

## Employees Participate In Training Conference, Provide Input For Future Training

Some 100 employees, representing a cross section of the passenger services department, spent three-and-a-half days attending the department's first-ever "National Conference on Training" from Tuesday, February 24, to Friday, February 27.

By all accounts, it was a resounding success. . .and a beginning, not an end, to improved training communications.

The conference represented a radical departure from the past in determining the training needs—and the actual training programs—for the several thousand contractual employees in the passenger services department. The conference also represented a commitment from Amtrak's top management to draw on the skills and experience of employees themselves to shape the best, most innovative and effective training programs for the future.

Participants were chosen from contract employees at stations, commissaries and on-board crew bases from across the country. They either volunteered or were picked by field managers and the department's seven trainers as some of the top employees in the company, those who could describe well the skills, qualities and qualifications needed for their positions, then determine the best training for both new and existing employees in the department.

Most immediately, the conference will result in a new training program for the approximately 300 employees who are hired each spring to meet the summer demand for increased forces on board Amtrak trains. But the conference participants also will help shape the first-ever formal training program for new employees hired to work in the department's stations and commissaries.

In the past, between 75 and 150 new employees have been hired to jobs in those areas and were then trained on the job.

Participants also helped management determine what roadblocks exist for employees in performing their jobs effectively and ways to gain cooperation, through training and communication, between the various

crafts to improve overall service to the customer.

Until now all training was done by the department's seven trainers, with some assistance from other field employees. It was directed primarily at newly hired employees or at acquainting existing employees with new equipment as it arrived on the property. Less formal training in-



*Rima Z. Parkhurst, vice president, passenger services, speaks to participants early in the conference. "I have the utmost respect for each of you," she said.*



*Yvonne Thompson, lead service attendant, at flip chart, leads a mixed craft workshop. Trainer and Group Leader Willie Holder, at right, worked with her to keep discussions going after setting forth the group's task.*



**Joy Smith**

*“reawakened the old team spirit”*



**Jim Brown**

*“... started a heartbeat here ...”*



**Paula Donnelly**

*“rather be part of the solution”*

roduced employees to new procedures, such as food provisioning systems. This was done on an as-needed basis, through briefings and on-the-job experience.

And although training, until now, has covered such aspects of service as helping handicapped passengers, it generally focused on technical skills, such as equipment operation, rather than qualitative skills, such as communicating with passengers. Participants in the conference helped determine what training is needed in

qualitative skills as well.

Conference participants also suggested ideas for formal recurrent training of existing employees. Such training will upgrade skills and standardize new information employees need periodically to assure their professional development and to improve service to the passenger.

In his opening remarks to the group on Tuesday, Clark Tyler, group vice president, passenger services and communications, said, “We have a product we can brag about.

Thanks to you there is a new spirit at Amtrak. Let’s look at each other, see what the solutions are and then let’s do something about it.

“Training is the most important process of involvement. Employees have a piece of the action and this is your chance to make sure mistakes don’t happen in future training.

“It is the most important thing we can do at Amtrak.”

Participants worked from Wednesday morning through mid-day Friday in a series of 10 workshops, four comprised of mixed crafts, six of single crafts. They were guided by the seven trainers, by several skilled consultants and by Washington-based managers who are not in supervisory positions. Each group was also guided by a co-leader from the group. After each workshop, each group produced a written summary of its findings and recommendations. These will result in a comprehensive report on the entire conference in early March.

To insure that participants were as candid as possible during the workshops, no top management was present.

At the conclusion of the sessions, Rima Parkhurst, vice president, passenger services, told the group, “This conference is a beginning, not an end.

“As you have recommended, after



*During the week prior to the conference, Amtrak’s trainers took part in some training sessions of their own. In one, they underwent blindness awareness training, produced by Washington’s Columbia Lighthouse for the Blind and the passenger services department. Trainer Dan Gardner, left, and Ernest Ford, train attendant, Washington, on special assignment to help in retraining, wear masks simulating tunnel vision and cataracts. Directing the exercise is Ophthalmologist Dr. Joanne Economon.*

you leave here you will meet as groups with your regional management to brief them on what was covered, what was recommended and how those recommendations can have an effect in your regions. Then, within two months, we'll hold a similar conference to involve first-line supervision in the same process.

"I hope, too, that you will also take the messages, hopes and work of this past week to your co-workers. Our role here at headquarters will be to help and support you in this effort. . .and insure that progress continues."

Speaking to the group at a dinner on Thursday night, Amtrak President Alan Boyd told of having a vision.

"It's a very simple vision," he said. "It's that together we can establish the best transportation company in the country.

"And we are on the way to doing just that. Our progress isn't swift, or even. We aren't on a steady incline. . .but we are climbing. We are heading for that goal and when that happens, it will be because of people like you."

Joy Smith, lead accounting clerk, Washington; Jim Brown, chef, Los Angeles; and Paula Donnelly, commissary clerk, Chicago, presented the participants' impressions of the conference at the dinner.

Said Smith, "This conference has reawakened the old team spirit and

comradeship. We've come so far to know we're so close. Our passengers need us. . .and we need them."

