

Amtrak Board: Schedule Changes, New Calif. Line, Joint Auto-Train Service Ends

Oakland-Sacramento line improvements were approved, Chicago-Seattle service changed and joint Amtrak-Auto-Train service ended by Amtrak's Board of Directors at its July 27 meeting.

Oakland-Sacramento Line

The Board of Directors approved spending \$150,000 for improvements on its Oakland-Sacramento line. Amtrak and the California Department of Transportation will share equally the \$300,000 costs for capital improvements at Sacramento, Suisan/Fairfield and Davis in anticipation of a new state-supported train, scheduled to begin operation October 30.

The project includes construction at Sacramento of 1,395 feet of station track with two turnouts, plus signal work and provision of 480-volt stand-by power equipment. At Suisan/Fairfield, platforms will be repaired

and lighting, signal and station sign work done, while at Davis, two 600-foot long platforms will be built along with necessary crosswalks, lighting, signage and track modification.

Chicago-Seattle Changes

In another action, the board agreed to a revision in its Chicago-Seattle train service, effective September 8, at which time the *North Coast Hiawatha* will revert to tri-weekly service west of Minneapolis and the *Empire Builder* will be reduced from daily service to four round-trips weekly between Minneapolis and Seattle.

The revisions in the service were due to reduced ridership on the route during the winter months and Amtrak's desire to introduce the new Superliner bi-level equipment into service as soon as possible. The reduced operating frequency will lower the number of new cars needed

to convert the trains before next winter's cold weather arrives.

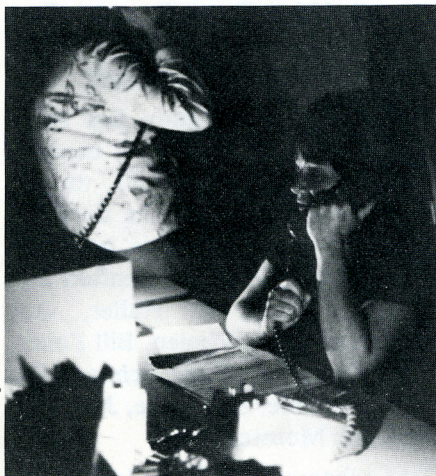
Experiment Discontinued

The board also agreed jointly with the Auto-Train Corporation to discontinue its experimental joint service between Louisville, Kentucky and Sanford, Florida, effective September 3. Auto-Train will continue operating its service on a weekend basis, and Amtrak will continue to operate its Chicago-Miami train, the *Floridian*, on its present schedule.

It was agreed from the beginning that the joint service would be experimental, and the board decision to discontinue the operation was based on the financial results which have shown that the joint service has made no significant contribution to reduce the operating deficit of the *Floridian*.

Amtrak will continue to utilize Auto-Train's Louisville terminal, by leasing space and providing operating support services.

Blackout Paralyzes NYC Trains For Two Days



The daily hustle and bustle of the nation's largest city—including all Amtrak train service into and out of its two passenger terminals—ground to a halt July 13, as New York City experienced its second major power black-out in recent years.

In the midst of this summer's typical high 90 degree evenings, heat lightning struck a major power station near West Point on the Hudson River and started a chain reaction of power failures that left the city in total darkness by late evening on a Wednesday.

While Amtrak's trains operating

into the city from the south operate with independent catenary and signal power, the power source for track switch compressed air units rely on Consolidated Edison and were unable to operate, so all northbound Amtrak and commuter trains into the city had to be halted at Newark, New Jersey.

To further complicate matters, all electrical power was lost out of Grand Central Station and as electrical water pumps in the tunnels failed the tracks were flooded with several feet of water. Grand Central was virtually shut down and Penn Station operated by candlelight as stranded train passengers with no place to go began the

long vigil of waiting for the power to be restored.

All forms of travel into and out of the city virtually came to a halt that night and throughout the next day as New York City mayor Abraham Beame officially closed the city to non-essential business and asked that travelers not connected with vital city services avoid trying to enter the city.

