

Holiday Train Added to Florida Fleet

Amtrak's winter Florida schedules will include an extra New York-Miami train which will operate over the Christmas/New Years holiday period.

The additional daily train, the Miamian, will begin service southbound from New York on Dec. 13 and northbound from Miami on Dec. 15. It will operate until January 10.

In the past, this extra train was designed to handle seasonal overflow traffic between December and April from the three regular New York-Florida trains—the Champion, Silver Star and Silver Meteor. This year, due to reduced ridership projections after the holidays, Amtrak will operate regular



daily Florida trains only. Additional cars will be added to these trains as needed.

Amtrak operates a four-train Florida Fleet year round. The Floridian connects Chicago and Miami and St. Petersburg. The three east coast Florida trains leave New York at convenient times through the day, beginning at mid-

morning and ending at mid-afternoon and arrive in Miami the following afternoon. Amtrak's crack Silver Meteor follows the direct inland route to Miami. The Champion goes to St. Petersburg via Orlando and Walt Disney World and the Silver Star has sections which serve both Orlando and St. Petersburg and Miami.



Nine-Man "Northwest Group" Tackles Local Seattle Problems

Problems in the Seattle area are being solved by nine Amtrak officials who meet regularly to exchange ideas and propose improvements in Amtrak service.

It's an idea that may well catch on in other cities which are terminal points for Amtrak.

According to Ken Clauson, Manager Stations—Seattle, the representatives from different departments "meet as a unit" to discuss individual department functions, improve communications between departments, and foster programs that aid Amtrak locally.

Officials participating in the "Northwest Group" meetings include Jim Cira, Transportation Supervisor; Bill Rittenhouse, District Sales Manager; Jim Burton, Manager On-board Services; Mike Mullin, Commissary Manager; L. Kirkpatrick, Resident Mechanical Representative—Locomotives; Clint Christine, Material Control Manager; Jack Farr, Resident Mechanical Representative—Cars; Roger Murrey, senior Buyer; and Clauson.

Items that have been discussed at the meetings include revenue figures for long and short haul trains, maintenance

problems, commissary security, lack of signs in certain stations, dining car problems, and revised operating methods.

"The meetings are essential," said Jim Burton of On-board Services. "Our number one goal is that Amtrak succeed. We believe that by sitting down together we could accomplish much more collectively than independently."

One example of the group's success is the improvement in the "pull-time" of Amtrak trains. Pull-time is the time designated to move a fully-stocked train from the yards to the station for loading of passengers.

"Our initial goal was to have on-time train departures from Seattle," said Jim Cira in Operations. "So we worked

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GROUP

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with Burlington Northern personnel and set time criteria which would insure a high degree of on-time train makeup and departure."

"This gives each department enough time to complete all the necessary tasks required to operate a clean, comfortable, on-time train," declared Cira.

To illustrate, the time criteria for the eastbound Empire Builder is as follows: Enginemen report on duty at 11:45 a.m.; train pulled out of yard at 12:05 p.m.; train spotted in station, 12:20 p.m.; power attached, 12:30 p.m.; attendants board, 12:45 p.m.; boarding of passengers begins, 12:50 p.m.; departure at 1:15 p.m. as per schedule.

"The new system is working well, with every train departing properly manned and stocked," agreed Clauson. "This is important because Seattle's facilities originate or terminate 76 trains per week.

"It is a terminal point for three long distance routes, the Coast Starlight, Empire Builder and the tri-weekly North Coast Hiawatha (daily during summers and Christmas and Thanksgiving holidays). We also handle two Seattle-Portland turn-arounds, the Puget Sound and Mount Rainier, and the Pacific International to Vancouver, B.C., Canada," continued Clauson.

There are times when the Northwest Group determines that a problem cannot be solved through local action alone. Then, a report which outlines the problem and recommends a solution is made to Amtrak Regional Headquarters in Los Angeles.

