

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

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Passenger Service Managers Named, Assigned To Key System Terminals

A major step in organizing the new passenger services department was taken when John V. Lombardi, vice president, passenger services, announced the appointment, effective February 1, of 13 passenger service managers who will be stationed at key terminal points on the system.

The 13 will report on a day-to-day basis to the division general superintendents and be responsible for all passenger service activity including on-board and station services. They will, however, be responsible to the corporate passenger services department for policy, budgets, goals and performance evaluations.

The 13 new managers and their bases of operation are:

Lynn D. Berberian	Los Angeles
Kenneth C. Clauson	Seattle
William Duggan, Jr.	Detroit
William B. Jackson	Washington
Walter E. Johnson	Miami
Joseph Kadlick	Boston
Thomas W. Kennedy	Philadelphia
Joseph R. Lewis	St. Louis
David Marshall	Oakland
James A. Miller	New Orleans
W. Mark Miller	New York
Robert F. Ringnald	Chicago
Peter B. Welsh	Albany

Said Lombardi, "These new positions are very important ones for the company. Not only are these people key members of our newly-established department but, most significantly, they come at a time when we have a new spirit in the company.

"I am confident these 13 people, with their many years of Amtrak and railroad service, will have the ability to fulfill their assignments. I ask only that they follow the lead set here in

Washington by our new management team and that they work in cooperation with all other departments in the field."

Clark Tyler, group vice president, passenger services and communications, seconded Lombardi.

"It is no understatement," he said, "to say that these new managers are among the most important people at Amtrak.

"Not only is the position a new one, but it represents a vital new effort on behalf of the company to establish, once and for all, the kind of credibility with our passengers that we have achieved, finally, with the Congress and the Executive Branch.

"It is essential that the 13, and those who work for them, tell us here in Washington, on a continuing basis, what Amtrak is doing right and what Amtrak is doing wrong. They can

help us tremendously to see that quality passenger service is not only consistent, but available to passengers from the beginning to the end of their trips."

Tyler also defined the major aim for the team of managers. "It is to establish this new service delivery system in such a way that the energy-related, first-time passenger becomes a repeat customer. That is these people's primary goal.

"Of no less importance is the task of decentralizing our management so that those services and operations closest to the passengers have the ability to be totally responsive to the needs and demands of those passengers."

Another responsibility of the new managers will be to collect reports of passenger service deficiencies directly from crew members at the end of



Amtrak President Boyd addresses the new passenger service managers at an informal open house. At left is John Lombardi, vice president, passenger services.

their trips, particularly on long-haul trains, and report the problems to the responsible department for quick correction.

The 13 new passenger service managers came to Washington in late January to participate in discussions and conferences regarding their new positions and duties.

On Friday, February 1, they met with all of the corporate officers at an informal open house held in the headquarters building.

Addressing the group, Amtrak President Alan S. Boyd emphasized the importance of the job the new appointees were being asked to do.

"Yours is a tremendous responsibility," he said. "We all wish you the



The new managers met the company officers at the open house. Left to right, Walter Johnson, Miami; Bill Duggan, Detroit; and Joe Lewis, St. Louis, discuss their new jobs with Carole Foryst, vice president, public affairs.

best of luck in doing a first rate job."

In the meantime, the passenger services department is continuing the realignment and refinement of its cor-

porate organization to emerge with a team that can support the already-in-place passenger service managers as well as other departments.

Meet Your New Passenger Service Managers

Lynn Berberian (Los Angeles)—Began railroading while attending college, working summers in Santa Fe Railway reservations bureau. Joined Amtrak, December 1972, as supervisor, service department.



Lynn Berberian

Since then has held positions as staff assistant; supervisor, timekeeping, accounting and clerical; general supervisor, personnel and planning administration; manager, stations; and manager, administration.

Ken Clauson (Seattle)—In 34th year of railroading. Began at 19 as office boy to president, Great Northern Railway. After that, held various clerical positions, until 1974, when GN instituted new *Empire Builder* trains. Became traveling passenger representative, then held various



Ken Clauson

supervisory positions in company after that.

Was regional manager, passenger sales and service, Burlington Northern, when joined Amtrak, May 1973. Has been manager, stations; manager, administration; and assistant division manager during Amtrak service.

Thomas W. Kennedy (Philadelphia)—Began railroad career with Pennsylvania Railroad as ticket clerk, 30th Street Station, Philadelphia, 1942. After military service, named assistant manager, reservation bureau, Philadelphia, 1950. Promoted to manager, ticketing and reservations, 1955, then named city ticket agent, Chicago, 1960. Named general passenger agent, New York Pennsylvania Station, 1970.



T. W. Kennedy

Joined Amtrak, 1972, as general supervisor, reservations. Became manager, CRO, Bensalem, 1973, and opened the facility. Named district superintendent, Boston, 1975; and manager, stations, Philadelphia, 1976.

William B. Duggan (Detroit)—Began railroading with Penn Central, 1973, as tower operator and freight agent. Came to Amtrak, May 1974, as ticket clerk and baggage-man working various stations on Boston division.



W. B. Duggan

Appointed supervisor, station services, New Haven, October 1976. Served three years, United States Marine Corps.

William B. Jackson (Washington)—Joined Amtrak, July 1973, as special assistant to vice president of operations. Later held positions as project manager, automobile transportation; special assistant to vice president, marketing; manager, special projects; and director, on-board services; until being named director, facility planning.