Amtrak operated its trains as far north as Newark, as far south toward the city as New Haven and as far east as Albany on the Empire line throughout Wednesday night and Thursday. By Thursday morning, the Northeast Corridor track operators had arranged to spike enough track switches open between Newark and Penn Station to allow the operation of a 10-car train shuttle between those two stations.

It had become obvious to daily commuters that there was not much point in trying to get into the city since without traffic signals, elevators, air-conditioning or even running water in many buildings, there was not much going on in the city. Between Amtrak's shuttle to Penn Station and the operation of the PATH (Port Authority Trans Hudson) subway between Newark station and Manhattan, those that had to enter the city were able to do so.

By late afternoon on Thursday, Amtrak was able to restore train service between Newark and Penn Station and North-bound service out of New York was resumed later that night. Amtrak began busing Albany passengers into Grand Central Station Friday and by Saturday we were operating trains on that route as far as the 125th Street transit stop. Complete train service into Grand Central was not resumed until Sunday, when most of New York and the surrounding suburbs were back to normal.

While there was no train service out of Penn Station for many hours, until the shuttle train was established, some passengers decided to wait it out. Others made their way to their homes or to whatever buses they could locate. Amtrak personnel with bullhorns and policemen with flashlights formed a convoy for passengers who wished to make their way out of the station to the PATH terminal several blocks away.

In the meantime, ConEdison set up a portable generator that did provide some light for a time, but for most of the night those passengers staying in the station waited or slept in the hot and stuffy darkness. For several hours, a three-piece congo band volunteered its services to break

the monotony with some music in the waiting room.

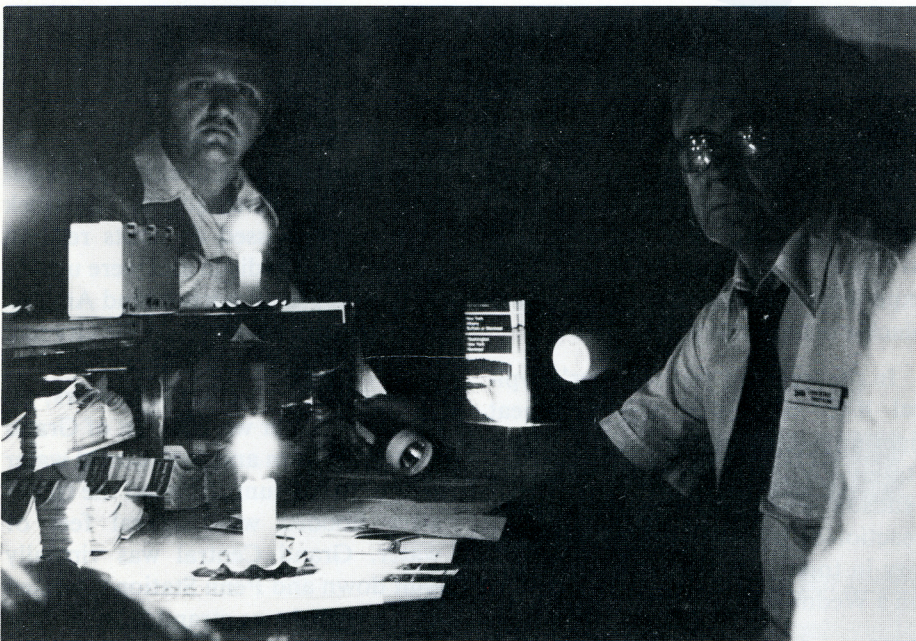
The commissary offered what food and drink it had on hand to those employees and some of the passengers staying the night. Many Amtrak employees worked up to 30 straight hours through the power blackout. ARTS personnel, with their equipment down, were allowed to leave, but many stayed to be of whatever help they could. Supervisory personnel in the station called over 21 cities looking for buses to transport passengers to hotels and operating personnel in Newark worked throughout the night and the next day turning the trains. New York dispatchers office people also put in long hours.

