

# Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

Vol. 6, No. 13

December 1979

## FRA Asks For More Money To Complete Corridor Project

The Federal Railroad Administration announced at a press conference in Washington in mid-December that it was asking Congress to approve an additional \$750 million for the Northeast Corridor Improvement Project bringing the total cost of the program to \$2.5 billion.

John M. Sullivan, FRA Administrator, said the original planners of the project were "looking through a cloudy crystal ball" and that they were unable to anticipate the soaring inflation rate and unexpected construction problems that Amtrak crews have encountered.

The experience of the past three work seasons has taught Amtrak and FRA how much it actually costs and how long it takes to perform work on a "live" railroad with 1,300 daily trains.

The FRA believes the \$2.5 billion will be sufficient to meet the goals of two-hour-40-minute service between Washington and New York and three-hours-40-minutes between New York and Boston.

Amtrak feels, however, that even that much money will not pay for other work items that are necessary to insure the long-range reliability of high-speed schedules. Continued investment will be needed to maintain the track and equipment and to upgrade the electrification between Washington and New York to permit more train frequencies.

Congressman James J. Florio, chairman, House Transportation Subcommittee, joined the FRA in its request. He pledged his full support but noted, "We must sell this program to Congress not as a regional project but as a model for the entire nation. The lessons we learn here can

be applied to other densely-populated areas."

Amtrak President Alan Boyd voiced his support and said that Amtrak will do everything it can to meet the trip-time goals within the \$2.5 billion authorization.

The only alternative to spending

more money to complete the project would be to fall back to less ambitious goals. Sullivan said, "By sticking to the original basic project we can produce an electrified, high-speed public transportation system that is potentially independent of petroleum."

## Successful Corridor Work Season

The P-811 track laying machine, or TLM, reached a milestone when it completed its 1979 work season on December 12 with the insertion of tie number 296,116 at milepost 115 near Niantic, Connecticut. It had reached Amtrak's stated goal of installing 121 miles of concrete ties this year on its final day of work.

Earlier, a commemorative "Gold Tie" was dedicated near Guilford, Connecticut, on November 20 to celebrate the installation of the 264,000th tie. The event was attended by Amtrak, Department of Transportation, and state and local officials.

Both Amtrak and the Federal Rail-

road Administration agree that the 1979 work season was the best one yet on the Northeast Corridor Improvement Project.

For one, the track laying system, or TLS, completed three times the work it did last year. The TLS is the one-and-one-half-mile-long assortment of men and machines that rips out old ties and rail and installs new concrete ties and welded rail in one continuous operation.

Rainy weather in early summer and occasional equipment problems slowed the gang's production so that its season-long daily average was seven-tenths of a mile. (Continued on page 11)



Photo By Debbie Marciniak

An undercutter works on the track near Niantic, Connecticut, as the end of the work season approaches.

# Sophisticated Phone System Coming, Substantial Savings To Amtrak

Amtrak will switch over to a new sophisticated computerized telephone system next spring. The new system was authorized by Amtrak's board of directors last January when it approved a capital expenditure of \$3.8 million for its installation. The new system will provide strict controls on telephone use and is expected to save Amtrak approximately \$3 million annually.

The new system will consist of six "Dimension 2000" switchers, 14 smaller "Dimension 400" satellites, one centrex system at Washington, and leased trunk lines from AT&T. The numbers 2000 and 400 differentiate a switcher from a satellite.

"Dimension 2000" switchers are being installed at Chicago, Los Angeles, Philadelphia, New York, New Haven and Jacksonville.

The "Dimension 400" satellites are going into Albany, Baltimore, Beech Grove, Bensalem, Boston, Harrisburg, Hartford, Lancaster, Miami, Newark, New Orleans, Providence, Trenton and Wilmington.

Installation of the equipment should be completed by February with a target date for the switchover in late April.

The new system will replace the present system which is a fragmented and uncontrollable collection of Bell, FTS and railroad facilities. The present operation costs Amtrak \$6 million annually.

What will the new system mean to the user?

First, all commercial telephone numbers, except those in Washington and Los Angeles, will be changed. A new telephone book will be issued just prior to cutover day.

To reach any telephone on the system, regardless of location, one will need only to dial seven digits.

The new system is flexible. It can expand or shrink as Amtrak's needs grow or diminish.

Amtrak will receive an increase in capacity but will end up paying less

for the traffic.

The new system is strictly internal. There will be no change in Amtrak's 800-series numbers for reservations or other uses.

Most importantly, calling capabilities will be under total control of the system.

All telephones will be assigned a restriction level and, based on that restriction, calling privileges will be determined by the system. Calls will be completed or denied depending on one's restriction level.

For example, one will be unable to dial directly into a WATS circuit or to direct long distance lines except as noted below.

Employees whose jobs do require long distance dialing will be assigned a personal authorization code. Through the use of that code, those employees will be able to get off the network. The system, however, will decide which is the least expensive way to go. It will either pick a WATS line routing through one of the system's major switchers, or go direct

to long distance.

