there will be a serious energy crisis in a few years and support for mass transportation is strongest among those so convinced.

Amtrak got generally good marks from those polled. Its performance rating has moved up from 40 per cent positive (and 42 per cent negative) in 1972 to 55 per cent positive (and 38 per cent negative) in 1978. Furthermore, in the Boston-Washington Northeast Corridor, where there is new equipment and where Amtrak carries 60 per cent of its total ridership, the 1978 performance rating is an overwhelming 67 per cent positive to just 29 per cent negative.

A special sample was taken in five rail corridors located throughout the country.

In those corridors Amtrak operates with new equipment and—except for Portland-Seattle—significantly increased frequencies. Sixty-two per cent of those familiar with Amtrak in the five corridors rated Amtrak positively compared to only 32 per cent who rated it negatively. There was also a higher expectation of increased rail usage among the corridor residents.

These were Amtrak's ratings by corridor:

- Boston-Washington—67 per cent positive to 29 per cent negative;
- New York City-Buffalo—65 to 29;
- San Diego-Los Angeles—64 to 27; and
- Chicago-Detroit—55 to 39.

The only corridor in which Amtrak received a negative rating was Portland-Seattle—42 per cent positive to 48 per cent negative.

It is still true that most Americans are wedded to the automobile. Today, for trips over 100 miles, 56 per cent of those polled nationally

would choose the auto, 28 per cent the airplane, eight per cent the bus and six per cent the train. However, for travelers living in areas where train service is actually available, the percentage who would choose the train moves up to nine.

A majority of Americans (56 per cent 20 per cent) continue to that train service "is just not what it used to be," but again Amtrak's reputation is considerably higher among persons living in the corridors.

A majority of Americans (55 per cent) reached in the national poll believe that train travel will get better during the next few years and 51 per cent of those queried who were familiar with Amtrak said the corporation has improved the quality of service.

Modernization and improvements in service topped the list of reasons why more Americans were positive about Amtrak. More than three out of five persons familiar with Amtrak (44 per cent) cited new equipment; cleaner, more comfortable and faster trains; better schedules and other service improvement as reasons for their support.

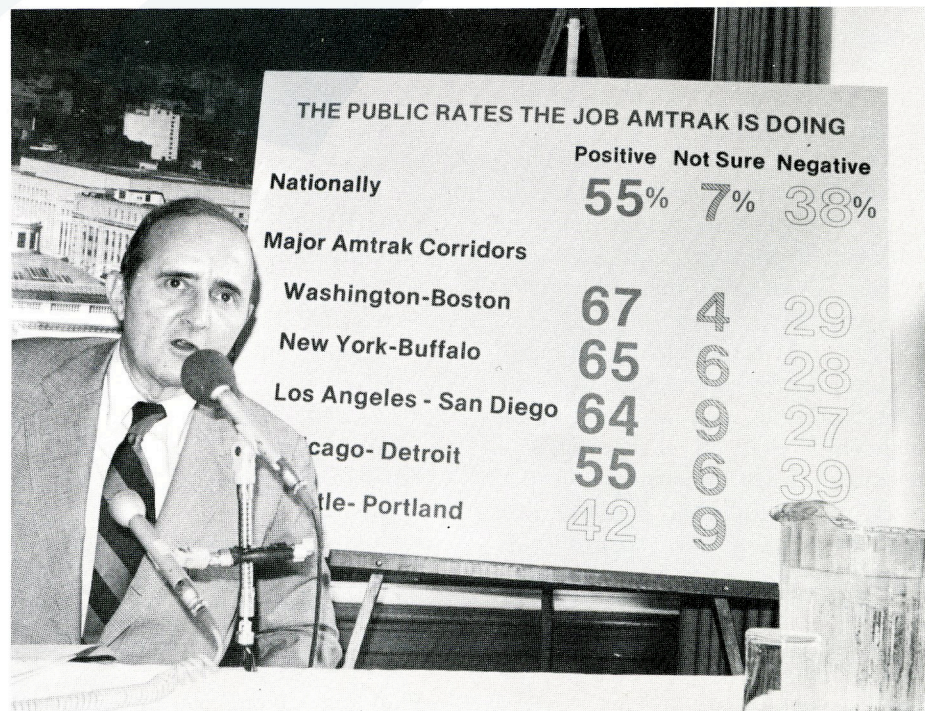
In a list of nine proposed im-

provements in transportation, improved intercity rail transportation ranked third, behind only auto safety and better commuter mass transit. New highways, new airports and faster airplanes were at the bottom of the list.

In a final report on the survey's results, pollster Harris concluded, "If and when energy shortages, or even the threat of energy shortages, become more salient, the public mandate and demand for mass transportation and intercity trains will further intensify. The readiness of mass transportation to bear this greater load will depend on the priorities the government sets today."