While the list of men and women who performed beyond the call of duty is too long to be adequately covered, a few names deserve special recognition. At the station; ushers Tom O'Brien, Fred Yulfo, Felipe Peno, Joe Sullivan, Waddell Hill and Herbie Green; Clerks Randy Balmaceda and John Kilbride; Station Masters Tom Groarke, Kevin Sullivan and Joe Norman; General Supervisors Tom Kane, Fred Bartoli and Ed Austermuhl; and Redcap personnel Joseph Pleasant, Jim McDowell, Fred Abacrombie, Larry Hargrove and Charles Andersen.

In Newark, a few of the people working through the blackout were: Assistant station master William Driscoll; Usher Frank Serrano; General Supervisors Ed Gaynor, William Fee, Gar Welsh and Jim Bergin.

Grand Central Station had more than its share of problems, between flooded tunnels, no lights, busing problems and so on. Again, the list is too long to credit everyone, but some of the names deserving mention are: Joseph Laverge, Al Haller, Guy Antonidies, Jerry Phalen, Bill Zoller, Frank Frandsen, Gary Eelman, Bill Oser, Al Ledke, Sam Tillie, Jim Donovan, Jim Mototo.

At Albany: Ed Morris, Joe Areuri, Dan Human and Frank Scheideler all worked throughout the blackout.



Al Michaud photo

Working by candlelight, a Penn Station ticket clerk tries to help a grounded passenger.

D.O.T. Sec'y Adams Insuring NEC Project To Be Completed On Schedule

Transportation Secretary Brock Adams has made the first in a series of crucial decisions designed to insure that the \$1.75 billion Northeast Corridor Rail Improvement Project, ordered by Congress, is completed on time.

Adams has approved use of concrete ties along the Corridor. They will be installed in separate 200-mile sections between New Haven and Boston and in New Jersey.

New wood ties will be placed along the remainder of the Corridor system, which has a total of 1,075 miles of track.

Congress ordered a substantial reduction in the travel time between Boston and New York to three hours, 40 minutes and between Washington

and New York to two hours, 40 minutes.

Says Adams, "Congress has ordered and I have personally committed this Department to meeting the trip time goals set in the 4R Act for the money provided.

"The concrete ties will enable us to provide a faster, safer and more comfortable ride."

Adams also noted that he expects to make a decision shortly on what system of electrification will be used to power the locomotives that haul trains along the Corridor. Scheduled is the extension of electrification from New Haven to Boston. He also ordered further study on the question of where to locate a new multi-million dollar heavy maintenance facility for Amtrak.

Adams also stressed that no work will be done on stations along the route, other than what has already been scheduled, unless the eight states involved come up with dollar-for-dollar matching funds. So far, only Massachusetts has put up its share.

Said Adams, "Proper electrification will help us meet the needs for a faster and more comfortable ride and make it possible to power the railroad with fuels other than oil.

"Additionally, proper location of the heavy maintenance facility will enable Amtrak to keep its equipment in the best possible condition at the lowest cost."

Adams stated too that at this time, the Corridor project is on schedule and that he would see that crucial decisions are made on time so construction is not delayed.

In a story in the *Washington Star*, Transportation Writer Stephen Aug wrote that Secretary Adams had decided to drop, because of lack of money, several projects that were to be part of the Northeast Corridor Improvement Project.

Included in this, according to Aug, were a tunnel widening project in Baltimore, eliminating a time-wasting rail crossing just north of New York City and improving several curves.

Wrote Aug, "Although Adams decided to improve the track in the Baltimore area, and upgrade the ventilation, fire protection, drainage and lighting in the tunnel, he ordered further study on widening."

Edward Burks, of the *New York Times*, wrote, "Realignment of some of the sharpest curves will be made to cut down on running time, but extra softening of the curves solely for improved riding comfort will not be undertaken."

Burks also wrote that "money does not appear to be available for the safety fencing that was to run along the length of the corridor."

Amtrak Ready For Atlantic City

Just one day after New Jersey Governor Brendon Byrne signed the Casino Control Act legalizing limited gambling in Atlantic City, Amtrak became the first transportation company to show a group of travel agents what the oceanside resort has to offer.