"But we've managed to work out most problems," said Commissary Manager Mike Mullin. "For example, there are occasions when Operations must move a car away from our stocking area to receive servicing or minor repair work. To avoid having the car improperly provisioned, I would have to send my men to another location which entailed more time and extra work.

"Now, through mutual understanding developed in these meetings, we are given advance notice of a car



The Coast Starlight waits for boarding passengers in Seattle's King Street Station. The train is spanking-clean and fully-provisioned as a result of planning by the "Northwest Group." Bob Sterns photo

movement and can schedule our work accordingly. In effect, we've solved our once serious problem of late stocking of trains," continued Mullin.

"These exchanges of information keep us from stepping on each other's toes. Through coordination and communication, we're getting the job done," he said.

Jim Burton agreed: "The refreshing thing is that these discussions open up avenues of communication so that each of us understand the problems of the other guy. We gain a better perspective.

"We can't just sit behind our desks and issue procedures to our employees. We have to be involved. We get onto the station platforms and on the trains and relate to each employee the responsibility that he has to the passengers. By making him feel responsible, we make him feel more of a part of Amtrak's team," declared Burton.

Amtrak officials in the area also assist each other by completing a report each time one rides a train. Jim Cira said if any member finds a porter violating safety standards by leaving a vestibule door open, a report will be made to Mr. Burton, Amtrak's Onboard representa-

tive. If another official finds a train unnecessarily delayed, Cira will receive a report.

District Sales Manager Bill Rittenhouse said, "The inter-departmental meetings are not bitch sessions. They're very constructive. As a management group, we're trying to boost ridership. To do that we need good trains and we do all we can locally to have good trains."

The potential exists for the Northwest Group to create many satisfied Amtrak customers. Seattle's King Street Station is the 13th busiest in Amtrak's system, with 27,512 travelers passing through the station in September.

Of course, good trains operating out of that terminal please additional passengers up and down the routes over which the trains operate.

The Northwest Group meets twice a month. The initial gathering, an informal one, was held on May 31 to discuss the potential for such meetings. Its first formal session was held on June 27.

The group's chairmanship rotates each month, giving each official an opportunity to chair a session.

Legislation Ultimate Solution to

Track Problems

Amtrak called for legislation to deal with the "national problem" of deteriorating U.S. railroad track in a report submitted recently to the Interstate Commerce Commission (ICC).

The ICC is investigating the adequacy of the 24,000 miles of track over which Amtrak trains operate to provide quality rail passenger service. Section 801 of the Amtrak Improvement Act of 1973 authorized the ICC to "promulgate and, from time to time, revise such regulations as it considers necessary to provide adequate service, equipment, tracks and other facilities for quality intercity rail passenger service."

Amtrak had been asked to provide the Commission with information on six

areas of investigation: present track conditions; technological advances in the rail industry; time and expenditures which would be required were rail lines to be restored to their May 1971 level of utility; the effect upgrading track might have on rail passenger patronage; a cost-benefit analysis of providing improved trackage between various locales, and the physical problems inherent in dual freight and passenger usage of some 24,000 miles of track.

"Amtrak has in recent years been caught up in an emerging national transportation problem of nationwide rail lines deterioration partially brought about by a concentration of national

effort in highway rather than roadway building, cheap gasoline prices and the resulting overall unprofitability of many railroad services," the report said.

The problem can be dealt with efficiently only if it is attacked at its root—"the overall unprofitability of the operations of the railroads without access to the enormous funds now available to highways and commerce."

The Amtrak report said that existing track conditions were a result of deferred track maintenance for protracted periods and that "a continuing period of this deferred maintenance policy can't help but have critical implications to Amtrak."

It also will have a critical implication to the quality of the nation's economy, Amtrak said. "The fuel crisis, the environmental issue and the competitive position of the United States in the international marketplace all require an overall railroad system that is an efficient and effective operation."