This latest representative national survey of attitudes toward rail passenger service was conducted by telephone between February 11 and February 22, 1978. The survey included a national sample of 1,600 Americans and special oversamples of some 500 persons residing in the five intercity rail passenger corridors.

A limited supply of the 42-page final report is available to employees from Amtrak's public affairs department in Washington.



Pollster Lou Harris discloses Amtrak poll results at press conference in Washington's National Press Club.

Reistrup Testifies At Funding Hearings, Supports "Evolutionary" Staggers Bill

Amtrak President Paul H. Reistrup called upon Congress to continue its "evolutionary" support of the nation's intercity passenger rail system.

In testimony before the Subcommittee on Transportation and Commerce of the House Commerce Committee, on April 5, Reistrup said that in the past he had confined himself to operational discussions but that "the time has come for me to speak out on basic policy issues as well."

Amtrak's president registered strong support for legislation introduced by Representative Harley O. Staggers, of West Virginia, which would authorize \$550 million in direct operating funds in fiscal 1979 and \$341 million in capital grants for new passenger equipment and facilities.

Noting that positive amendments to Amtrak's authorizing legislation in the past "were almost exclusively Congressional initiatives," Reistrup said the Staggers bill "would help us take another long step further into the future.

"It continues the present system," Reistrup added, "while permitting a timely review of the Amtrak route structure and an examination of how we might do better."

Reistrup also noted that the Harris survey just completed showed the decisive and growing public mandate for better intercity rail passenger service as well as for mass transportation generally.

The survey found also that a major reason for increased support for mass transportation is a growing public conviction that an energy crisis is looming. Reistrup pointed out that while the automobile is convenient and the airplane is swift, both consume large amounts of energy on a seat-per-mile basis.

"The bus and the train are our most energy-efficient modes," he told the committee.

Assisted by our massive investment

in the interstate highway system, the bus can be more efficient than the train in moving smaller groups of passengers.

"But with our new high-capacity equipment, moving large numbers of people, Amfleet trains can provide the maximum fuel efficiency of *any* intercity mode of travel."

Contrasting the Staggers bill with other authorizing legislation also before the committee, Reistrup called the Staggers bill "evolutionary—it builds on what has been achieved, yet offers constructive possibilities for change."

Rival legislation, Reistrup charged, "only contemplates discontinuance not route additions or change."

The difference between the two approaches, Reistrup noted, is that one simply seeks to save money while the

purpose of Representative Staggers' bill is more complex. "It seeks to save passenger train service as a national system that serves all regions of this nation," said Reistrup.

"The question of costs is not neglected (but) it is proportionate to need and to moderate service growth."

Noting that Amtrak—for fiscal 1979—is seeking the largest amount of annual operating support in its seven-year history, Reistrup pointed out that inflation accounts for a vast portion of the increase.

"In 1971 dollars we would be seeking \$180 million for fiscal year 1979 operations instead of \$613 million," he stressed. He added that the \$180 million would be enough, in 1971 dollars, to cover the increase from 21 to 36 routes and services which has occurred since Amtrak started.

Corridor Summer Track Work Begins

The 1978 track work season for the Northeast Corridor Improvement Project began officially on April 3.

While planning and engineering efforts do continue all year, most track work was halted for the winter months. During the 1978 April-October work season, Amtrak expects to make the following improvements:

- Installation of 144.8 miles of welded rail,
- Replacement of 501,684 ties, covering 321.5 miles, including 292,040 concrete ties over 106.1 miles,
- 376.2 miles of undercutting and ballast cleaning,
- Interlocking repairs at 26 locations, and
- Painting, repairing, strengthening or replacing 82 bridges, including major repairs to the Woonasquatucket River Bridge in Providence.

Planning and engineering work will continue in the areas of electrifica-

tion, signalling and traffic control, train servicing facilities, grade crossings, station improvements and fencing.

Detailed planning of electrification improvements is being coordinated with all users of the Corridor—freight, commuter and intercity passenger trains—so that when the work is done, service disruptions will be kept to a minimum.

Amtrak President Paul Reistrup noted that production during the 1978 work season will be greatly aided by a new track laying system which was purchased from the Canon Rail Group, Columbia, South Carolina. It is capable of replacing old ties and rail with welded rail and concrete or timber ties at a rate of 1,200 feet per hour.

"Passengers will begin to notice a smoother ride as this work season progresses," said Reistrup. "Speed restrictions will be lifted as work is completed."

National Sales Meeting

Features "Destination . . . Now" Theme

"Destination . . . NOW!" was the dominant theme for Amtrak's first national sales meeting which was held in Washington in late February.