Forty persons, including travel agents from the New York, New England and Washington, D.C. areas plus several Amtrak sales and reservations representatives, participated in the three-day tour, which was sponsored jointly by Amtrak and '76 Adventures, a New York-based travel agency. Except for free train transportation to Philadelphia's 30th Street Station which was provided by Amtrak, tour members paid their own way.

After arriving by Amtrak in Philadelphia, tour members were bused to Atlantic City, where they were booked into various hotels. Although legalized gambling will not begin

until later this year, tour participants were able to sample several other features of the resort city. Highlights of the weekend included a reception and dinner with Atlantic City public officials, an evening at Atlantic City Race Track, and tours of Steel Pier, Wax Museum, Convention Hall and Smithville, a unique antique village.

The tour was one of a series of FAM (or Familiarization) tours sponsored by the Amtrak sales force to acquaint travel agents with Amtrak services. Participating Amtrak employees included Jack Gordon, director of sales; F. Paul Weiss, Eastern region sales manager; Ken Karchinski, New York CRO manager; Marie Todor, tour sales specialist for the Eastern region; Brian Lee, senior sales representative, Richmond; Cy Klapchar, supervisor of special accounts, Bensalem CRO; Pat Rose, supervisor, Jacksonville CRO; and Diana Wilson, Mary Murray and Mary Noonan, tour desk reservationists.

Latest TV Ads Win Passengers, Awards With Starlets And Spys

Word is getting around: "The carpet is plush."

The plushness of the carpeting on Amtrak's Amfleet equipment has become something of a household topic since airing began earlier this year of "Very Plush," the company's newest television commercial designed to introduce Amfleet equipment to the public.

"Intriguing" is how Joseph S. Falsetti, director, marketing services, describes the award-winning "Very Plush" commercial, which depicts the muddled efforts of a secret agent to transfer top secret plans to a contact aboard an Amfleet train. The plans end up in the knitting bag of a grandmotherly lady who innocently murmurs the password — "The carpet is plush" — just before the real contact shows up. Viewers never learn the fate of the agent or the plans, but they do get a glimpse of some of Amfleet's attractive features before the commercial ends.

"Very Plush" was filmed in February in Los Angeles' Union Station as a follow-up to the original Amfleet commercial, which showed a proud mother boarding a new Amfleet train on which her son worked as a service attendant.



NH&S photo

"Amtrak will make me a star!"

"We wanted something different to show in the markets where the "Mother & Son" commercial had been run," Falsetti said. "Very Plush" has been well received and recently won an "ADDY," an award given by the Washington D.C. chapter of the American Advertising Federation.

Also awarded the "ADDY" was Amtrak's "Going Places," a commercial filmed last winter in New York City to promote the U.S.A. Rail Pass. In "Going Places," an aspiring starlet is discovered in "Hollywood Drug Store" by an Amtrak ticket agent, who promises he can send

her to all the places she wants to go, just for the price of a 14-day pass. As she boards a train, she wonders whether the agent's help will get her where she wants to go in show business, and she is reminded by a friend that, after all, "he got you this commercial, didn't he?" As she smiles for the flashing cameras, the viewer sees that a star has indeed been born.

"Very Plush" and "Going Places" could be termed the second generation of Amtrak television advertising, which began two years ago with the melodic strains of Julius La Rosa's voice urging Americans to "See the country; travel Amtrak." "Going Places," and its U.S.A. Rail pass-promoting predecessor, "The Travelling Lady," are used on network television shows such as *M*A*S*H*, *Police Woman* and *NBC Monday Night at the Movies* because they represent an Amtrak product that can be sold nationally. During the first three months of 1977, Amtrak also promoted itself to a national audience on such top-rated specials as *The Super Bowl*, *Roots* and the *Academy Awards*.

"Very Plush" and "Mother & Son" are used as spot commercials in specific markets where Amfleet



NH&S photo

At trackside in LA's Union Station, the scene was floodlights, props and actors for the filming of "Very Plush."

equipment has been introduced recently. Another new commercial, "Sure Beats Driving," is being aired on a spot basis in 32 specially selected markets which account for over 75 per cent of Amtrak's total revenue. "Sure Beats Driving" shows a montage of scenes portraying crowded freeways, traffic jams and frustrated motorists interspersed with the clicking of a steadily rising gas pump meter. According to Needham, Harper & Steers, the New York agency responsible for Amtrak's television advertising, the "Sure Beats Driving" spot was created "to reinforce the anti-driving theme especially in light of the recent concern about energy resources."