Amtrak stressed in its report that the Amtrak Improvement Act of 1973 gave the ICC authority to require track upgrading *above* the standards in effect May 1, 1971, when Amtrak took over intercity rail passenger service. But the ICC has no authority to change the basic contract agreement that the railroads maintain track at the "level of utility" in existence May 1, 1971.

This "level of utility" was defined by the National Arbitration Panel November 20, 1973, in a dispute between Amtrak and the Illinois Central Gulf Railroad regarding track deterioration on the route of the Panama Limited, Amtrak's Chicago-New Orleans train. (The National Arbitration Panel was established by an April 16, 1971, agreement to privately handle and settle questions which might arise between Amtrak and participating railroads. It is composed of three members—one selected by Amtrak, one selected jointly by

Amtrak trains could attract as many as 75% of all motorists who normally would drive on their next 200-mile trip, if tracks were restored at least to May 1, 1971 conditions and ride comfort was at least "fair." When comfort increases to "good" or on longer journeys, 90% might switch, according to a study made by Robinson Associates, Inc. (RAI) of Bryn Mawr, Pa. The firm of marketing research and management consultants surveyed potential travelers in the Chicago-St. Louis corridor to comprise a "mental model" of the way each mode of transportation is viewed by the public in terms of speed, comfort and cost. Research results were included in Amtrak's recent presentation to ICC. Although Amtrak's "most stunning success" would be in drawing travelers away from the automobile, according to RAI, Amtrak also can expect to attract approximately 50% of those who normally fly short distances if comfort is "fair" or "good." Businessmen in particular require a relatively wobble-free, on-time trip. Fifty-five percent of present bus riders would consider the train for trips over 500 miles if comfort was "fair," another 10% if comfort was "good." Comfort is the most important criteria in selecting a means of transportation, the study found. Time and cost are secondary. Train travelers are particularly sensitive to comfort factors. "If ride quality fails to meet expectations, comfort could become a most critical weakness of train travel," RAI said. Motorists contemplating journeys of over 150 miles show increased concern for comfort and appear to be especially good candidates for timely, comfortable train travel. Air travelers are both time and comfort sensitive and relatively insensitive to price. They are readily lured to short haul, center city to center city trains with sufficient speed and comfort. Bus riders are most cost sensitive of all travelers. Many of them fail to realize how price competitive the train actually is with the bus.

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AMTRAK NEWS

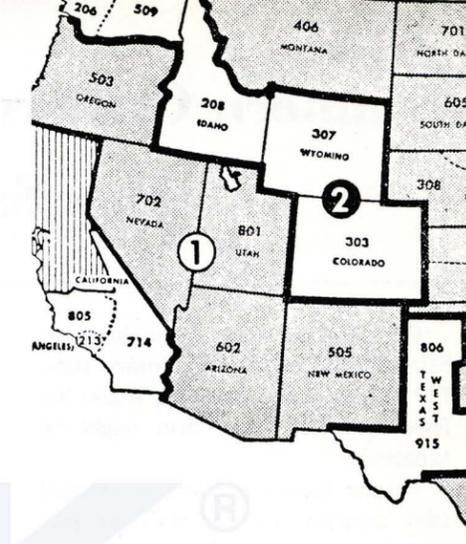
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Los Angeles Central Reservations Office: Amtrak's Western Connection



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the railroads, and a chairman chosen by both parties. Most of the panel's decisions are final and not subject to appeal.)

Sverdrup & Parcel & Associates, Inc., a St. Louis firm of engineers and architects who studied and evaluated the ICG track for Amtrak, recommended last June that \$31,660,000 be spent on a three-year track rehabilitation program to bring the Chicago-New Orleans track up to its May 1971 level of utility. In its detailed study of 1,500 miles of ICG track and signal system, Sverdrup & Parcel found that "the train speeds required to give an acceptable passenger ride quality under 1974 track conditions would require 2 hours and 29½ minutes more time than the 1971 schedules."