The two-day meeting began on a Friday with a series of presentations by various department heads and corporate officers. Each one fully briefed the audience with his department's plans for the future. A question-answer period followed after the talks. Informal discussions were also held during breaks between speakers.

"We had two primary reasons for holding this sales meeting," said Jack Gordon, director of sales and master of ceremonies for the sessions.

"First, and most importantly, we wanted to lay out to the sale force the direction that Amtrak is going to take in 1978. That's why we had speakers from the various department present their insight on the company's plans and goals.

"And secondly, we wanted to reward the people for a job well done. We did have an increase of a million riders last year and that had to be the

result of a lot of sales effort."

Keynote speaker on the first day was President Paul Reistrup, whose talk was followed by a lengthy and candid question and answer session.

Attending the meetings were all regional and district sales managers, reservations office managers and supervisors, station supervisors, sales representatives from the entire country and corporate personnel.

Overall planning and running of the meeting was under the direction of Bill Smith, manager, sales planning.

The dramatic opening of the first day's meeting was a three-minute slide presentation using six projectors to present a kaleidoscope of trains, people and employees. The program was coordinated by Ann Owens, marketing services department.

Saturday's sessions consisted of workshops, six of them operating simultaneously. The entire group of nearly 150 attendees was split into six smaller groups which rotated between the workshops during the day.

The sessions touched on all phases of sales activity from military and government to sales planning, ticketing and reservations.

"Another aspect of a meeting like this," said Gordon, "is that we get our people to meet each other face to face.

"With a sales force scattered completely across the country, it's impossible to have enough personal contact. Here in Washington we got together formally and informally and hope that everyone—people at headquarters and out in the field—got to know and understand each other just a little bit better."

Both Gordon and Al Michaud, vice president, marketing, praised the sales force for a job well done.

Said Gordon, "The theme of 'Destination . . . NOW' was carried out exceptionally well.

"We commend the attendees for reaching their present 'destination' through their sales accomplishments for fiscal year 1977, and have now established standards for a new



Bill Taub Photos

(Left) Jack Gordon and Al Michaud address the sales staff at opening session. (Below) Regional Sales Managers Al Kaletta and Jerry Sheehan playfully try to take away trophy from winner F. Paul Weiss.



(Right) Gordon, left, and Michaud, second from right, present CRO award to Jacksonville's Carl Lamb. At right is Phil Held, general manager, reservations. (Far Right) Comic skit delights the audience.



'destination' for fiscal year 1978 through exposure to Amtrak's new programs and plans."

The two-day meeting was topped off with a farewell banquet on Saturday night, during which a series of awards were presented.

Top award for best sales region based on outstanding revenue production went to the Eastern region. Jacksonville took first place for reservations offices, while in district categories Boston won in the Eastern region, Indianapolis in the Central and Seattle in the Western.

Accepting the awards were F. Paul Weiss, regional sales manager, New York; Carl Lamb, manager, CRO, Jacksonville; and District Sales Managers George Cleland, Boston; Tom McGinley, Indianapolis; and Jay Lawrence, Seattle.

Individual and team awards went to several sales representatives based

on their performances in last year's training programs.

Winning in individual categories were Greg Conville, New York; John Payne, Minneapolis; Rosemary Sullivan, Philadelphia; and Tom Fortier, Hartford.

In the team category, plaques were presented to:

Leon Borst, Montreal; Reno Gazzola, Los Angeles; and James Glasheen, Philadelphia.

Sandra Pierceall, Kansas City; and Pamela Sullivan, Boston.

Maxim Maw, New York; Tom McGinley, Indianapolis; and Robert Smith, Washington.

John Anderson, Houston; Fred Fitter, Newark; and Renee Holloway, Washington.

Kathleen Hartz, Washington; Susan Krug, Indianapolis; and Andrew Magistrale, San Francisco.

Also presented at the banquet was

George Cleland Dies

George Cleland, 49, died of a heart attack on April 1 at his home in Andover, Massachusetts. Cleland joined Amtrak as district sales manager at Boston in January 1972.

Prior to his Amtrak career, he worked for United Airlines for 16 years and in the alumni office at Boston University.

a comedy skit, written by Vince Begley, marketing department, and acted out by four actors and actresses from an improvisational theatre group in Washington. Following the format of *Saturday Night Live*, the series of vignettes poked fun at some of the marketing department foibles, but subtly conveyed the message that there is a need for more aggressive selling and better service to the public.

Fare Increase April 30; Peak Charges for Summer

Amtrak's board of directors approved a fare increase formula designed to raise fares by about two and one half per cent on most Amtrak routes beginning April 30.

The new fare formula will also include a schedule of extra charges to services having heavy peak seasonal demand.