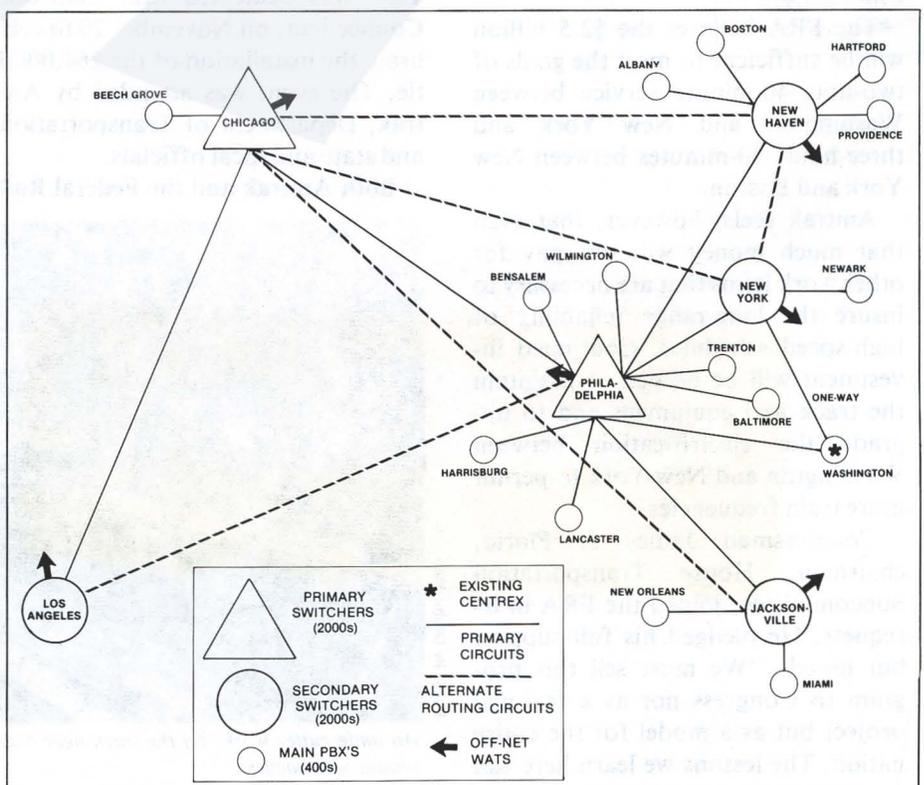
Personal authorization codes will also have levels of restrictions and calls will be denied if a caller tries to place a call that is above his personal level.

Provisions will ultimately be made for off-network Amtrak locations, and for individuals who are traveling, to get into the system from anywhere in the country. Through the use of this feature an employee, with proper authorization, will be able to dial into the system from, for example, his hotel room or from home.

Because of this ability, the use of credit cards and their associated billing and auditing costs, will be eliminated.

This capability is expected to be put into service later in the year.

One of the more unique features of the new system will be an automatic call-back. If an employee calls someone and receives a busy signal, he'll be able to dial a two-digit code, redial the original number and then hang up. The system will continue to con-



tact the number and when it—and the calling number—are free, it will automatically ring both phones. This, however, will only be available within each location, except Washington, and not between points on the system.

The new system will have the capability to provide a data printout on all calls made. It will print the individual's name, the number of the tele-

phone used, the authorization code used, the number called, date, time of day and length of call. Amtrak will thus be able to pinpoint each call made over the system.

Since the new system is so modern—Amtrak will be only the seventh company in the country with one like it—it is imperative that all employees attend the training classes that will be held at each location prior to switch-

over. Everyone will be advised of the time and location of each class.

Amtrak's new system will be less expensive to operate but will provide the type and level of service required by the company. Through the use of the latest technology in electronic switching, modern support equipment and network design, Amtrak will have a system that will remain flexible for many years to come.

## Bids Expected Soon For New Single-Level Cars

Amtrak expects to let bids out in the first quarter of 1980 for a new series of single-level passenger cars to outfit its trains in the East.

Specific trains that would be candidates for the new cars would be the *Broadway Limited*, *Lake Shore Limited*, *Crescent* and the Florida trains.

A full line of cars—baggage, baggage/dormitory, coaches, lounges, diners, sleepers and slumbercoaches are on the shopping list Amtrak has put together.

Specifications will be sent to manufacturers throughout the world for bids. Included are manufacturers in the United States, Canada, Germany, Great Britain, Switzerland, France, Japan and Italy. With only one rail car builder left in the United States, the opening of bids to foreign manufacturers was necessary.

Recent legislation, passed by Congress, acknowledges this fact and eased the "buy America" language of previous legislation.

It is hoped that if a foreign manufacturer does get the contract, that he will work closely with American subcontractors.

The new equipment will be standard 85-foot-long cars that will depend on head-end-power. Amtrak's policy is to have its entire fleet operate with head-end-power as quickly as possible.

Amtrak has not specified the carbody material or the cars outward appearance. Each manufacturer can use his own imagination in choosing the material and design. Delivery of the first train sets is targeted for ap-

proximately 30 months from now.

Eventually, Amtrak hopes to have a thoroughly modern fleet of Superliners, Turboliners, Metroliners, Amfleet, the new single-level equipment and the best of the present con-

ventional cars converted to head-end-power.

As the new cars come on line, the older conventional equipment will be phased out or used to absorb the projected increase in riders.

## Third Quarter Winners Picked

Winners have been chosen for the third quarter of the year in the on-board services *Employee of the Year* program.

Winners in Category I include:

### East

Three-way tie between Stephen Carter, Linda Duffany and Robert Fitzgibbons, all of Boston.

### Central

Julia Hall, Chicago.

### West

Laura Wilkenson, Los Angeles.

Category II winners include:

### East

John McLurkin, Washington.

### Central

Louis Cotton, New Orleans.

### West

Thomas McCall, Sr., Oakland.

### Runners-Up, Category I

East: First runners-up include Delorn Wilson, Boston; and Thomas Williams, Franklin Boate, and Linda Riddell, New York.

Central: First runners-up include Courtney Bailey, New York; Arnold Selg, St. Paul; Isiah Houston, New Orleans; and Leo Fisher, John Islam and William Jenkins, Chicago.