ICG's case illustrates, according to Amtrak's report to the ICC, that "deferred maintenance leads to under maintenance which in turn leads to a reduction of train speeds until maintenance appropriations can be increased." During the first six months of 1973, slow orders accounted for over one-third of all reported delays on Amtrak trains. And two railroads, ICG and Penn Central, which operate one-half of Amtrak's total train miles were responsible for three-fourths of all delays due to slow orders. Three other railroads—Santa Fe, Burlington Northern and Seaboard Coast Line—which operate one-third of Amtrak's total train miles were responsible for only one-tenth of all delays due to slow orders.

Like all of Amtrak's reservations facilities, the Los Angeles Central Reservations Office (CRO) has just experienced an "exciting year" of changes, improvements and modernization.

The office, located in a modern building in downtown Los Angeles, is equipped with the latest ARTS equipment and staffed by a youthful group of agents.

Amtrak's Los Angeles CRO was formerly located in the facility opened in the twenties by the Santa Fe Railroad.

"The difference between the first facility and this one is literally the difference between a factory and a modern office," said Gunther K. Settele, manager of the Los Angeles office.

With several cities along the West Coast to choose from to locate a CRO, employees have wondered what factors favored Los Angeles. David L. Struebing, Manager-Reservations in Washington, said:

"Los Angeles was chosen because of telephone line availability, lower fixed charges for office space (rents) as com-

pared to other cities, and an attractive labor market."

ARTS Established

The Automatic Reservations and Ticketing System (ARTS) was activated in Los Angeles on Nov. 17, 1973 while the CRO was still located in the old bureau. The first group of agents who had completed training were immediately assigned the duty of programming trains into ARTS.

The office was, for the first time in its history, working a 24-hour day. The staff was not making new reservations, however, but programming existing ones into ARTS.

"Fortunately, most of us had been hired before that summer began, so mistakes were kept to a minimum," said John von Gaertner, Supervisor-Reservations and Information.

While paper diagrams were still in use and workmen were installing ARTS, agents could be heard between the pounding of hammers calling, "Who's got train 14 for tomorrow?" and "Who's got train 14 for the seventh?"

K. Mobley photos



"What once was a reasonably quiet office became competitive conversation. That is something no one misses," said von Gaertner.

"When ARTS first started we had some difficulty coping with territory as far east as Kansas, Nebraska, Oklahoma, Texas and North and South Dakota. For example, it was difficult to get information on the location of small stations. All of that is behind us now," added Settele.



Longer Trips in West

One distinguishing factor about the Los Angeles office is that phone calls often take longer than in other CRO's because the trips are frequently more complicated.

"People in the west take longer trips. A caller may request space from Fresno, Cal. to Centralia, Ill. This requires riding three trains, two of which are reserved. This in turn requires considerable work on the part of the reservation agent," Struebing said.

"On the other hand, reservations in the Northeast Corridor are simpler since the majority of the calls are for over-

night to Chicago or Florida or corridor reservations," continued Struebing.

The Los Angeles office covers 17 western states, making it responsible for the widest geographical area of the nation. In this 1.8 million square mile area resides a population of over 52 million.

Amtrak's operations are conducted over five railroads in the region covered by the CRO. These railroads include the Burlington Northern, Southern Pacific,



Union Pacific, Santa Fe and Missouri Pacific.

Most of the region was served by the former Seattle, San Francisco and Los Angeles offices which were transferred from individual railroad control to Amtrak's jurisdiction. The new facility in Los Angeles is a consolidation of the three former offices.

The CRO also receives calls for reservations on the non-Amtrak Rio Grande Zephyr operated between Denver and Ogden by the Denver & Rio Grande Western Railroad. The CRO agents request this space by calling Amtrak's ticket office in Denver where Rio Grande diagrams are held.

"In the summer, our office handled approximately 15 thousand calls per day. During the October slack period, we were down to 9,000 per day. During late November, however, our calls are climbing due to the upcoming holiday season," said Settele.

