

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

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December 20, 1976

Milwaukee Named As Top Station, Salinas, St. Albans Are Runners-up

Amtrak's Milwaukee, Wisconsin, passenger station has been chosen "Station of the Year" and a large plaque depicting the honor was presented to station personnel there by David A. Watts, Jr., Amtrak's vice president and general manager, national operations, in ceremonies held in the station waiting room on Friday, December 10.

Runners up in the contest, which will be an annual affair, were stations at Salinas, California, and St. Albans, Vermont.

When the contest was first announced, each district superintendent checked stations in his district, picked one as the best and forwarded his choice to the regional vice president. Each vice president then picked one from the list of candidates and forwarded his choice to corporate headquarters. Judges, composed of representatives of the marketing, public affairs and national operations departments, then visited each of the three stations to make their final selection.

Stations were rated on appearance and attitude of employees, neatness of the facilities, sales increases and accuracy of information distributed to the traveling public.

Cleanliness of the facilities was of major importance with inspectors checking floors, restrooms, windows, water fountains, indoor and outdoor lighting, landscaping, signage and availability of luggage and baggage carts.

Said Watts, "Since the station is, in a sense, Amtrak's living room where we receive our visitors, we want it to be a friendly, attractive and informative place.

"Milwaukee, Salinas and St. Albans have proven to be the top

stations this year. The race was very close and picking one of the three over the other two was a tough decision.

"I hope the three will serve as models for the rest of our station facilities and motivate them to fight for the honor next year."

Amtrak has over 480 passenger stations throughout its system.

During 1976, Amtrak has upgraded a total of 110 stations, with

major capital improvements at a cost of over \$2.8 million.

In addition, some \$275,000 has been spent for new station furnishings and equipment.

Approved and presently in the process of being completed are several other major capital improvements amounting to more than \$5.7 million.

Amtrak's Milwaukee station operates with a force of 22 employees, plus two managers. It is open



(Left Leroy Palmer, left, district supervisor, accepts trophy from Dave Watts, center. Looking on are Patty Bretl, shift supervisor, and Paul Harris, director, station service. (Below) Interior of Milwaukee station is bright, cheerful, and inviting.



from 6 a.m. to 9:30 p.m., daily, except for Sundays when it is kept open until 12:30 a.m. to accommodate a late train.

All service to Milwaukee, at present, consists of Turboliners, except for the *North Coast Hiawatha* and *Empire Builder*, which pass through the city enroute between Chicago and Minneapolis-St. Paul.

The Milwaukee facility is one of the last railroad passenger stations built in this country by the private railroads. Ground was first broken for the station in August 1964 by the Milwaukee Road.

The completed three-story station, styled in what might be termed "modern renaissance" and accented by a 92-foot-high bell tower, was dedicated on August 4, 1965.

The old Milwaukee Road station, built in 1886, was located about two blocks to the north and was doomed by a downtown redevelopment project that needed the land for an expressway.

Amtrak Employees In Milwaukee

Amtrak employees at Milwaukee who earned the "Station of the Year" award include:

Clair C. Daley and Howard G. Holz, lead ticket clerks; Harold Heil, Joe M. McDonald, Ruth C. Zirwes, Leonard A. Artz, William F. Becker, William H. Sielehr, Terry A. Ladwig, Casey R. Ratkowski, Robert C. Huck and David A. Schwartz, ticket clerks.

And James J. Suputo, lead

baggage man; John Thomas, Michael Warren and Jim Kroll, baggage men; Arthur Miller, Leonard Wachniak and Aaron Lirette, baggage men and gate men; and Jim Dauner, Earl Kubitz and Dennis Dollarhide, red caps.

Also, Leroy Palmer, district supervisor, North Central district, and Patty Bretl, shift supervisor.

When it opened the new Milwaukee station was the first new passenger facility on the Milwaukee Road in 35 years and the country's newest railroad station.

All of Amtrak's offices are located on the first floor, including a joint sales and service office, ticket office, and baggage room and office. The upper floors house Milwaukee Road

offices.

When first opened, the new station served only trains of the Milwaukee Road. Later, trains of the Chicago and North Western Railway ran into the station until April 30, 1971, the day before Amtrak took over operation of the nation's intercity trains.