W. B. Jackson

Walter E. Johnson (Miami)—Began work with Southern Pacific as a dining car waiter, 1973. Joined Amtrak, 1974, as service director for the *Coast Starlight* and *Sunset Limited*. Became assistant trainmaster, supervising stations on routes of *Sunset*, Los Angeles to El Paso; and *Southwest Limited* from Los Angeles to Winslow. January 1978, became terminal manager, Oakland, and later in year became manager, on-board services, Oakland.



W. E. Johnson

Joseph Kadlick (Boston)—Began railroad service with New Haven Railroad, 1947, in freight department. In 1956 transferred to passenger traffic department as ticket clerk. Promoted to traveling passenger agent, sales and service, 1963.



J. Kadlick

Began Amtrak service as duty manager, 1972, and has held positions since then as duty supervisor; general supervisor of service; manager of stations and superintendent of stations, New England; and assistant division manager, stations, Boston division.

Joseph R. Lewis (St. Louis)—Worked for Seaboard Coast Line in transportation department, 1968-1971. Joined Amtrak, 1971, and has served in various capacities, beginning as ticket clerk, Savannah. Then became lead clerk, Fayetteville;



J. R. Lewis

general supervisor of service and district supervisor of operations, both Richmond. Most recently has been district supervisor, Cincinnati.

David B. Marshall (Oakland)—Was Penn Central ticket clerk for five years before joining Amtrak, May 1977, as ticket clerk. February 1977, became train controller, Central region, and, October 1978, was named station supervisor, St. Louis. Has been district supervisor, Carbondale, since August 1979.



D. B. Marshall

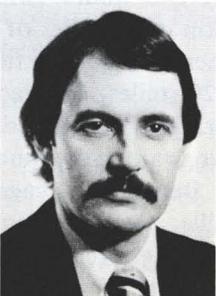
James A. Miller (New Orleans)—During 26 years with Illinois Central Gulf railroad held various positions in the passenger department ending up as manager, station services and operations. Joined Amtrak, December 1972, as manager, station services.



James Miller

Later was manager, administration and district administrator until being named station supervisor.

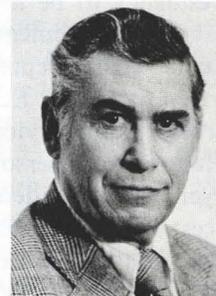
W. Mark Miller (New York)—While attending Georgia Tech, worked as coop student with Pan American World Airways. After receiving bachelor's degree, 1967, went to work full time at PanAm as assistant to vice president, engineering and quality control. From 1970 headed up standards engineering and technical data sections until joined Amtrak,



Mark Miller

May 1972, as manager, performance measurements. May 1973, named regional manager, station service. For last five years has worked in Eastern region and New York division, becoming assistant superintendent in charge of station operations.

Robert F. Ringnald (Chicago)—Began railroad career with Western Passenger Association, Chicago, in early 1940s. Joined Gulf, Mobile and Ohio Railroad, St. Louis, 1953; transferring to Chicago, 1961, to serve in many passenger-related jobs there for GM&O. Named NRPC operations officer for GM&O, May 1971.



R. F. Ringnald

Joined Amtrak, February 1973, as chief of mail, baggage and express, Central region. Promoted to manager, station services, north; then, 1975, transferred to Minneapolis, as district superintendent, Twin Cities. Named terminal superintendent, Chicago Union Station, 1978.

Peter B. Welsh (Albany)—Joined Amtrak directly after graduating from University of Hartford, June 1973.

Began as passenger service representative, Pennsylvania Station, New York. Became mechanical representative, Sunnyside Yard and Grand Central Terminal, New York, November 1974.



Peter Welsh

Promoted to senior quality assurance specialist—component of office of customer relations—March 1976, and relocated to Washington headquarters. Most recent position, chief, customer relations support.

Eckenrode Named Group Vice President; Heads Finance, Administration

Robert T. Eckenrode has been named group vice president-finance and administration, reporting directly to Amtrak President Alan S. Boyd. The appointment, effective January 28, is the third and last group vice presidency to be announced in Amtrak's management reorganization that began last September.

Reporting to Eckenrode will be George Daniels, vice president, labor relations and personnel; Robert W. Hyer, vice president, computer services; and Don R. Brazier, vice president, finance and treasurer.

Eckenrode comes to Amtrak from the American Stock Exchange, New York, where he was executive vice president, and chief administrative and financial officer. He had been with the Amex since 1969.

While there, he also served as a director of the Securities Industry Automation Corporation, the National Securities Clearing Corporation and other organizations, and was a governor and first chairman of the Amex Commodities Exchange.

Prior to his Amex job, Eckenrode was senior vice president and board member, from 1956 to 1969, of Dunlap and Associates, Inc., Darien, Connecticut, and director of the Engineering Psychology division of the Frankford Arsenal, Philadelphia, from 1949 to 1956.

He received his bachelor's degree from Villanova University in 1951, and a master's degree from Fordham University in 1964.

Since 1975, Eckenrode has also served as an adjunct professor at



Robert T. Eckenrode

Fairfield University's Graduate School for Corporate and Political Communications, teaching courses in organizational communications, management decision making and management information systems.

Prepare For Chicago-Indianapolis Train

Amtrak's board of directors approved \$11.8 million in funds to overhaul tracks between Chicago and Indianapolis, clearing the way for an October 1 start-up of four-and-one-half hour service between those two cities.

The action raised to \$13 million the total investment Amtrak will make in track, signal and grade crossing improvements on the line to begin a demonstration "short-haul" train between the two cities as called for in Congressional legislation passed last fall.