The new fares will go into effect with Amtrak's timetable change on April 30 and the peak period charges will be in effect from June 15 through September 5. Calculations needed to translate the approved guidelines into specific fares will be completed by early April when detailed information will go into Amtrak's computerized reservations system and be available to the public.

In considering the fare proposal, the board was advised by Amtrak management that the spring increase is consistent with the company's established policy of reexamining fares each spring and fall in an effort to keep pace with inflation and in

conjunction with regular timetable changes. Amtrak's last fare increase occurred on October 30, 1977, also averaging two and one half per cent.

As part of the fare increase formula these guidelines were approved by the board:

Each one-way fare, presently under \$25.00, will be increased by a specific amount to avoid inequities caused by straight percentage increases. Increases for fares under \$25.00 will be as follows:

- Zero to \$2.99—5 cents;
- \$3.00 to \$4.99—10 cents;
- \$5.00 to \$14.99—25 cents;
- \$15.00 to \$24.99—50 cents.

Fares from \$25.00 up will be increased by approximately two and one half per cent.

Special fare plans, such as excursion fares and multi-ride tickets, will be increased by an amount necessary to maintain their present relationships to regular one-way fares.

Fifteen selected routes, mostly long-distance, have experienced

significantly above average demand during summer months and will have peak period charges applied to their fares. Those peak period charges will be as follows:

- Zero to \$9.99—\$1;
- \$10 to \$19.99—\$1.50;
- \$20 to \$39.99—\$2;
- \$40 to \$59.99—\$3;
- \$60 to \$79.99—\$4;
- \$80 and above—\$5.

The fifteen routes are: *Montrealer, Adirondack, Broadway Limited, Lake Shore Limited, Cardinal, New York-Miami service, Floridian, Panama Limited, Chicago-Detroit service, Sunset Limited, Southwest Limited, San Francisco Zephyr, Empire Builder and North Coast Hiawatha, Coast Starlight* and the *Lone Star*.

Peak period charges for single sleeping accommodations will increase by up to \$10 on eastern trains and up to \$20 on western trains. For double accommodations, eastern trains will increase up to \$20 and western trains by up to \$40.

Great Train Race Begins, Reservations Centers Vie for Prizes

The Great Train Race is off and running and participating in it are Amtrak's five reservations offices — Bensalem, Chicago, New York, Jacksonville and Los Angeles — and all the agents working in them.

The Race is a contest designed to increase sales for the company by converting an inquiry call into an actual reservation. The contest began on March 15 and will run to June 15.

One hundred and ten prizes—wrist watches, instant cameras, hair dryers, and a few surprises—are being offered to the top reservations agents.

Here's how it works.

Program 1—The CRO Great Train Race. Each CRO has been given a goal, computed by reservations and marketing administration. The figure for each CRO is based on projected revenue during the three months of the program. The winning CRO will be the one that tops its goal with the best percentage of increase or the one that came closest to the goal.

If, at the end of the contest, there is a tie, the winning CRO will be determined by the one having the fewest lost calls.

Each CRO has been provided with a "Great Train Race" board to keep track of progress in the contest. On the board are five steam locomotives on five sets of tracks. At the far end of each track is the goal station. At the beginning of each week, each CRO will be notified how far along the track they can move the engine toward the goal.

The winning CRO will receive a plaque, and all agents will be guests of Phil Held, general manager, reservations, at a buffet luncheon. Each employee will also receive a surprise gift.

Program 2—In this phase of the contest, all that an agent has to do is to turn an information call into a sale. The basis for the competition is the percentage increase in revenue by

each individual agent.

An agent's per cent of all calls related to sales made is recorded daily. These figures will be computed monthly to determine the winners at each CRO.

Held notes, "There is really no competition between agents. Each one competes against himself. The way to win in this contest is simply to do the best job one can and to convince people who call in "shopping" for price and schedule times to actually make a reservation and buy a ticket."