The Runners-up

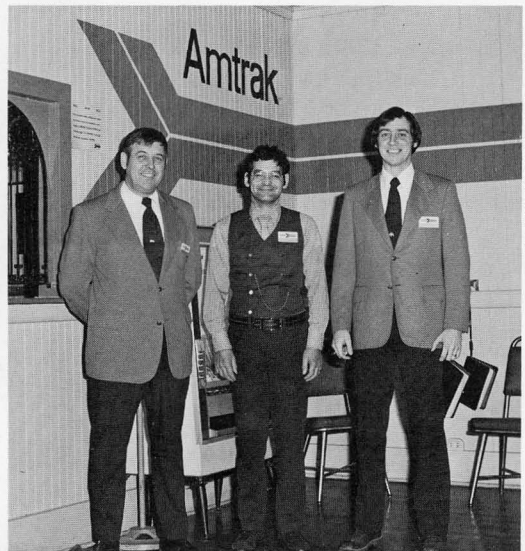


(Left) Salinas employees include, left to right, Jack Still, lead ticket clerk, and Ken Burns and Kevin Franklin, ticket clerks.



Salinas Photos By Gary Rose

(Right) St. Albans' staff includes, left to right, Tom Walsh, George Surprise and Norm Jette, ticket clerks.



St. Albans Photos By James Murphy

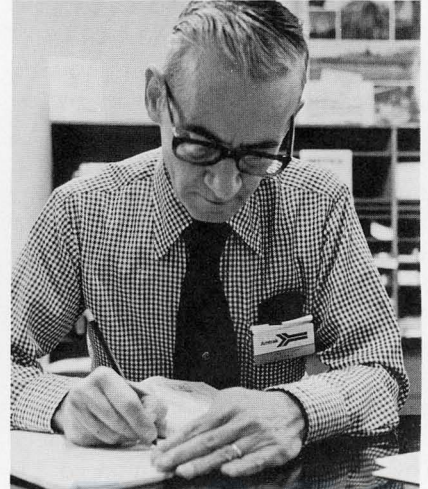
They Helped Milwaukee Win



Patty Bretl, Shift Supervisor



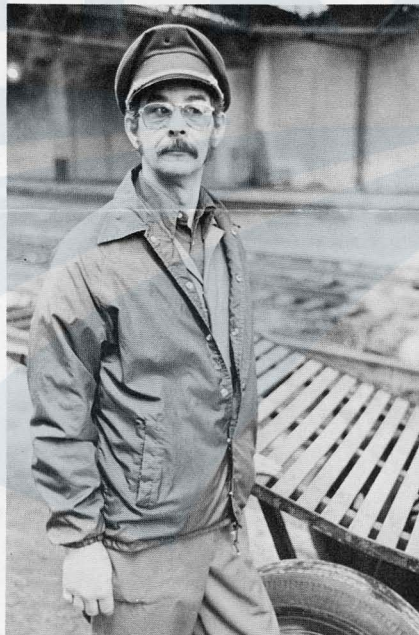
Terry Ladwig, Ticket Clerk



Clair Daley, Lead Ticket Clerk



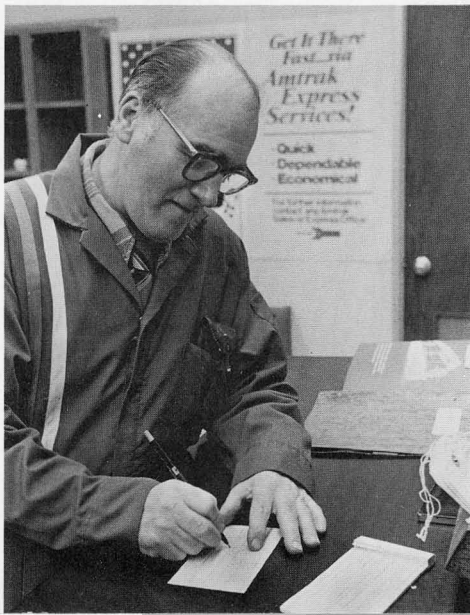
Leonard Artz, Ticket Clerk



Jim Kroll, Red Cap



Ruth Zirwes, Ticket Clerk



Leonard Wachniak, Gateman

Jim Suputo, Lead Baggageman

Pan Am, Braniff Airlines

To Sell U.S.A. Rail Pass

Pan American World Airways, Braniff International and Amtrak have reached agreements whereby the two airlines will sell Amtrak's U.S.A. Rail Passes through most of their international sales offices.

The Pan Am announcement was made in New York City at a press conference hosted by Al Michaud, Amtrak's vice president-marketing, and Dan A. Colussy, Pan Am's senior vice president for marketing and services.