Amtrak's board had previously authorized \$1.2 million to begin track work. Additional funds voted at the January meeting were necessary to meet the Congressionally-mandated trip time of four-and-one-half hours.

Congress authorized Amtrak to operate short-distance trains on a demonstration basis and specifically appropriated capital funds for the Chicago-Indianapolis route.

The new route will extend from

Chicago to Crawfordsville, Indiana, over the Louisville and Nashville railroad, then via Conrail to Indianapolis.

Construction of a connection between the two railroads at Crawfordsville, track surfacing and tie renewal on the 47-mile-long Conrail segment is essentially complete. Work done so far would permit a trip of six-and-one-half hours.

The new work—to reduce the trip by two hours—will include installation of 38 miles of new rail, replacement of 80,000 ties, resurfacing of 120 miles of track, upgrading of grade crossings and performing signal work along the route.

Between Chicago and Crawfordsville, the demonstration service will operate over the same route as the former *Floridian* which, in recent years, had to bypass Indianapolis because of deteriorated track conditions.

The new service will also enable Amtrak to move its cars daily to its

Beech Grove maintenance facility without having to pay over \$200,000 to carry the cars in irregular freight service.

Schenectady Stop

Schenectady, New York, has been added as a regular stop to the *Adirondack* as of January 16.

The station had been a conditional stop for the train, handling boarding passengers only northbound and departing passengers southbound. The limited service had been required under previous labor agreements between the unions from Conrail and the Delaware and Hudson, over whose lines the train operates.

With the change to a regular stop for the *Adirondack*, residents of the area now have an extra departure to New York on the Turboliner train.

The city received direct rail service for the first time, since 1969, with the opening of a new station there last August.

Challenge To Cities, States; Let's Forge Partnership

Amtrak issued a challenge to the cities and states it serves, a challenge to forge a full partnership with Amtrak to maximize community economic development and to provide improved, accessible intermodal transportation terminals.

This was the key point of Larry Gilson, Amtrak's vice president for government affairs, who spoke at a two-day seminar on Northeast Corridor Rail Station Area Development. The seminar was sponsored by the Coalition of Northeastern Governors and the Council for Northeast Economic Action.

Gilson issued his challenge in a session titled "The Federal and State Government Role in Promoting Station Area Development And Access Improvements" which was held in the ballroom of the Gateway Hilton, Newark, on January 28.

He outlined some of the ways Amtrak could cooperate with cities to improve local Amtrak service to residents and visitors and, at the same time, develop more vital, exciting, attractive downtown areas in which people would want to live, work, shop and spend their leisure time.

Amtrak is ready and willing to work with local governments to:

- Combine Amtrak station improvements with intermodal transportation plans for both energy savings and passenger convenience,
- Tie station improvements to central business district redevelopment plans, with the possibility that Amtrak investments could count as the private sector's contribution in helping communities compete for other federal funds,
- Make best possible use of Amtrak's prime downtown real estate, such as stations and parking facilities, for the benefit of both Amtrak and the community,
- Link advertising and marketing strategies to the recreational and

tourism promotion efforts of cities and states through an expanded emphasis on local advertising and tour packages, and

- Review train schedules and other operating practices to assure maximum links with other modes.

Chandelier Cleanup Begins

A major \$90,000 refurbishing job on 10 chandeliers has begun in Philadelphia's 30th Street station.

The first of the fixtures, each measuring 20 feet in height and four feet in diameter, was lowered gently from its 96-foot high ceiling on Saturday, January 12, into a specially-constructed cradle where the refurbishing will take place.

At least six Amtrak shop crafts will be involved at some point in the work which will require a closely coordinated schedule among the various groups. The entire project is expected to take up to a year.

Richard C. Smith, chief of architectural design, Northeast Corridor Improvement Project, says the refurbishing will greatly increase the illumination in the station while considerably reducing the cost to light and maintain the fixtures.

"At the present time," he says, "we are using 12,000 watts of energy per fixture. About every six months we have to go to great expense and trouble to replace most of the 240 incandescent bulbs in at least one of the fixtures.

"The refurbished chandeliers will use fluorescent lights of 3,200 watt capacity. These are not expected to require servicing for at least four years.

"At the present cost of about five cents per kilowatt, plus labor, our savings will be considerable."

The chandeliers are eight-sided and constructed primarily of cast bronze and ground opal glass. They were in-

Gilson said the benefits of this kind of cooperation would be many, including reduced reliance on the automobile which, in turn, would result in better energy efficiency, less traffic congestion and less air and noise pollution.

stalled when the 30th Street station was built in the early 1930s.

Several weeks of preparation were required before the first chandelier could be lowered. This included construction of the special cradle to hold it erect with the bottom of the fixture elevated four to five feet off the ground. Almost all work will be done from scaffolding.

Cost of the refurbishing is being funded by the Federal Railroad Administration as part of the Northeast Corridor Improvement Project.

Ochse Memorial

A cottage at a Washington, D.C., facility for the mentally handicapped now sports a fenced-in patio and play yard courtesy of the corporate headquarters Employees' Association.

The fence was presented to the facility in the memory of Louis Ochse, confidential accounting clerk, accounts payable, who was one of the founders of the organization and served as its vice president for a period of time. Ochse passed away last July.

The facility was one of the Ochse's favorite charities. Fellow employees thus thought it was fitting, in view of his love and concern for the residents there, to provide a gift of a permanent nature in his memory.