West: First runner-up was Lea Walker, Los Angeles. Clarence Ghosar, Los Angeles, was second runner-up. There were no second runners-up in either the East or Central districts.

### Runners-Up, Category II

East: First runners-up include Aubrey Agee, New York, and Johnny Smith, Jacksonville. Second runner-up was George Dennis, Jacksonville.

Central: First runner-up, Claude Evans, New Orleans. Second runner-up, Burnett DeFrantz, Chicago.

There were no runners-up in the West.

Regional winners each receive a dinner for two at a restaurant of their choice, plus a letter of commendation that is being inserted into their permanent personnel file. Runners-up each receive a letter of commendation.

Category I employees include those on-board services employees who have direct contact with the traveling public, such as waiters, and sleeping car, coach and lounge car attendants.

Category II employees are those who do not interface directly with the public, such as chefs and pantrymen.

# States Ask For 403(b) Services, Thirteen More Trains Possible

As many as 13 more trains could be operating over the Amtrak system within the next six months if all of the applications made for state-supported 403(b) service come to fruition.

Requests for such service had to be made by the end of November to comply with the latest Amtrak legislation.

The requests that arrived included:

## California

- A second *San Joaquin*, from San Francisco/Oakland to Bakersfield.
- A seventh *San Diegan*, from Los Angeles to San Diego.

Note: California already funds the first *San Joaquin* and three of the present six *San Diegans* on a 403(b) basis.

## Illinois

- A Chicago-Peoria train.

## Massachusetts:

- Three trains from Boston to New York, via Springfield, over the "inland" route.

## Oregon

- Two Portland-Eugene trains.

## Pennsylvania:

- A Philadelphia-Pittsburgh train.
- A Pittsburgh-Altoona train.
- Two weekend-only Hoboken-Scranton trains.

## Virginia:

A Washington-Newport News train to supplement the present *Colonial*.

All of the proposed service would be on a round-trip basis.

Already operating as new 403(b) trains since October 1 are the present *San Joaquin* which had been dropped from Amtrak's basic system by the Department of Transportation, and a St. Louis-Kansas City train that operates as an extension of the Chicago-St. Louis *Ann Rutledge* over a portion of the route of the former *National Limited*.

Under the Amtrak Reorganization

Act of 1979, Congress authorized \$20 million for 403(b) services. Out of that total, \$7.5 million is earmarked for services that were already operating. Those services function with the state paying 50 per cent of the operating costs.

New services, according to the law, will be operated if the state provides 20 per cent of the operating costs for the first year. Amtrak pays the other 80 per cent. The ratio changes to 35-65 the second year and to 50-50 for all succeeding years.

Capital costs are split between Amtrak and the state on a 50-50 basis.

Future applications for 403(b) service have to be submitted 180 days prior to the start of the fiscal year in which service is to be operated.

Any state, group of states, regional authority or local agency can apply for the start of such service on new or discontinued routes, or for additional frequency of service on existing routes.

In its application, the state must provide adequate assurance that it

has sufficient resources to meet its share of the costs. It also must present a market analysis to insure there is adequate demand for the service and include statements that it is willing to provide the capital and operating costs of each year's operation.

Amtrak must now review the applications and determine that they comply with the legislative requirements and that it can provide the requested service with its available resources.

The next step is to convene a panel, within 30 days after receipt of the applications, that includes representatives of the state, Amtrak and railroad labor organizations to review the data and then make its recommendations within 90 days.

If everything is approved, Amtrak can then enter into a formal contract with the applicant.

If, in the case of the several applications it has on hand, Amtrak cannot provide all of the requested service the board of directors will make a decision as to which of the trains would best serve the public interest.

## Employee Injuries Drop Sharply

Employee injuries dropped dramatically in fiscal year 1979 compared to the previous year.

During fiscal year 1979, 2,375 employees were injured for an overall safety ratio of 11.8. This compares with 3,190 injured employees in 1978 and a 16.1 ratio.

Director of Rules and Safety Joe Bonelli credits the drop to a height-

ened campaign of awareness by employees of safe work habits and stricter adherence to safety rules.

A contributing factor, in the Northeast Corridor where the drop was the sharpest, was the intensified training by division rules and safety officers who used Amtrak's mobile safety van to bring the classroom out to the job site.

## Amtrak, Auto-Train Agreement Reached

Amtrak and Auto-Train finalized a new joint sales agreement on December 1 that will allow travelers to ship their cars to Florida by Auto-Train and travel on Amtrak when Auto-Train's passenger space is sold out.

Under the new agreement, when Auto-Train's passenger accommodations are full, it will carry the automobile but make reservations for the family on one of Amtrak's Florida trains.

## Shirt Bargains For Employees

Employees can purchase white shirts for work at a savings of over 50 per cent through a new cooperative program between Amtrak and the Van Heusen Company.

The shirt, which meets all of Amtrak's uniform shirt requirements for both on-board services, station and train crew personnel, is already available to male personnel. A similar program for female employees is in process of being implemented.

The shirts, tailored of polyester and cotton broadcloth, are available in both long and short sleeves. The shirt has two pockets, a full yoke and single button cuffs.

The shirts are available to Amtrak employees at \$7 for short sleeves and \$7.35 for long sleeves. Van Heusen says a shirt of comparable value purchased at retail would cost \$16.50.

Each Amtrak crew base has a supply of order forms. Employees should mail the completed form directly to the Van Heusen Company.

Van Heusen will accept personal checks or a Visa, American Express or Master Charge credit card. The shirts must be sent to the employee's home.