"This is a big improvement over the old bureaus. We can now give informa-



Gunther K. Settele, LACRO Manager (far left); Karen Myers, General Supervisor, and Ken Mobley, Personnel Administrator

tion and make reservations within seconds. Compared to the old days, this is great," Settele declared.

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Washington, DC 20024

Southern California:

Unique Sales Market

California has more automobiles and better highways than any other state. For its size and population, it also has fewer Amtrak trains than might be expected.

Despite these conditions, a seasoned sales manager and his staff are promoting train travel with great success in Southern California.

Frank Tankersley, Los Angeles District Sales Manager, believes that while his is one of the "toughest" districts in the United States, it is also one "with terrific potential."

Over 12.4 million people live in the Santa Barbara-San Diego area, which comprises the bulk of the sales district.

"As with any other large metropolitan area, there is a certain percentage of people who flock to our trains for various reasons," said Tankersley.

"We have people who are used to riding trains, who want leisure on their trips or tours. We carry significant numbers of college students, particularly on the Coast Starlight because so many universities line its route. Many students do a considerable amount of traveling but do not own cars," Tankersley said.

The region also has people who do not want to drive north to Seattle because the trip is too long and motorists must drive through the mountains north of San Francisco. There are also people who are afraid to fly, and families who avidly ride Amtrak because of reductions available through the family fare plan.

Compared to the Northeast Corridor, there is far less business travel on Western trains. There is, of course, some of this travel on the Los Angeles-San Diego line.

Travel Agencies

One of the key groups receiving attention from the Los Angeles sales

staff is travel agents. Six training sessions were recently completed involving personnel from 210 agencies. They were schooled in tariffs, ticketing and accounting procedures.

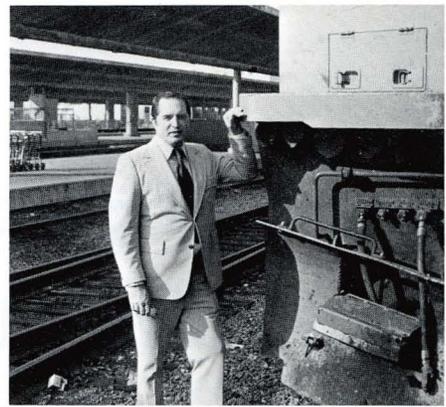
In the district, 450 are "appointed" agents, meaning they hold tickets and issue them directly to their clients.

"The travel agent is now easier to serve because we've simplified his job," said Tankersley. "We've given them training, ticket stock, a simplified tariff, and, through the ARTS reservation system, offer them a speedy response to the reservations requests."

Public Appearances

Like other sales representatives throughout the nation, the Los Angeles staff rarely misses an opportunity to sell Amtrak before a group. Amtrak representatives have appeared before such diverse groups as the Cal State University Ski Club, Temple City Lions Club, San Diego Gadabout Club, and Van Nuys Kiwanis.

The speeches create a greater awareness of the benefits of rail passenger service and an opportunity to sell Amtrak package tours to eastern or midwestern cities, or to the Western National Parks.



Frank Tankersley, LA District Sales Mgr.

Organization

During the first 10 months of 1974, Los Angeles District sales were up 47.6 percent over the same period in 1973. Tankersley attributes this surge in business to the energy crisis plus "a tremendous amount of hard work" from his six-man staff.

Sales Representatives Timothy Aufmuth, Dick Campbell, Michael Harrison and Diana Wickstrom, all of whom share Tankersley's downtown office, are responsible for different areas within the Los Angeles district.

Aufmuth, for example, is responsible for an area extending from northeast Los Angeles, Glendale and San Bernardino all the way to Las Vegas. Campbell serves a wide area from the San Fernando Valley of Los Angeles to Santa Barbara and San Luis Obispo.

Located in San Diego is Manager of Sales Jim Martin, also reporting to Tankersley, who covers the area from San Clemente all the way to Mexico's Baja Peninsula.