A local fencing contractor provided the materials at cost and labor without charge making it possible to purchase some play yard equipment in addition to the fence.

Hot Line To President Boyd

Question: Is there any chance that Amtrak will some day replace the ticket sellers' red blazers with something more conservative? I don't like to look like a house on fire or a hunter about to enter the woods when I'm on the job.

Answer: The function of a uniform—and the red jacket is just that—is to identify clearly and quickly, to the public, employees who can help them. It seems to me that a red blazer does that job better than a dark business suit or more conservative jacket.

Along with that, obviously, is that the jackets should be kept clean and fit well. I hope that all Amtrak employees wear their uniforms with pride and a sense of satisfaction in helping our passengers.

Q: I'd like to suggest that Amtrak name its sleeping cars. It's an old railroad tradition and should be continued with the Superliners.

Also, I understand that there's some wasted space on the upper deck of the Superliner sleeper adjacent to the stairwell. Why don't we install a few chairs and a small table and use it as a mini-lounge?

A: Some years back a corporate decision was made that we would not name cars after specific people or geographical areas, but simply refer to them as a "sleeper," "diner," or "coach."

There are two exceptions to this policy. Sleeping cars have been named for Ed Ullman and Joe MacDonald, both former members of the board of directors and now deceased. They were honored for their board activity as well as their overall contribution to rail passenger service in this country.

Regarding the "wasted" space, it isn't really going to be wasted. The space is designed for an attendant's station. We are presently fitting out a Superliner sleeper with just such a station. It will have a sink, coffee maker, refrigerator and storage space

so an attendant can supply his passengers with drinks, snacks and even a continental breakfast.

When this first car is completed, it will go back on the road to see how our passengers like this innovation.

Q: I'm a bartender on the *San Francisco Zephyr* and have a complaint about lounge car 3330. It's unfit for service. There's no heat in one end of the car, and too much in the other. It's in pretty bad shape in other ways, too.

A: We've checked the car over and agree that you are correct in your comments. This conventional car is two years overdue for heavy shop work. The car is being repaired right now to put it back into acceptable operating shape.

Q: I work in a ticket office. Some of the people here discourage people from buying prepaid orders. Those, you'll note, are the ones that are bought in one station but are picked up in another location.

It does take extra effort but I don't think we should discourage this type of business. However, I do think that for that extra time and effort some sort of a surcharge should be assessed.

A: Your suggestion has been discussed with members of the marketing and revenue accounting departments and we all feel it has merit.

We are going to establish a \$5 charge for this service, which is comparable to fees charged by Greyhound and several airlines.

I would hope that our employees would not discourage potential passengers from buying prepaid tickets just because it is a little more work.

Q: I work in Los Angeles but live in Mission Viejo, which is about halfway between Santa Ana and San Juan Capistrano, both served by the *San Diegans*.

We need train service here in Mis-

sion Viejo. The entire city wants it. I understand the Chamber of Commerce and some construction companies are eager to build a station if only the trains would stop. Help us.

A: The *San Diegans* are one of the best success stories about Amtrak. We are working closely with the California Department of Transportation to plan more trains and stops on the route.

We hope that with additional frequencies we could vary the specific stations while maintaining five en route stops and two-hour-35-minute running time between Los Angeles and San Diego.

There are several candidates for new stops and Mission Viejo is high among them.

However, with the Santa Fe's recent refusal to add a seventh train, we've had to channel our efforts on getting the train established with new station stops having to take a back seat to that.

Q: I've read several times in *Amtrak News* about stations on the East Coast that have been restored through community effort. Here on the West Coast, where many stations need restoration or other upkeep, we don't find any such community effort.

Is it possible to encourage these smaller towns to do something?

A: What you are referring to is our Joint Station Improvement Program.

Through this program, Amtrak and local agencies share the cost of rehabilitating stations on a 50/50 basis. And you are correct that most of the restorations so far have occurred in the East.

However, we are currently contracting with California's DOT to upgrade stations on the *San Diegan's* route and, in the near future, a contract will be negotiated for stations on the route of the *San Joaquin*.

All cities and states served by Amtrak have received a full description of our Joint Station Program. We'd like to see more of them take advantage of it.

Q: I'm a service attendant working out of Boston. We're usually put up at a certain hotel in Washington when we overnight there and it isn't the best place in the world. I wish something would be done so it would be better maintained.

A: We've made arrangements with one of that hotel's owners to meet and discuss the problems. If we can work out a solution, we might keep using it since it is in the process of being renovated and should be in good condition by April. It's also very convenient.

However, we are also looking at some other hotels and if the one we use at present doesn't come up to our expectations we'll be prepared to move to new accommodations.

We also are initiating a national program to have employees evaluate each hotel used for crew layovers.

We'll be able to use these ratings, along with our own sanitation inspections, in deciding if facilities continue to be acceptable to us.

Q: I'd like to know when the *Silver Meteor* and *Silver Star* will be getting new or refurbished equipment.

I was told some time back by a top official that it would be somewhere around September. Is this true?

A: Right now I can't really say when the Florida trains will get the HEP or new "single level" cars.

I'm sure you know that we've encountered great delays in deliveries of Superliner diners and sleepers so some of the HEP-converted cars, originally scheduled for eastern service, will probably have to be assigned temporarily to western trains to substitute for the missing Superliners.

As much as I regret to say, it may be necessary to continue using unconverted steam-powered cars on the Florida runs through 1981.

Q: Here we go again, Mr. Boyd. Why doesn't Amtrak enforce the no smoking laws and regulations?