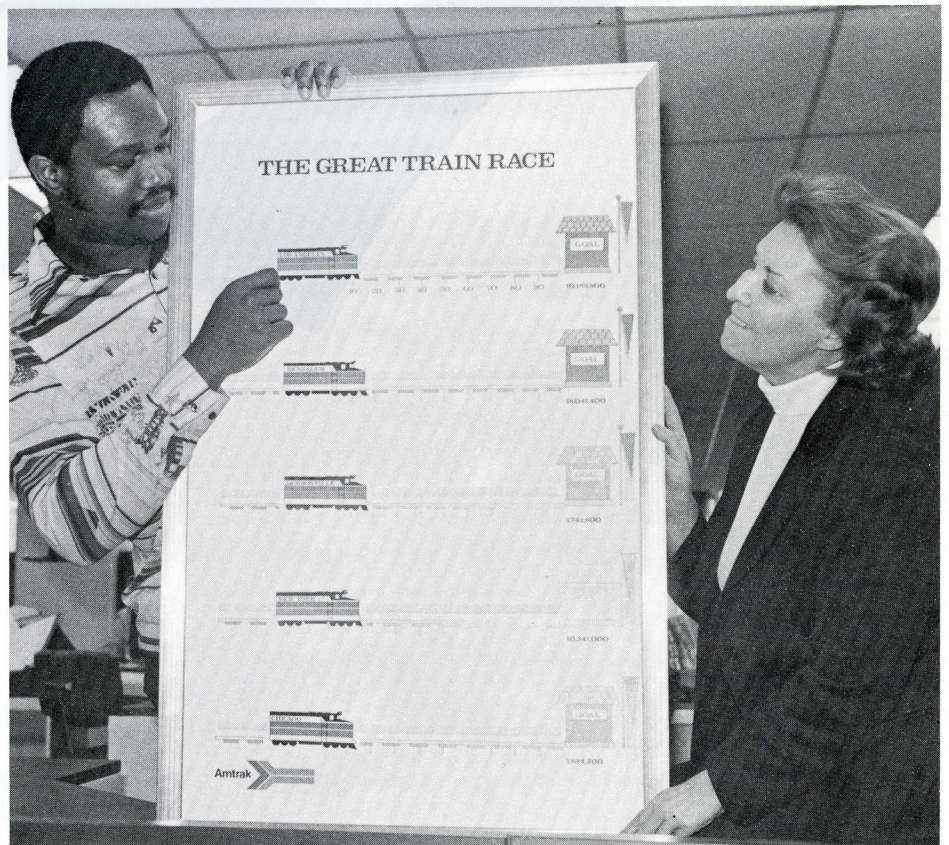
Seven prizes will be awarded in each CRO each month; one 17 jewel Bulova watch; two Kodak Handle Instant cameras; and four General Electric Pistol hair dryers. At the end of the contest, there will be a special award for each CRO. A raffle will determine the winner.

Says Held, "We're very excited about the contest. During the first few days we saw the CROs trading first place on a day-by-day basis.

Prizes were donated by *TV Guide* and *U.S. News and World Report* magazines which have been running Amtrak ads.

Says Joe Falsetti, Amtrak's director, marketing services, "The ads put our story in the hands of millions of people who may never have thought about train travel. The ads are part of our selling team. They generate calls, the calls that come into the res centers.

"The res center agents can now take those information calls, turn them into sales and help themselves to some prizes and the company to some revenue." Details of the competition were organized by Joyce Greene and Vince Begley, marketing department.



Moving the symbolic trains to their latest positions at Los Angeles' reservations center are R&I Clerks Michael Veol, Sr. and Lynn Banks.

New Twin Cities Station Dedicated, Open House Attracts Large Crowds

A new station to serve passengers in the St. Paul and Minneapolis area was officially dedicated at an "open house" on March 4, with between five and six thousand persons attending the day-long affair to witness the ceremony, visit the new building and tour Amfleet cars that were parked outside the station.

The week of February 26 had been declared "Amtrak Week" by St. Paul Mayor George Latimer, commemorating the actual opening of the new station on March 1, the open house and the replacement of old passenger cars on the Duluth-Twin Cities *Arrowhead* with Amfleet equipment.

Participating in the 10 a.m. ceremony were Mayor Latimer; Alice Rainville, alderman from Minneapolis; Bob Hess, representing Congressman Bruce Vento; George W. Winter, president, St. Paul Port

Authority; Orren Beaty, president, National Association of Railroad Passengers; and C. James Taylor, vice president, Central region. Al Edelston, of Amtrak's state and local affairs department, Washington, was master of ceremonies.

Also participating in the ceremony were the royalty of St. Paul's Winter Carnival and Minneapolis' Aquatennial. The King and Queen of Snows bestowed honors and decorations on Taylor, Edelston and Duane Johnson, manager of the Twin Cities district.

The ceremony ended with dedication of a plaque honoring Minnesota's late Senator Hubert H. Humphrey. The plaque will hang in the station permanently.

After the ceremony, the public toured the station and the Amfleet cars parked outside. People were also able to buy Amtrak travel bags at a

special price of one dollar. The price proved popular with over 900 bags sold.

No one could dispute the many advantages of the modern new facility but the move was a bit nostalgic for some who had worked at the old Burlington Northern station, in Minneapolis, for many years.

Duane Johnson, for one, worked there for 37 years and recalled a history rich with famous passengers who moved through a station that once served 70 trains a day.