While the program was originally developed for male on-board services employees, all employees, as well as railroad employees in Amtrak service can purchase the shirts. New order forms will be available in early February from each division's uniform coordinator.

Female employees can purchase a classic tailored shirt that features two-button adjustable cuffs, button-through sleeves and a single pocket with sewn-down hem and safety stitching. It, too, is tailored of polyester and cotton broadcloth and is available at \$7.80 for short sleeves, \$8.50 for long sleeves. A comparable shirt purchased at retail would cost \$19.95.

Both the men's and women's shirts offer no-iron care.

## Boyd: Amtrak Here To Stay

*Amtrak President Alan Boyd, in an interview with Railway Age, the rail industry publication, was asked about Amtrak's relations with its contracting railroads. His answer is enlightening and revealing. His response, coupled with Amtrak's restructured system and multi-year funding that has been passed by Congress, indicates a new aggressiveness on the part of Amtrak to serve its customers with the style and class that they deserve.*

*As Boyd stated in his remarks to the Chicago sales meeting, "Our goal is to be the number one transportation company in the country."*

I talked to the AAR (Association of American Railroads) board recently. I said that it's clear in my mind — and I hope in everybody's mind — that Amtrak is here to stay.

I told the AAR board I was convinced that every member of the board who had anything to do with passenger service was as concerned and interested as I am in the performance of our passenger trains; but that I was very disappointed to find, at levels below that of the chief executive, a sense that railroads were doing us a favor running passenger trains.

I went on to assure the board that this was not true. I have had an analysis done which makes it pretty clear to me that the railroads are getting more in the way of a contribution from Amtrak than they are from a hell of a lot of the commodities they're hauling. I told the chief executives I hoped they would explain to their subordinates that they weren't really doing us a great favor — that they were getting paid for what they were doing.

I also reminded them that when I came to Amtrak, I had told them my aim was to work cooperatively with the contracting railroads — we're in bed together whether we like it or not — and I was not going to wash any linen in public, that I wanted to keep everything in the family, and I do.

I think I understand some of the problems the operating railroads have and I have a great deal of sympathy for some of their problems.

But, I further told them that I was disappointed when I would write a letter to one of them expressing concern about the lack of good on-time performance and get a response which pointed out to me all the things that were wrong with Amtrak.

I know what's wrong with Amtrak and I don't expect them to solve my problems. All I want them to do is take care of the problems they control. I'll take care of Amtrak's problems.

I acknowledged that we do have problems. I pointed out to them that our maintenance is improving — it's got a long way to go but it is improving. I think that should be evidence that not only is there some good faith on our part, but that we are able to control some of our problems.

I also told them that I understand from various members of Congress that in the consideration of railroad deregulation legislation there's going to be a lot of interest in how the railroads are providing service to Amtrak.

I don't want to get into a contest with the railroads, but I told them that there was no way I could refuse or avoid providing the committees with the facts if asked about them. And they're going to ask about them.

I also pointed out that to a lot of members of Congress, as well as to a lot of members of the public in general, railroading is rail passenger service. This includes a lot of rather sophisticated people.

There's no way they can avoid having rail passenger service impact on the consideration of railroad deregulation.

## Ad Specialist Wins Speech Contest

“Peace,” “Evidence,” and “Step by Step.”

Joyce Greene, advertising specialist in Amtrak’s marketing services department, Washington, had to pick one of those three word/phrases as the subject for a five to eight minute speech in the final competition held by the International Toastmistress Club in Denver earlier this year.

She picked “Step by Step,” made her presentation and went on to win first place in the regional competition and second place in the international category.

For the 25 women, representing eight countries, who vied for the honors in Denver, the contest repre-



Photo By Debbie Marciniak

*Joyce Greene and her trophy*

sented months of hard preparatory work and many speeches on the club, council and regional levels.

As second place winner, Greene received an engraved gold bowl, plus other gifts from her region. She also received a personal letter of recognition from Amtrak President Boyd.

As a result of her speaking accomplishments, she has also been asked to conduct workshops for other Washington area toastmistress groups.

Getting her to Denver required support from both the Amtrak Toastmistress Club and the Washington area council. Two events — a hot dog sale and a race track outing — were held to raise funds for the trip.



*Las Vegas’ new station is modern and spacious.*

## New Las Vegas Station Is Attractive

Las Vegas’ station is probably the most handsome one on the entire Amtrak system.

Located in Union Plaza hotel, at the foot of the three-block-long hotel-casino area, it provides instant access to downtown Las Vegas.

The station was built in what formerly was the hotel’s Golden Spike conference room and is

leased to Amtrak by the hotel.

Richly carpeted and outfitted with comfortable seating, the station opens directly into the lobby of the Union Plaza.

The station will be manned by three ticket agents — two regulars and one relief — and be open from 7:45 a.m. to 9 p.m., daily.



*Ticket clerks at Las Vegas on inaugural day included, left to right, Michael Moore; Ronald Shirley; Fred Mason, in town from Albuquerque; and Clyde Gonzalez.*

Greene, an Amtrak employee for seven years, was a charter member of Amtrak’s Toastmistress Club and has served it as president, first vice president and club delegate. She is currently serving her second term as president.

Amtrak’s Toastmistress Club celebrated its third anniversary on October 5 and is now conducting a membership drive. The club meets twice a month. Women interested in joining or forming their own chapter should contact Greene on FTS-657-2033.

# Hot Line To President Boyd

**Question:** Why is the fare penalty—you know, the extra charge when you buy a ticket on the train—so low? It should be at least \$1, or maybe even \$2.

**Answer:** At present the charge is 25¢. We have not reviewed the penalty charge for some time and it's probably time to do so.