Falsetti is convinced that television advertising is the most effective and economical way to get Amtrak's message out to the public. He backs this assertion with statistics showing a direct link between network television advertising and the high volume of



NH&S photo

"Did you say the carpet is plush?"

CRO calls which inevitably follow.

"We got 73,000 phone calls the day after the Super Bowl (during which the "Travelling Lady" commercial was aired to millions of viewers)," Falsetti noted. "This was unprecedented for a Monday in the dead of winter."

What's the next step for Amtrak's TV career? Falsetti said his ad staff is now working on a campaign to promote the Superliners, but he's keeping mum about the plots of the new commercials. Interested viewers will just have to tune in later this year for the next installment.

Station Services Training Program Underway

Professionalism is the theme of a two-day job training program for Amtrak station personnel that is currently being administered throughout the system on a district-by-district basis.

The training sessions began in March in the Eastern, Central and Western regions and are expected to continue through October, according to Ed Abramson, chief of station services training programs, who is overseeing the program in those regions. A separate but similar program is being administered in the Northeast Corridor under the direction of June Langhoff, general supervisor for station operations for the Northeast Corridor. Training sessions in the Corridor began in December and will be completed sometime this month.

The four general areas covered by the training program are customer relations, public assistance, tariffs and ticketing, and baggage handling. The purpose of the program is to reinforce an attitude of professionalism

in station employees who meet the public on Amtrak's behalf as well as to help make their jobs easier by demonstrating more effective use of available tools. For example, the public assistance segment of the program focuses on how to present Amtrak's product in the clearest way and guide the passenger to do what is in his own best interest.

"We're dealing with specific techniques which will keep a normal transaction on a professional plane and make it easier to accomplish," Abramson said.

Methods for handling the most common problems and complaints in a professional manner are also offered. Basic courtesy, professional manners and service attitudes are stressed, and participants are given training in techniques for controlling conversations and expressing themselves in a professional way.

By mid-June, 744 Northeast Corridor employees and 568 station employees throughout the country had

completed the program. Participants include ticket clerks, baggage handlers, redcaps, gatemen/ushers and, in some cases, station supervisory personnel, all of whom go through the entire training program. In the Northeast Corridor, assistant station masters and station cleaners also attend the training sessions.

Films and slide presentations supplement the lecture/discussion portions of the training program. Trainers, all of whom have had previous ticketing or related station experience, are Lee Alu and Bill Ryan for the Eastern region; Jim Dauner and Janet Harvey for the Central region; Charlie Carbone and Warren Palmer for the Western region; and Thayer Libby, Jim Brawner and Larry Steeley in the Northeast Corridor.

According to John Lindinger, manager, national operations training, the program has been exceptionally well received by those who have already been through it. "We've

even had employees call our office to say that some technique we had suggested to them had worked quite well," he says.

Response from participants in the Corridor has also been enthusiastic, according to Langhoff. Corridor program instructors have placed special emphasis on channeling questions and suggestions which emerge from class discussion to the appropriate authorities for answers and action. Many of these exchanges are published in "NEC Update," a publication for station service personnel in the Northeast Corridor. Some have even resulted in the establishment of

new national Amtrak policies.

Both Abramson and Langhoff view the interaction and exchange of information among various types of station personnel as one of the most beneficial aspects of the program. Langhoff sees the emergence of a stronger awareness by the participants that they are part of a station which functions as a whole unit.

"We're attempting to acquaint everyone with a total view of the operation," Abramson explained. "We also hope this will open some avenues for people who have, traditionally, been afraid to try for higher or different positions," he added.

playable.

When Begley transferred to Washington last year, he brought Broadway with him. Now at least, two or three times a month, he and his wife, Patty, invite friends over to their apartment for a two-or-three hour session with the game.