Much of the old station's furniture was removed from the building and donated to Ramsey County Sheriff Kermit Hedman. He is active in supporting two boys' ranches, in Bethel and Austin, for underprivileged youngsters. Hedman is a consistent booster and promoter of Amtrak services in the Twin Cities

(Left) NARP's Orren Beaty addresses the large crowd attending the ceremonies. Between five and six thousand people came to see the new building and tour the Amfleet cars. (Below) St. Paul's Winter Carnival royalty is introduced.



(Below) Secretary Mary Edmeyer and Lead Ticket Clerk Don Randle sell travel bags to eager buyers. (Right) The new station accommodates 350 persons easily but can be expanded if needs demand.



area and supplied security personnel to direct traffic during the open house.

Minneapolis-St. Paul is served by the *Twin Cities Hiawatha*, the *North Coast Hiawatha*, the *Empire Builder* and the *Arrowhead*.

The last train to use the old station in Minneapolis was the northbound *Arrowhead* which left at 8:30 a.m. on March 1. The first train into the new station was the westbound *Twin Cities Hiawatha* which arrived at St. Paul at 8:25 that evening.

The new station is located in the Midway section of St. Paul and is just 10 minutes away from both downtown St. Paul and downtown Minneapolis.

The Port Authority of the City of St. Paul provided the land and the construction funding for the station. Amtrak is leasing the property from the Port Authority for 20 years, after which it will assume ownership.

Former Corridor Chief Bertrand Dies

Charles E. Bertrand, former vice president and general manager of Amtrak's Northeast Corridor, died suddenly on March 3 while clearing his driveway of snow during one of the severe winter storms.

Mr. Bertrand was living in Albany after assuming the presidency the Delaware and Hudson Railway. Before joining Amtrak, in April 1976, Mr. Bertrand was president of the Reading Railroad.

Amtrak's engineering department provided the conceptual design and specifications for the station. The architectural and engineering work was completed by Robert Pope for the St. Paul firm of Henningson, Durham and Richardson. The primary contractor for the project was Kraus-Anderson of St. Paul.

The structural steel and masonry building was designed to accommodate 350 passengers and visitors at one time but it can easily be expanded if future ridership

warrants. At the present time, the Minneapolis station serves an average of 580 passengers a day for all trains.

The station features modern ticketing and baggage areas, restrooms and a spacious carpeted waiting room on the first floor. On the second floor mezzanine is a passenger lounge and offices for Amtrak's district headquarters.

The second floor is accessible by stairs and an elevator and all of the station's services are designed for access by handicapped travelers.

Ribbon Cutting Ceremonies Open Elyria Station

A new station was opened for business at Elyria, Ohio, on Thursday, February 16, with a ribbon-cutting ceremony and open house.

The station building formerly served as the temporary station at Cleveland while the present structure there was under development and construction. After its duties there were completed, the building was moved to Elyria and completely refurbished.

It now houses ticket and baggage facilities, offices, rest rooms and public telephones.

The new station will be staffed regularly from 7:30 a.m. to 10:30 a.m., and from 9 p.m. to midnight, with a clerk available for all arrivals and departures of the *Lake Shore Limited* which serves the route.

Presiding at the ribbon-cutting ceremonies was Sandy Cala, station supervisor, Cleveland. Speakers included Richard J. Bergman, acting mayor of Elyria, and Richard Elliott, executive director of Elyria's

Chamber of Commerce and Industry.

Other participants included Richard Sherwood, ticket agent for Elyria, and Fred Frayer, Amtrak's sales representative for northern

Ohio.

The sunny and bright weather attracted an enthusiastic crowd, including media people from Elyria and Cleveland.



Acting Mayor Bergman snips the official ribbon. Helping are Richard Elliott, left and Sandy Cala, Amtrak's station supervisor, Cleveland.

Track Work, Completed Improvements Reflected In April 30 Schedule Changes

With the change to daylight time on April 30, train schedules will be changed on more than a dozen routes to reflect improved operating practices, and changes in train speeds where track work has been completed or where major track improvements will be underway this summer.

Following is a summary of major changes.

Sunset Limited

The *Sunset* will operate on a 30 minute faster schedule westbound and 15 minutes eastbound. The improvements result from track work done by the Southern Pacific.

Empire Builder/

North Coast Hiawatha

The major change here is daytime operation between Chicago, Milwaukee and the Twin Cities, and

through the scenic areas out west along both routes. The new schedule also reestablishes connections in Seattle with other Amtrak trains.

San Francisco Zephyr

Davis and Suisun-Fairfield will be added as stops.

North Star

This is Amtrak's "new" overnight train between Chicago and Duluth. In effect, Amtrak is tying together the *Twin Cities Hiawatha* and the *Arrowhead* creating one through train to Duluth. Sleeping car service will be provided.