It's a serious problem out here. We've got children and infants traveling on our trains and conductors,

breakemen, waiters, porters, stewards, on-board inspectors walk through the cars puffing away as if they were in their own living rooms.

I think we have an obligation to the public to see that the rules are obeyed.

A: I agree. Smoking and non-smoking areas are clearly identified on our trains and manuals specifically spell out smoking rules for our own employees and the operating train crews.

I'm passing instructions down to our people stressing again that the smoking regulations be enforced.

Q: I tried to use the Hot Line regarding posted jobs (800-424-5196) to get some information but it seemed the tape had been neglected for some time. It was the ninth of the month and there were no messages on it since the third.

I would suggest that if the jobs run out we at least say so rather than leave people wondering if that Hot Line is goofed up again.

A: Information on the Dial-A-Job Hot Line should, of course, be available on a daily basis.

Because this has not always been the case, a new system is being implemented to insure that the Dial-A-Job tapes are changed daily.

Q: Why do our passes have to be turned in while we're on furlough? I've worked summers and during the Christmas season for three years now and never had more than 48 hours away from work.

I'd like to do some traveling. The crew base will authorize travel vouchers but the tickets must be requested 48 hours in advance and are good for only a specified time. This makes it difficult to travel if your plans are indefinite.

A: We have to control the Rail Travel Privilege Cards if we are to maintain the integrity of our pass program. If we didn't do that, a person could use the pass after refusing to return to active service when recalled.

The information you received re-

garding asking for tickets 48 hours in advance is in error.

Travel vouchers must be converted to pass tickets within 30 days of date of issue but the tickets are good for six months. This should provide you plenty of time to make your travel plans.

Q: I'm a steward out of Jacksonville and my major complaint is the new Form 85 (Trip Summary Report and Requisition).

Page one is a good example of how wide the spaces should be, but on the rest of the pages the lines are too close together.

If you're sitting in an office this form is quite legible and easy to read but on the train we have a lot of difficulty with it. Any chance of having those lines made wider and the letter-

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.

ing bigger so it can be read more easily?

A: You have a valid comment and we are aware of this problem. The decision was made, when the form was redesigned last year, to go with the present size type and monitor the results for the first six months. To increase the space and type size would require an additional page making Form 85 a five-page document instead of a four-page one.

We are going to review, revise and reprint the form this May. If, at that time, we see that many of our stewards are having trouble with the form, we'll make the necessary adjustments.

Let me hear from you.

Q: Is the *Coast Starlight* ever going to stop at Suisun-Fairfield here in California? The *Zephyr* does stop now but I would think the *Starlight* could draw a lot of business from here in both directions. People want to go from here to Los Angeles and to Oregon.

I admit that Davis and Martinez aren't too far away but people can't understand why the train goes through here but doesn't stop.

A: I do think Suisun-Fairfield should be served by an intra-California train. The stop was originally conceived for a planned 403(b) Oakland-Sacramento train but when we were unable to implement that service we added the community to the *Zephyr's* schedule.

Because of the sensitivity of the *Coast Starlight's* endpoint times for connections and its already heavy patronage, however, we'd prefer not to add Suisun-Fairfield to the *Starlight's* schedule at this particular time.

Q: Isn't there some way to avoid total disruption of food and beverage service when on-board services employees take a break or when the train is coming into a crew base? Also, why don't we post meal hours on our trains?

On a recent trip on the *Crescent*, it was impossible for passengers to get anything to eat or drink or two separate occasions on the Washington-Atlanta leg. They were denied dining and lounge service for exactly one hour before arriving in Atlanta at breakfast time.

A: Good point. So, to avoid disruption by a crew change during meal hours, we have assigned the steward, the third cook and a waiter to make their change at Birmingham, instead of Atlanta, to insure an orderly transition.

If another case of total shut down of service does occur, I would like to know immediately the specific date and train so I can find out why it was done and to prevent it from happening again.

Your other idea is also good. Signs showing the hours of service are being installed on all dining cars.

Q: Here in New London the *Night Owl* arrives at 12:19 a.m. Passengers who board the *Owl* have to stand out in the open and if the train is late it's even more inconvenient. New London is a good station and I wonder if you can rectify this situation?

A: Station hours at New London are from 6 a.m. to 11 p.m., or until the arrival of the *Senator* if it is running later than its 11:05 p.m. scheduled time.

Our new passenger services manager for the area has indicated he will protect passengers for the *Night Owl* by adjusting the working hours of the existing force.

Q: I'm calling regarding a letter I sent you a while back to which I haven't gotten an answer. Why the slow response?

A: Your letter was dated the 11th of February. I don't know when you mailed it but we received it on the 15th, a Friday. Monday was a holiday and your inquiry call came in on Wednesday. We try to answer our Hot Lines quickly, but we can't do it quite that fast.

International Pass Sales Resume

Sales of the unlimited travel International U.S.A. Rail Pass were resumed on February 15.

The pass, which had been suspended because of heavy space demands for Amtrak trains, will be offered only to permanent residents of all foreign countries, including Canada and Mexico, plus residents of Puerto Rico, the U.S. Virgin Islands, the Canal Zone, Guam and American Samoa. The pass is offered in 7, 14, 21 and 30 day increments although permanent residents of Canada are not eligible for the seven day pass.

W.S. Norman, Amtrak's vice president, marketing, said the reinstatement of U.S.A. Rail Pass sales abroad is an important part of Amtrak's international marketing plan and adds to America's appeal to the growing number of foreign visitors.