The Braniff agreement was made a few days later and announced by Michaud and Charles S. South, senior vice president, Braniff.

Both agreements go into effect on January 15.

Michaud noted that Amtrak's U.S.A. Rail Pass offers unlimited travel on trains serving more than 480 cities and towns in the United States plus some Canadian gateway cities. It has been increasingly popular with visitors from abroad, just as the Eurail pass has proven to be a winner with Americans going to Europe.

Colussy pointed out that the agreement has been set up on a world-wide basis, except for Pan Am offices in the Americas and certain countries overseas, among them Japan, Australia and New Zealand. In countries where the agreement is in effect, Pan Am-accredited travel agents will also sell the U.S.A. Rail Pass.

Braniff will sell the U.S.A. Rail Pass in its offices in Central and South America. Michaud noted that Braniff is in the unique position to work with Amtrak since it not only serves a vast area of Central and South America, but has an extensive network of routes to key cities in the United States that feed into the 26,000-mile Amtrak system.

Braniff's South said, "Braniff will now be able to expand its services and offer South American air travelers a



Al Michaud, left, and Dan Colussy announce ticketing agreement.

novel and inexpensive way to include more cities on their trip to America."

Both Pan Am and Braniff vice presidents added that the agreements signed by the companies would help promote travel to the United States and was a further step towards further cooperation that would benefit travelers and tourism.

Discussions on the arrangements began two months ago. Said Michaud, "We really worked hard to get the program going in such a short a time."

Pan Am's Colussy said, "Pan Am, for one, is dedicated to doing things that make a profit and we think this program will add to our bottom line.

"There's a lot of grass roots interest in rail travel in the foreign countries."

An overseas traveler will now be able to go to a Pan Am or Braniff overseas office, purchase his air tickets to and from the United States plus a U.S.A. Rail Pass for travel within the United States, all at the same time.

Amtrak will provide Braniff and Pan Am with promotional materials

to advertise its new service. This will include a "Visit U.S.A. Rail kit," with travel tips and other useful information in various foreign languages.

Amtrak personnel who worked up the new programs included William Smith, manager-sales planning, agency and tours; assisted by Mike Harding, manager-special projects, and Dieter von Schramm, chief of international sales.

Daily Hiawatha

To better accommodate holiday travelers, Amtrak's *North Coast Hiawatha* will operate daily between Chicago and Seattle from December 15 to January 5.

Amtrak's other Chicago-Seattle train, the *Empire Builder*, will continue to operate daily and both trains will operate with extra passenger cars.

Starting January 6, the *Hiawatha* will revert to its three-days-a-week operation, leaving Chicago on Monday, Wednesday and Saturday and Seattle on Monday, Wednesday and Friday. The *Empire Builder* will continue its daily operation.

Keeping Track of Amtrak

Dick Cook Dies

Richard "Dick" Cook, Amtrak's general manager of sales planning, died on November 13 during heart surgery.

He had worked for Amtrak since 1971, first as district sales manager in New York, later as Eastern regional sales manager. He was assigned to Washington about a year ago.

Born in Milwaukee, he attended Purdue University and then operated a travel agency in Milwaukee from 1950 to 1963. In 1969, Cook became director of special services for the American Society of Travel Agents, in New York, and also was a contributing editor to *ASTA Travel News*.

He is survived by his wife, Jeanne; a son, Steven; and a daughter, Suzanne.

Carmen's Agreement Signed

On December 6, Amtrak and the Joint Council of Carmen, Helpers, Coach Cleaners and Apprentices signed a major rules agreement which becomes effective next February 1.

The agreement governs rates of pay, hours worked, rules and

working conditions for approximately 2,500 carmen craft employees throughout Amtrak's system and is the end result of over two years of intense negotiations.

It is a "full schedule agreement" which supercedes the interim agreement that had been in effect. It also allows for employees in the craft to choose to transfer voluntarily from one work location to another throughout the nation-wide system.

Provisions for training programs were included in the contract, which was ratified by the membership.

Check Your Expiration Date

Amtrak employees are reminded that many who are members of the Magic Kingdom Club, which provides discount admissions and attractions tickets to both Disneyland and Walt Disney World, will have their membership cards expire at the end of the year.

The free membership can be renewed by contacting Missie Truban, c/o Personnel Department, Amtrak, 955 L'Enfant Plaza, SW, Washington, D.C. 20024.

Missie can also be reached on extension 3548 at Amtrak's Washington

headquarters.