Inter-American

Travel time will be reduced two hours, 35 minutes northbound and two hours, 15 minutes southbound. Trains will operate daily south of St.

Louis beginning May 24 southbound, May 25 northbound. Daily service will continue through Labor Day.

Sleeping car service will be provided between Chicago and Fort Worth on Sunday, Wednesday and Friday beginning June 25 southbound, and on Sunday, Tuesday and Friday beginning June 27 northbound. Schedule improvements result because of a new contract between Amtrak and the Missouri Pacific.

National Limited

Travel time will be reduced 45 minutes westbound, 15 minutes eastbound.

Broadway Limited

Trains will leave New York 35 minutes earlier, arriving in Chicago at 11:55 a.m. The new Washington departure will be at 5:05 p.m. No changes eastbound.

Lake Shore Limited

Schedules of Boston section will be speeded up 20 minutes in each direction.

Floridian

Trains will leave Chicago one hour, 30 minutes earlier and operate with an adjusted schedule to Florida. No change northbound except at Miami where the train will leave 10 minutes later because of the location of the new station there.

Panama Limited

Completion of some track improvements by Illinois Central Gulf will allow a reduction of 20 minutes in each direction.

Shawnee

Travel time will be reduced by 10 minutes in each direction because of ICG track improvements.

Chicago-Milwaukee

Turboliner Service

Train 336 will leave Milwaukee 50 minutes earlier than currently scheduled.

Lone Star

Travel time will be reduced five minutes between Fort Worth and Dallas because of the new Missouri Pacific contract.

New Agreement With Missouri Pacific

Amtrak trains operating over the Missouri Pacific railroad soon will run at increased speeds with resultant shorter trip times because of a new operating agreement reached by the two companies.

The new schedules will be implemented in phases starting April 30, Amtrak's next timetable change.

The agreement will enable the *Inter-American* to operate two hours and 15 minutes faster from St. Louis to Laredo, Texas, and two hours and 35 minutes faster on the northbound run. Also, the *National Limited*, will operate 15 minutes faster over Missouri Pacific tracks between Kansas City and St. Louis.

"Besides faster schedules, more punctual trains will result from this new contract," said Amtrak President Paul H. Reistrup. "These schedule improvements are another step in our efforts to upgrade the *Inter-American* following last August's changeover of the train to our new Amfleet equipment."

As part of the agreement, Missouri Pacific will earn incentive payments

whenever individual trains attain a better than 80 per cent on-time performance record during any month. At the same time, penalties will be assessed against the incentives earned by a particular train if its performance falls below 70 per cent.

Generally, Amtrak trains have been scheduled for 60 mph operation over the Missouri Pacific. As soon as operationally possible after April 30, the *Inter-American* will begin running at 75 mph between Poplar Bluff, Missouri, and Fort Worth, and 70 mph from Taylor, Texas, to San Antonio. Between San Antonio and Laredo, the speeds will vary from 40 to 59 mph until new rail is installed, after which speeds will be increased to 59 mph.

On the *National Limited* route, speeds will increase from 60 to 75 mph between St. Louis and Jefferson City, and to 70 mph from Jefferson City to Kansas City.

The new contract is patterned after those in effect between Amtrak and other railroads that operate passenger trains.

Silver Meteor/Silver Star

All Miami arrivals will be 10 minutes earlier and departures 10 minutes later because of the location of the new passenger station.

Empire Service

The *Henry Hudson* will leave New York City daily at 11:30 a.m., four hours later than at present. The *DeWitt Clinton* will depart New York City at 9:30 p.m., one hour later than at present. Other schedules will be modified by five to 10 minutes. The *Henry Hudson* will run daily instead of five days per week substituting for the *Bear Mountain* which operates two days per week. The *Bear Mountain* will be canceled.

Adirondack

Trains will leave Montreal two hours and 30 minutes later than at present. The northbound train will depart New York 50 minutes earlier than currently scheduled. Stops at Watervliet and Mechanicville will be discontinued and travel time will be reduced 10 minutes as the route to Rensselaer station is changed.

Blue Ridge

Weekend schedules will be revised to allow an extra hour at Harpers Ferry for summer tourists. Weekday schedules remain unchanged.

Northeast Corridor

A new Boston-Washington schedule of approximately 8 hours will be established using present schedules and a cross-platform transfer at New York between Metroliners, for travel south of New York, and Amfleet trains, for travel north of New York. Passengers will save about one hour in travel time. There will be one such service daily in each direction.

Certain local Philadelphia-New York trains will be combined with local New York-Boston trains producing new and faster Philadelphia-Boston through trains, thus eliminating passenger transfer in New York. There will be three such daily schedules in each direction.