The pass offers unlimited coach travel for the period it is purchased for between all points on the Amtrak system. Coach seats can be upgraded for trip segments by paying accommodations or other premium charges.

Prices effective, through October 26, are: 7 days, \$200; 14 days, \$300; 21 days, \$400; and 30 days, \$500. Children, two through 11, pay half fare if they are traveling with an adult who is not a parent or guardian.

Family International U.S.A. Rail Passes are also available, with the head of the household paying full fare. Spouse and children, 12 to 21, each pay half fare with children, under 12 and over two, paying \$75 each, regardless of length of pass.

Children under two, not occupying a separate seat, ride for free.

The International U.S.A. Rail Pass will be sold only by foreign Amtrak-appointed travel agents. Persons unable to locate an authorized travel agent in their country can write Amtrak, International Sales, 400 N. Capitol St., NW, Washington, D.C. 20001, for further information.

Keeping Track Of Amtrak

More Beech Grove Work

Amtrak moved into the next-to-last phase of its \$23 million modernization program for Beech Grove's maintenance facility. The board of directors gave the go-ahead at its January meeting to begin \$2.3 million in new construction and shop improvements at the company's major heavy overhaul facility.

The new funds will pay for the continuing rehabilitation of wheel, trim, forge and maintenance shops; construction of an administration building; upgrading of the power plant building; as well as road and parking lot improvements.

Also funded will be the purchase and installation of production machinery, shop equipment and tools.

The Beech Grove shops were built by the New York Central railroad between 1907 and 1927. Amtrak bought the 64-acre Beech Grove facility from the bankrupt Penn Central in April 1975 and then began its modernization program the following year. Work completed, to date, is saving

approximately \$382,000 annually in utility costs alone.

The total Beech Grove program is scheduled for completion by mid-1982.

Two San Joaquins

Amtrak service between the Bay area and San Joaquin valley points in California was doubled on February 3 with the start of a second *San Joaquin*.

With the new train in operation, Amtrak now provides twice-daily service in each direction with both morning and afternoon departures from Oakland/San Francisco and Bakersfield.

Connecting bus service is available between Los Angeles and Bakersfield.

Both trains are partially funded by the state of California, on a 20/80 per cent basis as specified in recent Amtrak legislation. The state contributes 20 per cent of the operating costs for the first year, with Amtrak paying the other 80 per cent.

California has been one of the lead-

ing states in promoting local train service on a 403(b) basis.

Michigan Line Upgraded

Amtrak's board of directors has approved spending \$2.1 million to complete the tie replacement program and to upgrade the signal system on Amtrak's-owned Michigan district between Kalamazoo, Michigan, and Michigan City, Indiana.

The tie program is the fourth phase of a six-phase program designed to upgrade the 83 miles of track for reliable 79 mile-per-hour operations. Approximately \$8.5 million has been invested so far with the state of Michigan contributing \$2.3 million.

The program calls for installation of 36,000 new ties—followed by track surfacing—on 36 miles of track between Niles, Michigan, and Michigan City.

The cost of upgrading the signal system will be shared by Amtrak and the state of Michigan, with each contributing \$900,000. The program calls for installation of a new signal and control system to allow remote control of switches and signals at nine locations along the 83 miles of track.

The new signal system will replace

New Series EE Savings Bonds Due In May

Amtrak's payroll savings plan will make the conversion to the new Series EE savings bonds during the May payroll. Conversion to the new bonds, which became available for over-the-counter sales in January, will be automatic for present payroll plan savers and will require no action on their part.

The new Series EE Bond will have these new features:

- A longer term to maturity; 11 years instead of five.
- A higher minimum denomination; \$50 instead of \$25.
- A sharper discounted purchase price: 50 per cent of face value, instead of 75 per cent. (For example, a \$100 denomination bond will sell for \$50 instead of \$75.)
- A longer minimum retention

period before the bond can be redeemed; six months after issue instead of two.

- A higher annual purchase limit; \$15,000 issue price instead of the previous \$7,500.
- The requirement that a bond's beneficiary must consent to a change in the bond will be eliminated.

Interest rates remain, basically, unchanged. A rate of four-and-one-half per cent will be paid if the bond is redeemed in only one year, but six-and-one-half per cent will be paid if held to five years. However, if the bond is kept to its full 11 year maturity, the Series EE bond will pay seven per cent.

"Deductions for employees currently in the payroll savings plan will continue without interruption," ex-

plains Anne Douglas, chairman of the company's bond drive.

Employees presently savings \$25 Series E bonds, which cost \$18.75, will have their allotments applied toward the \$25 purchase prices of a \$50 Series EE bond. For example, if they are saving \$6.25 each payday for a Series E bond costing \$18.75 (three paydays), they will get a \$50 Series EE bond in four paydays.

Those buying \$50, \$75 or larger savings bonds will get the same denomination Series EE bonds but the present allotment will be applied toward the lower purchase price.

Amtrak will conduct its savings bond drive in April this year. Questions about conversion to the new bonds should be directed to the bond volunteers during the campaign or to one's local personnel office.

one installed in the 1950s, and will improve the reliability of regular 79-mile-per-hour train service.

Future improvements, subject to funding approval, may include rail replacement to permit even faster speeds.

Continue Chicago Work

Amtrak will spend \$8.4 million to continue modernization of its passenger car and locomotive servicing facilities at Chicago's 12th and 16th Street yards.

Amtrak's board of directors cleared the way for the program by approving the additional funding as part of the \$43.6 million program to rehabilitate the Chicago yards. The program began in 1977 and is scheduled for completion in 1981.