Through trial and error, plus the suggestions of friends, Begley has revised and refined the game after each session. "It's like anything new," he says, "It takes a while to work out the bugs and get things going smoothly." Broadway looks much like the familiar Monopoly board game, but is more complicated and realistic to play.

"By the end of Monopoly, you get so bored you're praying to land in jail," says Patty Begley loyally.

"But in Broadway the value of a stage play can vary from game to game," she points out. "It's basically a game of skill, during which you have to figure your costs and profit margin and then make decisions about what properties to play where, all the time going through the same mental processes a real producer does."

Begley already has one manufacturer studying his new game. He has hopes that it will eventually be picked up and marketed. "I've got my fingers crossed."

Broadway Game Monopolizes Amtrak Employee's Spare Time

Train riding encourages people to create various ways to pass the time away. Vince Begley, Amtrak's senior representative for promotional copy, marketing department, decided to invent a game while commuting from his Long Island home to his office in New York.

So during the time he spent each day on the train, Begley worked out the details for a new board game he calls "Broadway."

"I figured that if I had to spend two hours a day riding a train, I should spend it doing something productive rather than just reading the newspaper, says Begley.

As an unpublished playwright and a published drama critic (for a small New York weekly), Begley has been a game buff for most of his 28 years. What, then was more natural than the "intellectual challenge" of creating a game that would do for the New York theatre scene what Monopoly did for Atlantic City real estate?

As he has designed it, a game of Broadway takes two, three or four players through the entire process of producing plays for the Broadway season, from script-optioning to the Tony awards ceremonies.

"There's no game quite like this," Begley claims, after searching

through many game stores. "There is one called 'The Movie Moguls' but there's never been a strictly theatre game."

Begley developed the basics for his game on stenographic pads, sticking as close as possible to the realities of the New York theatre scene. When his basic idea was ready for testing, he constructed a prototype game board, designed the various cards from artist's materials and borrowed pieces from other games to make his



Vince Begley at his Broadway game board.

Keeping Track Of Amtrak

Arrowhead Doing Well

Ridership on Amtrak's *Arrowhead* has risen dramatically since February when a major schedule change reversed the direction of the daily service between Minneapolis and Duluth.

According to the latest figures, 11,573 persons rode the *Arrowhead* last June, more than four times as many passengers as the train hauled in June 1976.

"The train has really caught on, and the reversal in schedule is the key," says Frank Magnusson, sales manager for the Twin Cities district.

A year ago, *Arrowhead* ridership was averaging between 2,500 and 3,000 per month and was registering significant monthly decreases from the 1975 figures. The train was then operating as a one-day service for people wishing to travel from the Duluth/Superior area of Minnesota to the more heavily populated Twin Cities area 150 miles to the south. A schedule turnabout, making the *Arrowhead* a morning train from Minneapolis north, went into effect on February 15. Ridership rose immediately. In February, the train hauled 4,134 passengers; in March, 5,193; in April, 5,990; and in May, 10,190.

In addition to the schedule change, which gives people from the Twin Cities better access to the recreational and tourist attractions of the Lake Superior area, the route was extended four miles from Superior across a bay to a new stop in downtown Duluth.

Since the changes took effect, selling *Arrowhead* service has become much easier for the Amtrak sales representatives stationed in Minneapolis.

Magnusson says the sales force is having great success booking week-day and weekend excursions to the Duluth area which offers water-oriented recreation on Lake Superior, as well as mountain-oriented recrea-

tion on nearby Spirit Mountain. There's even an oldtime railroad museum next to the new station in downtown Duluth to attract rail buffs.

Senior citizen, student and scouting groups are among the principle users of the new service, Magnusson points out. Many of these group bookings are made through Minneapolis-based Crystal Travel Agency, which offers one-day excursions to Duluth featuring a two-hour city bus tour plus a harbor cruise.

"It's a very educational tour, particularly for children," says Mike Hiltner, manager of the travel agency. Hiltner believes the change in the *Arrowhead* schedule has been highly beneficial for tourism in the Duluth area.

Duane Johnson, manager of station services in the Twin Cities district, is also enthusiastic about the response to the *Arrowhead's* new schedule.