A new Washington-New York train will be added, leaving at 8:10 a.m., Monday-Saturday, filling in the present gap in morning Amfleet train departures from Washington.

Keeping Track of Amtrak

Safety Contest Results

The Southern took first place in the district category for February in the President's Safety Contest with a .95 injury ratio. Closely behind was the St. Louis district with a 1.6 ratio.

The Eastern region topped the other two regions and the Northeast Corridor with a 5.85 ratio, while Beech Grove headed the shop group with a 19.0 ratio.

The six maintenance facilities that went through January with no injuries continued their injury-free pace and held on to their zero ratio. The six were New Orleans, Houston, Dallas-Fort Worth, St. Louis, Kansas City and Detroit. Jacksonville also had no injuries for the month of February.

For the year to date, St. Louis leads the districts with a cumulative ratio of 1.6, while Eastern leads the regions with a 6.5 and Beech Grove leads the shops with a 20.1.

The safety ratio is a figure that denotes the number of injuries per 200,000 man-hours of work. All injuries of job-related illnesses that require more than mere first aid are counted.

Special Colonial Fares

Special excursion fares are being

A similar New York-Washington train will be added at 4 p.m., Monday-Saturday, filling in the gap in afternoon train departures from New York.

At the request of the states concerned, the *Clamdigger*, which now provides Monday-Friday service between New Haven and Providence, will be extended to Boston on a new schedule. An additional round trip will also be added on Sundays.

Because of track improvement projects that will be underway in the Northeast Corridor, up to 20 minutes will be added to Metroliner schedules to allow for delays caused by the work.

offered to federal and Armed Forces personnel and their families on Amtrak's Boston to Newport News train, the *Colonial*.

Effective through June 15, military and government travelers can purchase 14-day, round-trip coach excursion fares between Newport News, Lee Hall and Williamsburg, Virginia and all other stops on the route of the *Colonial* for only \$1 more than the regular one-way coach fare.

Passengers must present a valid identification card to qualify for the new fares. Tickets will be good for 14 days in addition to the date of sale.

Chafee Praises Employees

In a letter to Amtrak, Senator John Chafee, of Rhode Island, was highly complimentary of the job employees did during the super blizzard that hit New England earlier this year.

Wrote Chafee, "Amtrak did a superb job and the trains rolled every day in splendid fashion.

"I, myself, took the train to Providence and back immediately following the storm and found you kept to the schedule in extraordinary fashion.

"Everyone associated with Amtrak should feel very proud of what you accomplished."

AMTRAK NEWS

Published twice a month for employees of the National Railroad Passenger Corporation and those of participating railroads engaged in rail passenger service.

STAFF

Editor

Ed Wojtas

Circulation

Marguerite Broyhill



Amtrak News is a member of the Association of Railroad Editors.

Material in Amtrak News is not copyrighted. Readers may use what they wish with proper attribution to Amtrak News.

On-Board Service Personnel Outfitted With New Uniforms

Amtrak's on-board service personnel began wearing their new uniforms on April 1.

On that day, each crew leaving a home terminal was garbed in the new dark blue and white uniforms that will be worn by all waiters, sleeping car porters, chair car attendants, lounge car attendants and snack bar personnel.

Since it was impractical to outfit every person in on-board service on the same day, a decision was made to begin the conversion on April 1 with each crew on every succeeding train reporting for work in the new uniforms. For example, the entire complement of the *Empire Builder/North Coast Hiawatha* was not completed for six days because there are that many sets of equipment out on the system at any given time.

Dining car stewards began getting their uniforms last autumn and all have been outfitted by now.

The new men's uniform consists of navy blue pants, white shirt, navy blue or black socks and black shoes. The outer jacket is single-breasted, white with navy trim around the inside of the "military type" collar and along the two pockets. The uniform is topped off with a navy blue cap with a cool mesh hat band.

Women attendants are wearing navy blue slacks, a navy blue blouse or turtle-neck pullover, navy blue or neutral hose and navy blue flat-heel shoes. A white topper, trimmed in navy blue completes the ensemble. Women will not wear hats but can wear an Amtrak logo scarf.

Charlie Sutter, chief, support equipment control, notes, "This is a very sharp looking uniform and should present a professional image to both the public and our own employees.

Some 2,000 employees were involved in the uniform changeover.



Sleeping Car attendant Paul Bickham sports his new uniform as he awaits Southwest Limited passengers at Albuquerque.

Amtrak
National Railroad
Passenger Corporation
400 N. Capitol ST., NW
Washington, D.C. 20001

First Class Mail
U.S. POSTAGE
PAID
Permit 1911
Merrifield, VA

FIRST CLASS

ADDRESS CORRECTION REQUESTED