However, I think \$1 or \$2 is a bit too much because we have many fares under \$5 and a surcharge of that amount would be rather steep. Another reason is that we have long lines at many stations at present and passengers sometimes have to rush to catch a train. I don't think it's fair to penalize them excessively because of this.

We'll probably raise the penalty to 50¢ when new timetables are issued next April.

**Q:** Is there any way to program the ARTS system so that once a passenger is ticketed, his ticket number is automatically kept on record? Then, if the tickets are lost or stolen we would have a record to check if the wrong person tried to get a refund.

**A:** What you are suggesting is a "hot ticket" list. It's a good idea that will be included in our plans for the future ARTS system. It can operate like the present credit card hot list in our present ARTS.

The capacity, however, doesn't exist to handle it in our present ARTS.

**Q:** Two questions. Will Superliners be used on the *San Joaquin* for training Oakland-based personnel? And, can we get the waiting room furniture at Fresno repaired or replaced?

**A:** Superliner equipment will be used on the *San Joaquin* as of January 15 for training both mechanical and on-board services personnel. The chairs are being programmed for repair or replacement.

**Q:** I see that the 200-series trains between Philadelphia and New York

have been given names. Why don't we do the same thing for the Chicago-Milwaukee trains?

**A:** The Chicago-Milwaukee trains did not have names, either under Amtrak or the Milwaukee Road when it operated them before Amtrak came into existence. When Turboliners were put on that route, they were identified as such to call attention to the new type of service being offered.

True, the New York Empire Service and the Michigan trains and the St. Louis trains used or use Turboliners but have names. But, they had those names before Turboliner equipment was put in service on those routes.

However, your suggestion has merit and we'll review the question and see if we should, indeed, give them individual names.

If so, we'll do that when we issue new national timetables in April.

**Q:** I'm a ticket clerk at San Jose and have a suggestion about express waybills. The receiver's copy—the one that goes with the shipment—should be either the second or third copy of the form. People just don't press hard enough when they fill them out and you can't read the bottom copies.

**A:** You have a very good point. The express waybill is an eight-part document and although we do have a heading on the form asking people to "Bear Down—You Are Writing Through 8 Copies," some just don't do so.

We'll rearrange the order in which the copies appear in our next printing by having the receiver's copy first and the shipper's copy fifth.

**Q:** Three questions, please. Why is Lafayette, Indiana, still shown on the *Cardinal's* timetable? It hasn't been served by the train in six years. Also since the train goes right by the old Union Station in Cincinnati, why don't we build a small station there instead of doing all that complicated backing into our River Road station?

And, thirdly, why doesn't the *Adirondack* board and detrain passengers in Schenectady on its trip between New York to Montreal?

**A:** O.K. A fair trade. Three answers for three questions.

Steps are being taken to remove the Lafayette stop from the *Cardinal's* timetable. It will not appear in the February 3 schedules.

Secondly, Amtrak tried several years ago to work out an agreement with the city of Cincinnati, the owner of the old station, to reestablish our facilities there. But, for various reasons, an agreement was not reached.

Amtrak has wanted to make Schenectady a permanent stop for some time but the main deterrent was a labor problem with the D&H crews who couldn't work on property owned by Conrail. Negotiations are in progress and we hope to make Schenectady a stop within the next few months.

**Q:** I'm an operator here in New Haven tower. I'd like to make a suggestion that we consolidate our dispatchers in one central location, like here at New Haven.

**A:** We don't operate or dispatch the railroad over the 56 miles between New Haven and Shell, just 19 miles from Grand Central Station, so New Haven wouldn't be the central location you speak of. Also, because of funding restrictions in NECIP, our present plans are not to contemplate Central Traffic Control for the entire Northeast Corridor.

**Q:** I sell tickets at San Diego and would like to mention again the problem of reaching the 800-series number for information. We need more clerks here because we're answering all the callers who can't get into the 800-number.

Also, with all that great skiing country serviced by the *Desert Wind*, there should be baggage service on that train. Also, we need a training program of some sort for ticket clerks. And, last, we need baggage carts here, because we only have two.

**A:** About 35 clerks have been added to the Los Angeles reservations

center to reduce the number of busy signals. We're now in the heavy Thanksgiving-Christmas period and expect to have problems because of the heavy rush of traffic. If we see no improvement after the Christmas rush, we'll make other plans to increase and improve our phone service in the LA-San Diego corridor.

The *Desert Wind* had a baggage car that was taken out of service December 1 because of a normal shortage of such cars over the Christmas period. It will be reinstated shortly thereafter. The present timetable doesn't show a baggage car on the train because the decision to carry one was made after the timetable went to press. News of the car's presence, however, was communicated to stations. Also, the next issue of the national timetable will correctly indicate baggage service on the train.

### President's Hot Line

U.S.A. 800-424-5191

D.C. only 383-2027

8 a.m. to 8 p.m. (EST)  
Monday through Friday

### Personnel Hot Line

U.S.A. 800-424-5190

D.C. only 383-3636

24 Hours a Day,  
7 Days a Week

Callers to the President's Hot Line can either identify themselves or remain anonymous. Personnel Hot Line callers, obviously, must identify themselves if they wish a reply to their questions.

Employees also have the option of writing instead of calling. Write either "President's Hot Line" or "Personnel Hot Line." c/o Amtrak, 400 N. Capitol St., NW, Washington, D.C. 20001.

Regarding training, our new passenger services department plans to have a high priority on training station personnel.

And, oh yes, 20 baggage push carts were forwarded to San Diego from Los Angeles in mid-November.