This, the fourth in a five-phase program, calls for construction of three additional stub service tracks and two full-length service tracks with 700-foot-long enclosed inspection pits. All of the new tracks will have service platforms with access to electrical, steam, air and water supplies.

Construction will begin this spring and is expected to be completed by mid-1981.

Amtrak also leases maintenance facilities in Chicago from the Santa Fe Railway at 21st Street. With the completion of the entire program, all Chicago maintenance functions will be consolidated at the one Amtrak-owned facility.

Cars For Inter-American

Five Amfleet cars are being modified to expand and improve lounge and dining services for the *Inter-American*.

The \$101,940 project will convert five Amdinette cars into combined lounge/dinette cars for operation on the Texas train.

Present configurations of the cars provide coach seating in one half of the car and booth seating in the other.

Existing seats and luggage racks will be removed from the coach section of the car and be replaced with lounge seats and tables. The resulting

interiors will provide a more spacious and informal atmosphere where passengers can gather to meet other travelers and order food and beverages.

The special handicapped seating will remain unchanged in each car.

Work on the five cars will get under way this spring and is expected to be completed by next November.

The train currently operates with one Amdinette between Chicago and Houston. Food service on the Temple-Laredo leg is provided by a stand-up Amcafe car serving only snacks and beverages.

With the addition of the new lounge, the *Inter-American* will then offer sit-down food service in the Chicago-Houston Amdinette and full lounge and snack service in the Chicago-Laredo car.

South of Temple, where the Houston and Laredo legs split, the Laredo section will offer tray meals as well.

Schedule Changes

The southbound schedule of the *Crescent* was cut by 30 minutes when the February 3 timetables went into effect. The train also shifted to an earlier New York departure and added North Philadelphia as a stop.

The 30 minute reduction in the

trains southbound running time was accomplished by cutting, in half, the time it spent in Washington to switch from electric to diesel locomotives.

The New York departure was moved 15 minutes earlier to 2 p.m. so the train would be on a "memory schedule" along with other Amtrak trains. All New York-to-Washington departures now occur on either the hour or half hour.

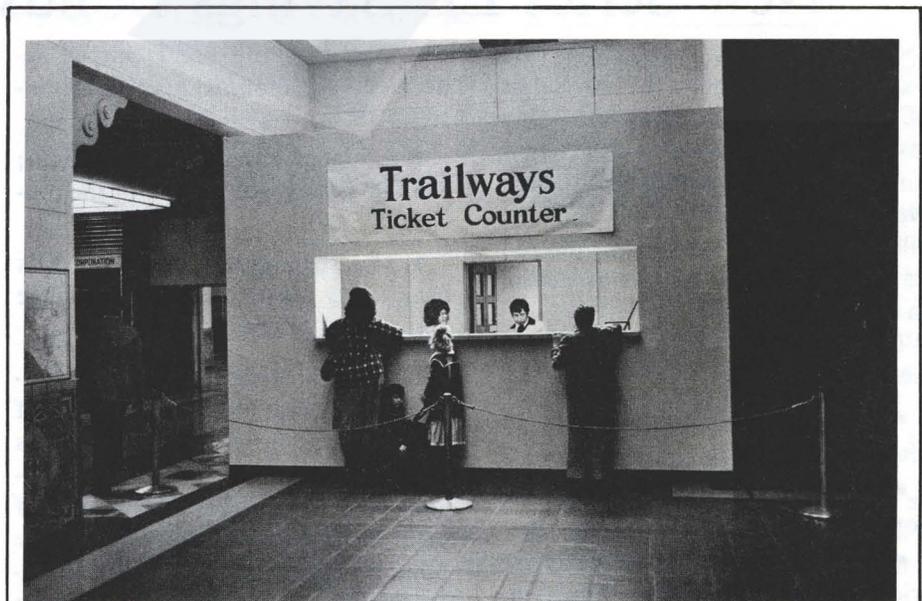
Schedule times for the northbound *Crescent* remained unchanged.

Thirty minutes were also removed from the schedule of the northbound *Inter-American* by cutting down on the time the train remained in St. Louis.

Also, Longview, Texas, was made a positive stop for the train. The city had previously been a flag stop with the train stopping there only when passenger were known to be boarding or detraining.

Says John Lombardi, Amtrak's vice president, passenger services, "This is only our first step. Amtrak is looking at other ways we can improve service and increase ridership on the *Inter-American* through a combination of station upgradings and localized advertising."

Amtrak-recently surveyed conditions in stations along the route and



Los Angeles Union Station turned into an intermodal facility when it became LA's sole Trailways bus station. The bus ticket offices are located in what was formerly Amtrak's passenger services office. Trailways buses load and unload in the station's south patio, in what had been the station's taxi stand.

plans to make improvements at certain locations. Such might include new station construction, complete station rehabilitation or a variety of minor structural repairs.

Schenectady Plaque

A prime attraction in the new Schenectady station, which opened last August, is the large bronze plaque situated inside the front door.

The plaque is owned by the Mohawk and Hudson chapter of the National Railway Historical Society and was originally located on the old Schenectady Union Station which was razed in 1969. The plaque was placed on the old station in 1926 by the New York Central railroad to commemorate the 100th anniversary of the chartering of the Mohawk and Hudson railroad, the first line in New York State and a predecessor of the New York Central.

The 29-by-37-inch plaque depicts the M&H's first train, which was powered by the *DeWitt Clinton* locomotive, and a fast passenger train of the 1920s.