Membership also allows members a ten per cent discount at over 400 Howard Johnson motor lodges, discounts at other hotels, special package tours, special rates for car rentals and reduced admissions at Florida's Cypress Gardens.

Railroad Retirement Rises

Payroll deductions for Railroad Retirement will be going up for a majority of Amtrak employees beginning January 1.

Although the rate of deduction (5.85 per cent) remains the same, the base toward which it applies will be raised from \$1,275 per month to \$1,375 per month.

Employees making less than that amount per month will not be affected.

Employees who do make the maximum amount of salary will have their monthly deduction raised from \$74.59 a month to \$80.44.

Railroad Retirement taxes are paid by both employees and Amtrak. Each employee pays 5.85 per cent monthly, while Amtrak pays 15.35 per cent into the fund.

Western Ridership Gains

Remarkable gains have been made this fall on three West Coast routes where new Amfleet equipment has replaced older conventional coaches.

Ridership for September 1976, compared to the same month last year, was up 72 per cent on the Seattle-Portland route; up 69 per cent on the Seattle-Vancouver run; and up 64 per cent on the Los Angeles-San Diego route.

Rail Fares Increase

Many eastern intercity rail fares are being raised beginning December 15, and most fares in the West will be higher as of February 1.

Fares on Amtrak's Metroliners, however, are not being changed, and most end-point city pair tariffs are remaining the same.

The fare increases, necessitated by continuing inflation, will average



Signing the carmen's agreement are, left to right, Al Terriego, chairman of the joint council; A.R. "Bob" Lowry, Amtrak's vice president, labor relations; and William Crawford, vice president of the carmen's organization and vice chairman of the joint council.

three and a half per cent in the East and three per cent in the West. Accommodation charges for parlor and sleeping car space are also being increased on those dates, generally by the same percentage as the rail fares.

The new fare hikes cover only about three-fourths of the rate of inflation as measured by the consumer price index.

Amtrak's last fare increase was five per cent in coaches as of June 15, 1976. The last increase in accommodation charges was in April 1974.

Amtrak Raincoat Available

An all-weather uniform raincoat is now available for Amtrak's female service attendants, certain ticket personnel and certain supervisors.

Criteria for eligibility are that the employee must deal with the public as part of her regularly assigned duties and must also be required to work out of doors.

Male employees had such a raincoat available to them previously.

The coat is navy blue with red top



Linda Kroner, senior secretary, national operations, models raincoat.

stitching and red 100 per cent wool zip-in lining. The 65 per cent polyester, 35 per cent cotton coat is in A-line style, double-breasted with Amtrak buttons, a detachable belt and large pockets.

The raincoat comes in even sizes only, from 4 to 18 inclusive. No special fittings are available. Normal cost of the coat is \$59.75, but Amtrak employees pay only one-half, or \$29.88.

Female employees in the Central and Western regions may contact their regional office for information on purchasing the coat. Eastern region personnel should contact Charlie Sutter, administrator of Amtrak's uniform program at corporate headquarters, extension 2828 or 2829.

Mexican Connection

Amtrak passengers making their way to Laredo for connections to interior Mexico will now have 15 minutes less time for the transfer to the *Aztec Eagle* as a result of a schedule change by the National Railways of Mexico.

The change, which went into effect on November 29, has the *Eagle* departing Nuevo Laredo at 6:55 p.m. instead of 7:10 p.m. Amtrak's *Inter-American* arrives in Laredo at 6:15 p.m.

Amtrak had recently bettered its schedules to provide a more convenient connection at Laredo-Nuevo Laredo for its southbound passengers.

The *Aztec Eagle* is now also rerouted to serve two tourist centers, San Miguel de Allende and Queretaro, at mid-day in both directions.

Florida Winter Trains

Amtrak has expanded its New York-Florida service, effective December 15, to offer improved schedules and more space to winter vacationers. It also added service on the line through Raleigh, North Carolina, and Columbia, South Carolina.

The *Silver Meteor* and the *Champion*, which had been operating as a combined train since last spring,

began operating as separate trains on separate routes as of December 15.

The move adds about 30 per cent more capacity to the New York-Florida passenger service.

The *Champion* has been rerouted over the inland route through the Carolinas, adding a second daily train on that line, which was already being served by the *Silver Star*.

The *Palmetto*, Amtrak's daylight Amfleet train, supplements the *Silver Meteor* between New York and Savannah, via Charleston, South Carolina, giving both routes two trains each.

Bi-level Contest Status

Entries in the recent bi-level naming contest are still being judged and checked for copyright clearances.