**Q:** I don't know if you're aware of some errors in our pricing but a person can buy a through ticket from Longview to Temple for \$27, and one from Temple to San Antonio for \$15.50. This adds up to \$42.50, which is 50¢ cheaper than the through ticket rate of \$43.

When you go into family fares, the same error exists. The RW40 rate from Longview to San Antonio is \$74. But an RW40 fare from Longview to Temple costs \$40.50, and an RW40 fare from Temple to San Antonio costs \$23.50, adding up to \$64, or \$10 cheaper than the through fare.

I think we ought to correct this.

**A.** We are aware that longer distance trips can sometimes be put together over intermediate points at a lower rate than a through rate.

This happens because of previous decisions to hold down certain fares within the state of Texas to stimulate

### Tray Post Script

In last month's Hot Line story, there was a reference to the problem of serving wheel chair passengers their meals because of the present cumbersome trays. Amtrak has received a prototype, expandable tray that can be attached to the wheelchair and is in process of testing it to see if it can be adapted to its needs.

travel on the weaker end of the route.

The agent involved should be aware that Section C-1 of the tariff, *Precedence of Through Fares*, states that a through fare should always be used regardless of whether a combination of lower fares does exist.

Also, as a rule there are no RW40 fares for very short trips on long distance routes. In the case of the *Inter-American*, we again established RW40 fares intra-state in Texas to stimulate ridership over the weakest portion of the route.

We must trust our agents to be familiar with the tariff and its appropriate rules.

## Florida Travel Incentives Offered

After carrying over one million passengers on its Florida trains during the 1979 fiscal year, Amtrak is adding more vacation incentives through 1980.

The long-popular Florida *Week of Wheels* now gives unlimited mileage use of a free rental car for a week for any group buying three regular round-trip fares from any point between New York and Richmond to Miami.

Passengers may also qualify for a new *Week of Hotels* plan which offers seven nights at any one of more than eight resort-type hotels during the winter season for as little as \$140 per person, double occupancy. Off-season rates, after May 1, are \$105

per person, double occupancy.

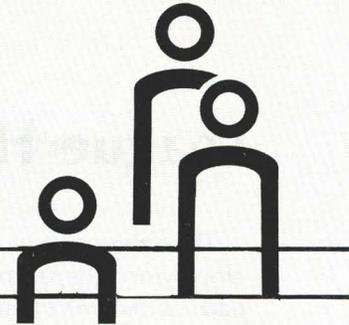
The *Week of Wheels* program offers pick up and return of an Airtel rental car at Miami, Fort Lauderdale, Orlando or Tampa.

Details on either *Week*, or on any of Amtrak's other Florida vacation packages, is available from any Amtrak-appointed travel agent or from one of the reservation centers.

### Car Naming Contest

Amtrak is planning a contest to name the new single-level cars. Details, if finalized, will be in next month's *Amtrak News*.

# Affirmative Action Newsletter



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## Memo:

From the Corporate  
EEO Officer

I want to remind all employees that Amtrak is committed to develop, institute and maintain policies, procedures and practices to assure that minorities and minority businesses receive an equitable portion of contractual and employment opportunities from the company.

During the past year, we have instituted affirmative action programs to insure that all employees and applicants for employment are governed by a policy of non-discrimination in all personnel actions. We are serious in our intent not to discriminate against any employee or applicant for employment on the basis of race, religion, color, national origin, age, sex or physical or mental handicap.

However, affirmative action is a responsibility of everyone at all levels in the company. It requires complete dedication by each of us, and I ask your cooperation and support of our program in this important area.

George F. Daniels  
Vice President  
Labor Relations and Personnel

## Nationwide Training Underway

In a joint program, Amtrak's Affirmative Action office and the company's training department have trained 1,700 supervisors across the country in the basic elements of Equal Employment Opportunity and Affirmative Action. More than 200 first- and second-level supervisors in the Central region participated in the latest classes. The program now moves to New Orleans this month.

The special program for *Women in Management* came to the Central region in November after two sessions in the Northeast Corridor and five pilot sessions at corporate headquarters. Central region women who participated hold staff positions in areas of affirmative action, labor relations, personnel, training, claims, reservations, station operations and engineering. Classes have served 339 Amtrak women so far. The next session is scheduled for the West Coast in January.

A new pilot affirmative action program for men is being run at headquarters. Called *Managing Diversity*, the course provides tools for male managers who supervise staff groups that have women and minority mem-

bers. This program grew out of the success of the women's program and is in response from men manager's for a comparable effectiveness program.

## EEO Handbook

Have you received your EEO Internal Complaint Handbook?

New manuals were mailed to all employees in October. Because of improper addresses, several hundred have been returned to Washington by the U.S. Postal Service.

If you did not receive your copy, call your personnel office or the company's affirmative action office at 202-383-2223.

## Disabled Recruited

Bensalem's Central Reservations Office employs 28 disabled persons; 25 R&I clerks, three R&I supervisors.

Ginny Gepner, manager, Bensalem, CRO, says, "For the past two years, we've been taking positive steps to encourage disabled persons to apply for employment here."

Amtrak has recruited disabled applicants from the Pennsylvania State Employment Service, vocational rehabilitation counselors and college placement offices.

Structural modifications to the Bensalem facility help handicapped employees get to their work location easily. Ramps have been added inside and outside the building. Men's and women's restrooms have special facilities and parking has been allotted near the building for their use.

Bensalem's CRO employs 387 persons and was the top-rated reservations office in 1979 for overall employee performance.