All of these representatives are assisted in handling special moves by George Catchpole, Senior Sales Representative of Groups and Tours in Los Angeles.

According to Catchpole, several organizations faithfully use Amtrak for group moves. The big volume ones are Finley Fun-Time Tours of North Hollywood and the Archdiocese of Los Angeles.

Regional Sales Manager Joe Schultz had extreme praise for the Southern California Sales staff. He said: "It's a young group and one with a great deal of motivation, and they have one of the greatest motivators in the world in Frank Tankersley."

WHAT LOS ANGELES DISTRICT HAS TO SELL

Arrivals	Los Angeles	Departures
#1, Sunset Limited*	7:30 a 8:00 a	Bus connection to San Joaquin #770, San Diegan
#3, Southwest Limited #771, San Diegan	8:30 a 9:05 a 9:35 a 10:00 a	#14, Coast Starlight #772, San Diegan
#773, San Diegan	10:30 a 3:35 p	
#11, Coast Starlight	6:25 p 7:30 p	#4, Southwest Limited
#775, San Diegan	7:05 p 7:55 p	#776, San Diegan
Bus connection from San Joaquin	8:20 p 9:00 p	#2, Sunset Limited*

*Sunset Limited tri-weekly. Arrives Los Angeles on Wednesday, Friday and Sunday. Departs Los Angeles on Sunday, Tuesday and Friday.

Keeping Track of Amtrak



Greyhound Strike

Amtrak made special plans to help travelers during the nationwide Greyhound bus strike which began November 18. Greyhound tickets were accepted for coach travel on Amtrak trains that serve the same city pairs as Greyhound routes. The strike accounted for a moderate increase in ridership prior to the heavily traveled Thanksgiving holiday period and reservations calls were up higher than pre-holiday estimates. On Nov. 18, first day of the strike, Amtrak's reservations systems received some 65,000 calls. Before the strike, Amtrak had predicted that the call volume would be between 59,000 and 61,000 calls.

NY-Boston Detour

Repairs to a railroad bridge east of Old Saybrook, Conn., will cause detours for some Amtrak New York-Boston trains and a substitution of bus service for some others for a four-day period between Dec. 2 and Dec. 6. Penn Central repair crews will close the bridge to all trains after Amtrak's southbound Southern Crescent has cleared the bridge at about noon on Dec. 2. Penn Central expects to re-open the bridge at about the same time on Dec. 6.

Quincy, Ill. Station

Students from Quincy College in Quincy, Ill. recently came to the aid of a flood victim—the West Quincy, Ill. railroad station which had never quite recovered from the effects of severe floods in 1973. The depot was erected in the 1950s by the Burlington Northern Railroad across the river from Quincy after flood waters wiped out the downtown Quincy Station. Repair work was neglected after the 1973 floods and

the station no longer presented a positive first impression of Quincy to arriving passengers. As an outgrowth of the chamber of commerce's "Pitch In" project, about fifty students painted the station a bright Amtrak red, white and blue and landscaped the grounds. Joe Quinn, Quincy College's Dean of Admissions and Special Assistant to the President, was the project's catalyst. Amtrak purchased furniture with funds from the state of Illinois; Burlington Northern and the city of Quincy donated supplies and the college's maintenance department provided tools and equipment as well as new wooden planters.

LA Bakersfield Bus

Amtrak has revised its method of providing connecting bus service between Los Angeles and Bakersfield, Cal., for passengers on the San Joaquin Valley service.

Amtrak has reached agreement with Greyhound for its regularly scheduled buses to stop at the Los Angeles and Bakersfield train stations to pick up and discharge passengers.

Greyhound, which runs the same buses between its own stations in each city, began providing this service at no cost to Amtrak.

Passengers need a separate Greyhound or Amtrak coupon to ride the bus. The Bakersfield-Los Angeles bus fare is \$5.51.