"It's just been fantastic with all the inquiries we've been getting," he says. "It's a much more attractive schedule for the people in the area." He predicts a continuance of the ridership boost this winter when skiers will have more convenient access to Spirit Mountain via Amtrak.

Head Elected To H.F.C.

Mrs. Mary Head, vice chairman of Amtrak's Board of Directors, has been elected a director of Household Finance Corporation.

HFC is the largest consumer finance company specializing in personal cash loans. Its subsidiaries include City Products Corporation, one of the largest merchandising companies in the United States; King-Seeley Thermos Company, a diversified manufacturing company; and National Car Rental System, one of the largest car rental companies in the world.

Johnstown Floods Again

When Jeffrey Porch, ticket clerk at Johnstown, Pa., called his supervisor at 2 a.m. to tell him it was raining hard, it wasn't just another weather report. Eight hours of hard rain flooded the Conemaugh River Valley on July 19 and 20, and reminded residents of tales of the famous flood of 1889 which almost wiped Johnstown off the map.

Charles Case, Amtrak district superintendent, told Porch to close the station and go home. Six days later workers were still evaluating the damage caused by flood waters that reached the top of the desk in the ticket office and left 8-10 inches of mud on the floor.

Service on both the *Broadway Limited* and *National Limited* which serve Johnstown was disrupted for four days because of washouts and mud slides on the Conrail mainline. Buses carried passengers from Harrisburg to Pittsburgh and train service was provided over the rest of the routes.

By Sunday, July 24, Conrail had restored one track to service and the *Broadway* and *National* were able to operate with only minor delays.

The Johnstown ticket office reopened for business on Wednesday, July 27.

AMTRAK NEWS

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

The staff of Amtrak News wishes Editor Ed Wojtas a speedy recovery from his temporary hospitalization.

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Amtrak Appoints

Eugene N. Eden as Regional Director, Administration, Eastern Region. Eden reports to Regional Vice President John Piet and will be responsible for the general administration of the Eastern region including acting as the appeal authority for personnel problems and decisions.

Prior to this appointment, Eden served as manager, budget and cost administration, for a year. Before that he worked as senior analyst in the route studies section.

Eden joined Amtrak in 1974 after a 20-year career with the U.S. Marine Corps in various accounting positions. At Amtrak, he first worked setting up new procedures in the revenue and agent accounting areas.

Clark Thomas as Manager, Running Maintenance-Car, National Operations. Thomas reports to Henry Christie, director, running maintenance, and will be responsible for monitoring all maintenance locations and out-of-service cars to determine that priority car needs are being met by the various yards in the shortest possible time.

Prior to this appointment, Thomas was general supervisor, car maintenance, since joining Amtrak in September 1976.

Before his Amtrak service, Thomas was terminal director for the Auto-train Corporation where he spent five years in both the Washington area and at Sanford, Florida.

Barbara G. Hodge as Manager, Performance Measurement, National Operations. Hodge reports to Jim Ramey, director of budget and cost administration, and will be responsible for looking at ways to measure and evaluate various functions and problems that come under study for possible improvement.

Essentially, Hodge's group serves as in-house consultants whose job is to develop measurements that will lead to better performance in areas ranging from more efficient car stocking to reduced repair time for bad-order cars to measuring passenger loads, plus any other areas that she is asked to evaluate.

Hodge joined Amtrak in April 1976 as an analyst. Prior to that she

served in much the same capacity measuring performance for the New England Mutual Life Insurance Company. She has a masters degree in Business Administration from Boston University.

IMPORTANT NEWS FOR EMPLOYEES PROTECTED UNDER TITLE V

Revised forms and instructions for submitting a claim for a Monthly Displacement Allowance under Title V have been distributed to Timekeepers at the appropriate work locations.

Employees protected under Title V may obtain claim forms and review the instructions for completing same by contacting their respective Timekeepers. Upon completion of the claim forms for each month, they should be forwarded to:

Amtrak Title V Administration
Room 646
Suburban Station Building
16th & JFK Boulevard
Philadelphia, PA 19103



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