Custody of the plaque and its twin, which had been on the old Albany station, were awarded to the chapter by the NYC in 1967.

The plaque has been loaned to Amtrak for display in the station.

Saves Woman, Child

While working at the Holmesburg, Pennsylvania, station, Donald Rossett, foreman, bridges and building department, noticed a woman with a baby carriage standing at the edge of the platform waiting for a commuter train.

Rossett knew that a Metroliner, traveling at 100 miles per hour, was about to pass the station. He shouted a warning to the woman who grabbed the baby from the carriage just before the train sped by.

Pieces of the carriage, picked up by the vacuum created by the passing train, were scattered for a half mile along the right-of-way.

The mother and the baby, neither the worse for wear, returned home.

Rossett has been with Amtrak's B&B department since August 1975.

Book Review

Amtrak, 1978-79 Annual: By Craig T. Anderson, 160 pages, 8½-by-11 inches, paper cover, \$12.95, Published by Rail Transportation Archives, P.O. Box 1970, San Francisco, California 94101. Available from book stores or directly from the publisher.

Anderson's paean to Amtrak is a large work of personal affection for the railroad.

He describes Amtrak's various trains, lists them by name and number, describes the consist on each and even gives a bit of history about each one.

On the equipment side, he lists every piece of motive power, detailing

its original railroad and number. Anderson also lists all of Amtrak's cars — from baggage to sleepers— and shows their ancestry by railroad and number. He even includes maintenance of way equipment in his collection.

Unlike some roster books that have been done before, Anderson strews plenty of pictures throughout the book to show samples of the various types of cars or locomotives he is talking about.

At the tail end of the book he lists, for the convenience of his readers, a bibliography of books and periodicals that deal with Amtrak and the passenger business.

MoPac Employees Help Passenger

A team effort by Missouri Pacific employees helped an Amtrak passenger who had left Kansas City without his luggage.

The passenger had made a connection from the *Southwest Limited* at Kansas City and had left his bags behind. His ultimate destination was Pine Bluff, Arkansas.

While collecting his tickets, Conductor Charles Shelton noticed that the passenger looked tired and seemed unduly nervous. He asked him if there was a problem.

The man admitted he had left his medication in luggage and the bags were apparently now enroute to Chicago.

While the train stopped to meet a freight train at Independence, Shelton walked to the locomotive and used the radio to call his chief dispatcher, Robert Swindler, in Kansas City. He told him about the problem and relayed the name and telephone number of the passenger's doctor.

Swindler went to work. He first located a Jefferson City pharmacy that was open that early on a Sunday morning and one that would be willing to take a verbal prescription order from the doctor in Pine Bluff.

He then called the doctor's num-

ber, reached his answering service which quickly located him. After having the situation explained, the physician called the Jefferson City pharmacy and prescribed the needed medicines.

Within 15 minutes of his original call, Conductor Shelton was informed by Swindler that Trainmaster Fred Meek would meet the train at Jefferson City with medicines in hand.

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Trackman Joins Wise Owl Club, Safety Glasses Save Vision

Trackman Craig Williams, New York division, was given a charter membership in the Wise Owl Club in ceremonies at his work site at Union interlocking, Rahway, New Jersey, on January 22.

The award, sponsored by the New York chapter of the National Society to Prevent Blindness, was presented to Williams by George Sharp, general superintendent, New York division. Others present at the brief ceremony included Williams' track crew; C.L. Williams, division rules and safety officer; John Pinghero, division engineer; Jim Keebler, division safety engineer; and Joe Bonelli, Amtrak's director of rules and safety.

Williams "won" his award because he was wearing his safety glasses on the job last October when a piece of ballast flew up and hit him. He had

been using a sledge to loosen rail anchors when the piece of ballast caromed off the rail and struck the glasses.

The lens cracked but the pieces held together. Had he not been wearing safety glasses, he likely would have lost sight in that eye.

Said Williams, "I didn't think too much of safety glasses before the incident, but I certainly do now."

Bonelli describes the rules for safety glass wear. "All maintenance of equipment and maintenance of way personnel are required to wear safety glasses when they're on the job. The only time they can take them off is during lunch, provided they move away from the track."

Amtrak supplies both prescription and non-prescription safety eyewear to such employees. The glasses must

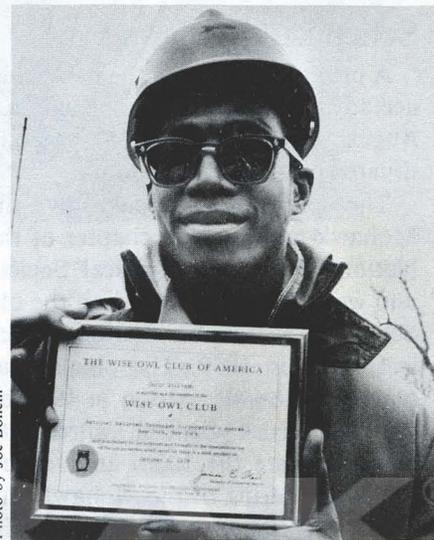
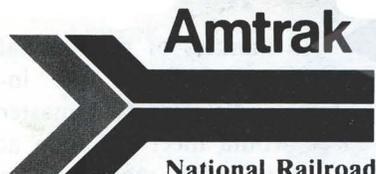


Photo by Joe Bonelli

Trackman Williams, Plaque

have side shields and employees have a choice of gray, green or clear lenses in either plastic or glass.



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