## YWCA Offers Applicants

In the Philadelphia area, the YWCA's *New Jobs for Women* program prepares women for these non-traditional work roles. Amtrak recruits its new women employees from the basic electronics course which includes classroom and practical training, and from the trades program which offers women an introduction to plumbing, carpentry and electricity.

The YWCA also conducts programs

on weight training to increase their physical strength to perform many of the jobs traditionally done by men. Counseling sessions also help the women adjust to the pressures of working in a non-traditional male-oriented job.

Amtrak's Northeast Corridor staff works closely with Pat Irving, job developer at the Y. Irving helps in referring qualified candidates to Amtrak.

# League Helps Outreach Program

The Urban League of Philadelphia's employment department is serving as part of Amtrak's Affirmative Action *Outreach* program to recruit qualified women and minorities.

Iris Proffitt, supervisor, and Hank Engel, district manager, personnel, Northeast Corridor, interviewed 44 potential applicants at the recent Urban League-sponsored Minority Professional Career seminar there. Amtrak invited 12 of those candidates for in-depth personnel and departmental interviews. As a result Linda Warren was hired as an associate internal auditor, and Ronnie Johnson accepted a position as staff accountant.

The Urban League seminar matches applicants to the needs of participating companies. This careful screen-

ing avoids applicant disappointment, reduces unnecessary interviews and helps serious candidates make connections with available job openings. As a participating company, Amtrak is allowed to preview many resumes that are submitted to the League by potential employees. Amtrak can then preselect individuals with experience or potential geared to Amtrak's needs for initial interviews.

Amtrak also places job orders with the Urban League on a regular basis for all available positions.

Amtrak is placing women in non-traditional positions such as trackmen, coach cleaners, block operators and communications and signal helpers on the Northeast Corridor through a cooperative YMCA program.

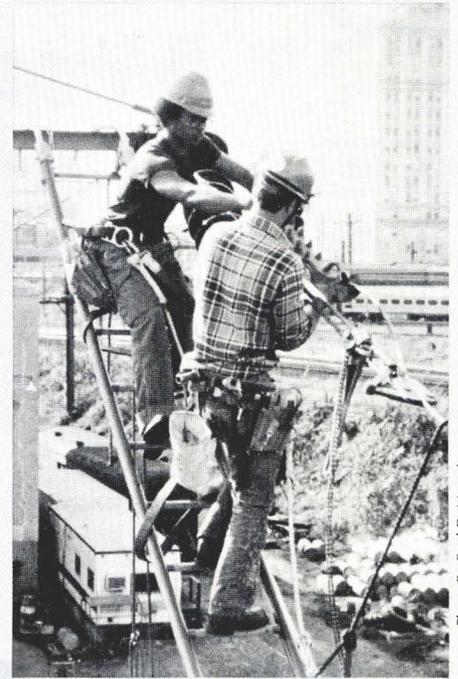


Photo By Fred DeVries, Jr.

*Ulysses Johnson, Jr., (left) and Charles Durant, Jr., learn to replace a transmission insulator at the electric traction school in Philadelphia.*

## Midwest Roundup By Rose Platt

Minority and women employees are moving up at Amtrak.

**Billie Wideman**, formerly assistant manager of Chicago's crewbase, largest on the system, moved in November to California as manager, crew base operations, Los Angeles. Wideman originally came to Chicago from the Oakland crew base two years ago. She has worked in several management positions.

**Annette Allen**, statistical clerk at the 12th Street maintenance facility, Chicago, joined management's ranks as operations supervisor at corporate headquarters, Washington.

**Mary Swindell** is the new manager of Chicago's Central Reservations Of-

fice. She comes from Bensalem where she was general supervisor, reservations and information.

**Charles Potts** has moved up from reservations and information clerk in the Chicago CRO to sales representative.

**Christine Economos** has been promoted to junior administrator, engineering department, at the 16th street facility, where she had been a statistical clerk.

**Mary Sunderland**, formerly secretary to the regional sales manager, Chicago, is now a sales representative.

**Diane Ek** has been promoted from sales representative to senior sales representative, Milwaukee.

Material on this two-page insert was prepared by the labor relations and personnel department.

**Ben Alcantara** has been hired as a buyer in the Chicago procurement department. Alcantara comes to Amtrak from the Illinois Institute of Technology research institute.

Affirmative Action is also working at the Beech Grove facility where **Anna K. Bednar** is a new technical writer. **Beth A. Rosner** joins the data processing department as a programmer analyst and **Kathy J. Burks**, formerly a secretary, is now the rules and safety officer.

*(Rose Platt is the EEO Specialist/ Training Administrator for Amtrak in Chicago. She has been with the company for eight years.)*

## Non-Traditional Person In Non-Traditional Job

Chicago's Judith Hammond is a non-traditional person in a non-traditional job. She's a communications and signal inspector who joined Amtrak this past September at the 16th street facility.

Hammond received her journeyman's card in 1971, then completed

her training and went to work for the Ford Motor Company in 1976. She held various electrical and mechanical jobs until this year when she heard about the opportunities at Amtrak.

She notes, "I find relatively few serious problems working in a field dominated by men. My basic philosophy is

simple. I like mobility and prefer that what I do professionally not dictate where I do it or interfere with my opportunities for advancement." Hammond credits her interest in the electrical/mechanical field to her husband's career as an electrician.

# Keeping Track Of Amtrak

## Object To Slowdown

Amtrak has objected at a Federal Railroad Administration hearing to proposed FRA regulations that would require it to reduce train speeds to those of freight trains.

The FRA proposal is in total conflict with statutory goals set for Amtrak by Congress.

The effect of the proposal would be to lengthen Amtrak's schedules, reducing by between 10 and 30 miles per hour speeds over some 8,000 route-miles.