As soon as the final winners are chosen, they will be reported in *Amtrak News*.

Jensen Survey Update

Between the time the employee survey results were first received by Amtrak and the results printed in *Amtrak News* and the present, Amtrak management has taken several steps to implement the information gathered from the questionnaire into constructive programs for the benefit of employees.

Input from the survey has been used, for example, in creating a training program for on-board service personnel. Employee input has also been integrated into the design of the new bi-level cars being built by Pullman Standard.

One of the more significant accomplishments has been the creation of a committee to study the survey results and make recommendations on how each department can make improvements in its own employee relations.

A good cross section of Amtrak departments is represented on the committee. As further developments occur as a result of committee action, *Amtrak News* will report on them.

Amtrak Appoints

Christopher P. Wahmann as Assistant Vice President, Operating Staff, National Operations. Wahmann reports to David Watts, vice president and general manager, national operations, and will be responsible for providing basic programs and procedures necessary for the day-to-day operation of Amtrak trains and services.

Wahmann joined Amtrak in 1971 as assistant general superintendent-operations standards and has, since then, served as superintendent-operations standards, superintendent-train operations and director, train operations. Before joining Amtrak Wahmann spent three years with the Penn Central and three years before that with the Southeastern Pennsylvania Transportation Authority (SEPTA).

James E. Ramey as Director, Budget & Cost Administration, National Operations. Ramey reports to Jim Larson, assistant vice president, administrative staff, and will be responsible for all financial and administrative aspects of national operations.

Ramey joined Amtrak in 1971 as a senior contract auditor and was subsequently promoted to manager, general accounting, manager contract administration and regional director, administration, Central region.

William H. Thornton as Regional Director, Administration, Central region. Thornton reports to C. James Taylor, regional vice president, and will be responsible for all administrative and financial work involving national operations in the Central region, including the preparation and

administration of budgets and expenditures, performance evaluations and labor appeals. He will also coordinate with headquarters on most non-operational activity.

Thornton joined Amtrak in 1972 as an accountant after seven years with Allegheny Airlines. His position prior to this new appointment was manager, railroad budget and cost administration.

David M. Zurowski as Manager, Railroad Budget & Cost Administration, National Operations. Zurowski reports to James Ramey, director, budget & cost administration, national operations, and will be responsible for the budget and costs of the railroads, including preparation of budget change requests which permit Amtrak to assume new functions from the railroads. He will also be involved in project costing for new train service or changes in functions.

Since joining Amtrak in 1971 as a financial analyst, Zurowski has served as budget analyst and budget and cost administrator. Prior to joining Amtrak, he was assistant general manager for Illinois Tool Works.

James L. Cira as District Superintendent, Southwest district, Western region. Cira reports to Neal Owen, vice president, Western region, and will be responsible for all facets of Amtrak's operations in the Southwest district, including on-board services, train operations and maintenance.

Cira joined Amtrak in 1973 as transportation supervisor in Seattle, and subsequently became district superintendent, North-west district. Before joining Amtrak, Cira spent six years with Penn Central in both the maintenance of way and transportation departments.

F. Jack Wood as Manager, Budget and Cost Administration, Western region. Wood reports to William Godfrey, regional director, administration, Western region, and will be

responsible for aiding in the establishment of operating and capital budgets for the fiscal year, and monitoring, controlling and reporting of such budgets. He will also be responsible for special cost studies such as assumptions or operational changes.

Wood joined Amtrak in 1975 as a contract administrator, and was promoted to senior analyst, budget & cost administration. Wood's experience in his pre-Amtrak days includes various positions in the accounting, marketing and personnel fields with several private companies over a 15-year period.

Joyce Greene as Advertising Specialist — Vertical Marketing, Marketing department. Greene reports to Joe Falsetti, director, marketing services, and will be responsible for advertising efforts for package express, government/military, travel trade and tours advertising. She will also act as liaison coordinator between sales promotion and merchandising and the areas listed above.

Greene joined Amtrak in 1972 with the accounting department as a payroll clerk and transferred the following year to the marketing department as a timetable analyst. She was promoted to advertising assistant in 1973, and last year was promoted to advertising specialist handling newspaper, radio and yellow page advertising.

AMTRAK NEWS

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Because of the Christmas-New Years holiday period, *Amtrak News* will not publish a January 1 issue. The next issue will be dated January 15.

Happy Holidays!



Seasons Greetings and Best Wishes for the New Year



Amtrak

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