LA Softball

The Los Angeles CRO has won the championship of the Los Angeles City League with 14 wins and one loss, reported Manager-coach Brian Vikander.

The 10-man team has an average winning score of 18-to-5 and a team batting average of .516. It narrowly

missed an undefeated season by losing one game 8-to-7.

Budd Cars

Amtrak's new metro-shell cars have entered the first phase of structural testing at the Budd Company's Hunting Park, Philadelphia plant. During November a prototype metro-shell truck frame started both static and fatigue tests. Loads were applied at 14 stress points during static testing. Eighty-four strain gauges registered tension and compression and results were evaluated mathematically. The test pointed out the need for minor modifications in the bolster which connects car body to truck frame. Following redesign, the static tests were repeated with excellent results. Fatigue tests simulating twice the anticipated stress from weight, speed and vibration were next on the schedule. According to Harry Clarke, Amtrak's Manager of Equipment Development, who was on hand for the testing, "We're in good shape. Our people have been inspecting major components at the subcontractors' plants and we have made a few minor modifications to mounting hardware to insure structural integrity." Clarke feels the cars will be delivered on schedule in April or early May and that they could be in service as early as June or July. Hunting Park is Budd's heavy duty testing facility. It houses one of two air-conditioning climate labs in the U.S. large enough to accept a whole rail car. There a prototype metro-shell car, when completely assembled, will be tested at outside temperature limits of -5 and 105 degrees. Also scheduled is a "squeeze" test in which 800,000 pounds of pressure will be applied to the prototype car to test it for adequate strength. After delivery from Budd, the first four or five cars will undergo additional over-the-road testing to verify braking, ride quality and noise limits at calculated train schedules.

Engineer Hats and "Train"

Attract One Million Plus

To Amtrak Expo Exhibit

Over one million people visited Amtrak's exhibit in Expo 74's "Joy of Living Pavilion" before the fair ended on Nov. 3.

William F. Rittenhouse, Jr., District Sales Manager in Seattle, reported that Expo 74 was a success for Amtrak.

"The visitors to the Amtrak exhibit have been exposed to Amtrak's new image," said Rittenhouse. "They know that Amtrak offers its services in a professional manner; that we care about our customers, and that Amtrak is here to stay."

Expo 74, which opened on May 4 for a six month run, had as its theme, "Man and His Environment." Amtrak's exhibit, now dismantled, allowed one to walk through and explore the environment of a modern train. Visitors experienced four separate train environments: the recreation car, coach, diner and roomette. (See photos, Amtrak News, Aug. 1, P. 3)

One of the most sought-after items available at Expo were red, white and blue Amtrak engineer hats. According to Harold L. Graham, Vice President-Marketing, the hats lured people into Amtrak's exhibit.

"They were great for promotion because most people, young and old alike, wore them to keep the sun out of their eyes," said Graham. "Newcomers to Expo would immediately ask where to get the hats and this built up attendance at Amtrak's exhibit."

In a letter to Graham, Rittenhouse thanked Amtrak officials who "insured the success" of Amtrak representation at Expo 74.

"The following may sound like an evening at the Academy Awards," he wrote, "but my sincere gratitude goes to Jim Mariner and his advertising staff for their fine coordination and cooperation at Expo and to Dale Brown, Project Coordinator, for his outstanding job in



Bill Rittenhouse, Seattle District Sales Mgr.
Bob Sterns photo.

getting Expo on the right track."

Rittenhouse also thanked ticket sellers Dick Schneider and Peach Smith for their professionalism and enthusiasm, and all PSR's, management trainees and sales representatives who participated.

Paul Merullo, Sales Representative who played a key role at Expo, added that thanks go to Amtrak Station Manager George Volland and his Spokane staff for "helping us with any request."

"This teamwork among different departments," said Rittenhouse, "resulted in an attractive, efficiently-run exhibit which prompted numerous spur-of-the-moment reservations on Amtrak by Expo's visitors."



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