Some 100 hours daily would be added to Amtrak's operating times, requiring an estimated \$17 million worth of additional equipment. There would also be parallel increases in the costs of maintenance, labor and fuel consumption.

Adoption of the slower speeds would also divert rail passengers back to the highways with the potential for more accidents and increased consumption of gasoline.

Representatives of the railroad industry, labor organizations and other witnesses were unanimous in also opposing the slower train speeds.

## Dental Questions

Employees having questions regarding the company's dental health plan should contact Connecticut General Life Insurance Company directly through the use of several toll-free numbers.

Employees in Maryland, New Jersey, Pennsylvania, Virginia, West Virginia, New York, Connecticut, Massachusetts, Rhode Island and the District of Columbia should call 800-441-7150.

Delaware employees should call 800-292-7850.

Employees in all other states should call 302-478-1850 collect.

If employees have any problems reaching any of the above numbers, they should call Amtrak's benefits department in Washington at FTS

657-2230. Members of the staff then will contact the insurance company and relay the information back to the employee.

## Safety Statistics

The Southern division went through the entire month of October without an injury and thus earned the coveted zero injury ratio. St. Louis took second place for October with a 1.98 ratio, while the Empire division placed third with 2.2.

Wilmington led the four shops for the month with an 8.0 ratio, while nine mechanical facilities—Minneapolis, Brighton Park, Detroit, Kansas City, St. Louis, Dallas-Fort Worth, Houston, Buffalo and Jacksonville—went without injuries to get their zero ratios.

For the year to date, St. Louis leads the divisions with a 3.4 ratio, followed by Southern with 4.3, Western with 5.5 and Philadelphia with 6.0.

New Haven leads the shops for the year with a 10.2 ratio, followed by Beech Grove with 11.4.

Minneapolis and Kansas City continue their injury-free record into the tenth month to hold their zero ratio for the year to date.

The safety ratio is a figure that denotes the number of injuries per 200,000 man-hours. Any injury or job-related illness that requires more than mere first-aid is counted.

## Home For Holidays

The first Amtrak train and the first passenger train since the Korean War to leave directly from the grounds of Fort Jackson, South Carolina, departed for New York on December 18 carrying nearly 900 soldiers home for the holidays.

Amtrak has provided solid trains for holiday-bound military personnel from Fort Jackson in previous years but the trains always left from the downtown station, about 10 miles from the fort.

The train, consisting of 10 Am-

coaches, an Amcafe, an Amdinette and an Ambaggage car, was completely sold out on December 5. Return is scheduled from New York on January 3.

## CORRIDOR WORK

*(Continued from page 1)*

When the men and machinery leave the railroad in late December, they will leave about 180 miles of new roadbed between New Haven and Boston. Passengers will have a smoother ride and, with no work in progress, train schedules should be more reliable.

In other sections of the Washington-Boston corridor, Amtrak crews installed more than 60 miles of continuous welded rail and 170,326 wooden ties, and surfaced more than 140 miles of high-speed track.

Over 113 miles of "slow orders" have been removed as a result of Amtrak's maintenance efforts this work season. Trains can now operate at their top authorized speeds and on-time reliability should improve.

Some Amtrak crews will continue work during the winter on some bridges, tunnels, tie replacement, welded rail installation and interlock construction. However, there will be less interference with passenger train service than there is at the height of the work season.

The 1980 work season will begin in April.

## AMTRAK NEWS

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

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## Thrift A Problem? Check Savings Plans

Citizens in other countries save more of their personal income than do Americans. For example, Japanese put away 21 per cent of their income while West Germans save 14 per cent. Americans, by comparison, save only about five per cent.

Amtrak employees have an easy way to save for those future "rainy days" by using their payroll deduction opportunities in two areas: credit union membership and United Savings Bonds.

Some employees may not be aware they can use payroll savings to build up a savings account or to repay loans in a credit union.

To encourage participation in such programs, Amtrak's labor relations and personnel department suggests that employees first check out eligibility in their local railroad credit unions. Many are located at key points served by Amtrak.

Those ineligible for membership in such local groups, as well as those employed in the immediate Washington area, can join Railway Employees Federal Credit Union.

Interested employees should contact the REFCU at 941 N. Capitol St., NW, Washington, D.C. 20001. Telephone: 202-789-0240.

United States Savings Bonds pro-

grams have been held at Amtrak for years and most employees should know of their availability and details of the program.

Some, however, may not realize that a new series of Savings Bonds—Series EE—will go on over-the-counter sale on January 1, replacing the Series E. Payroll savings purchasers, however, will not receive these new bonds until July 1.

Details on the new bonds and their benefits will be provided during an early bond campaign in April.

## Is Your AmNews Addressed Correctly?

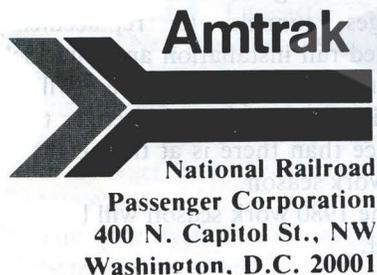
Beginning with the new year, *Amtrak News* will be mailed to employees' homes via third class mail.

This means that it will not be forwarded to a new address unless the recipient pays the forwarding postage. At the same time, there will be no returns sent back to the editorial offices for address corrections.

Please be sure that your address on

this issue is correct. *Amtrak News* gets its mailing labels from the payroll records and the address on this copy should be the same as on your pay check.

When you move, please notify the personnel department of your change of address by filling out a change of address form plus any necessary tax and railroad retirement documents.



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