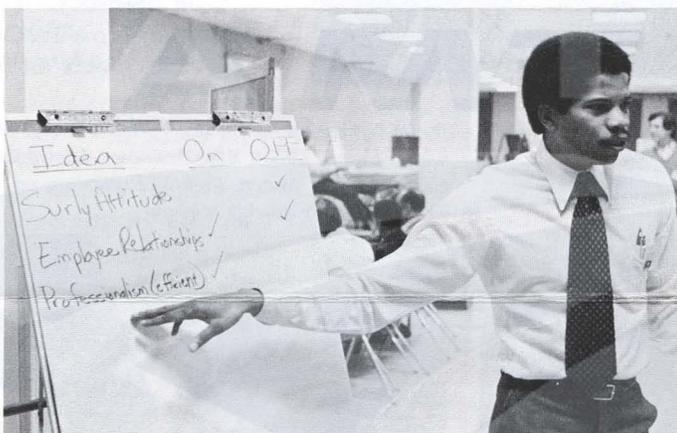
Brown echoed the theme. "We've started a heartbeat here. Our training is the heartbeat. This means as much to us as it does to Amtrak."

Donnelly took another tack. "Some of us have been called trouble makers," she said. "However, we'd rather be part of the solution than part of the problem. We'd rather cause change than cause trouble.

"We've always been told we are part of the team. Thanks to this conference, we now feel a part of that team.

"At last, the arrow is finding its point."

(Right) Trainer Dan Gardner makes a point on passenger "turn ons" and "turn offs" during one of the first workshops. (Below) Baggage man Len Wachniak, Milwaukee, ponders a point made during the free and open discussions.



(Below) Trainer Wimpy Isaacs, left, along with Ken Dejidas, ticket agent, Philadelphia, and Ken Bunetta, ticket agent, Hollywood, Florida, go over topics for the first workshop.



(Right) Virginia Crader, ticket agent, Los Angeles; Diane Vetock, lead ticket agent, Cleveland; and John Gorham, ticket agent, Boston, consider the discussion during one of the workshops.



(Left) Participating in a mixed craft workshop are, clockwise from far left, Floyd Beacham, steward, and Arlene Barry, service attendant, Oakland; Bill Beck, train attendant, Boston; Jay Fountain, steward, New Orleans; Trainer Sandy Thompson; Mary Hester, ticket agent, Chicago; Gerald Mungin, commissary worker, Miami; Fred Hardin, redcap, Chicago; and Margaret Sander, lead accounting clerk, New York.



(Below) Susan Weiss, lead service attendant, Chicago, presents her view as Richard Ruffin, train attendant, New Orleans, Sue Gaede, manager, service standards, and group leader; and Mick Savkovich, ticket agent, Alexandria, listen.



# Florida Family Days

## Attract 50,000 To Equipment Exhibit

Successful Family Days were held in Jacksonville, Florida, on Saturday and Sunday, January 17-18; Orlando on Tuesday, January 20; and Miami on Saturday and Sunday, January 24-25. Almost 50,000 persons attended the three events.

Although crowds were comparatively smaller because of unusually cold weather on both Saturdays, temperatures climbed and the sun shone brightly on both Sundays resulting in large crowds coming out to see the equipment display and to ride special excursions aboard Amtrak's new LRC train. Most of the runs were quickly sold out.

In Jacksonville, Amtrak and Sea-

board Coast Line employees and their families were invited to a special preview on Saturday from 9 to 11 a.m. Two free excursions were available for employees. Public showings were from 11 a.m. to 6 p.m., Saturday, and 10:30 a.m. to 6 p.m., Sunday.

Cost to the public for the LRC rides was \$3 for adults, who could bring along one child free. Additional or unaccompanied childred paid \$2.

Children received free engineers' hat and balloons as they toured the equipment lined up outside the Jacksonville station.

Lined up on display were head-end-powered coach, cafeteria lounge and sleeping cars recently refurbished by

Beech Grove shops; a Superliner coach, sleeping car and diner; a transition dormitory-coach; an Am-dinette; and Seaboard Coast Line and Southern Railway cabooses. Special stairs were provided so visitors could walk through the cab of an F40PH locomotive.

Exhibits by the Jacksonville Transit Authority, Florida's Department of Transportation, Operation Life-saver and Amtrak's marketing department were located in a tent set up next to the station. The U.S. Navy flew in one of its sea rescue helicopters on Saturday. It was placed on display next to a Trailways bus.

Several pieces of equipment, in-



(Left) Signing up for the door prize drawings are Margaret Leath, Gloria Eason, Lillian Adams, Gwenn Brown and Marcia Jones, coach cleaners, Miami. (Below) Excursions on the LRC train were so popular they quickly sold out.



(Below) Huddling in the Jacksonville cold are Jeanie Jaspers, Jacqui Huff and Carole Muraski, R & I agents. The three helped greet visitors. (Right) Directing cars from the highway to the station are June Westberry and John Featherstone, R & I agents, Jacksonville.



(Above) "Clowning" around with Circus World's Brian Hone are Mary Lou Young, R & I agent, Jacksonville, left, and Wendy Spivey, general supervisor, CRO.

cluding the F40PH locomotive and head-end-powered and Superliner cars, were moved to Orlando for Tuesday's Family Days exhibit there. Space limitations prevented a larger display there as well as operation of the excursion rides.

The following weekend, the Jacksonville display moved to Miami for exhibit at Amtrak's new station there.

Added to the equipment that had been at Jacksonville were a Seaboard Coast Line diesel locomotive and Amtrak's Amtech instruction car.

Also, of special interest to visitors were three pieces of equipment loaned for the weekend by the Gold Coast Railroad Museum of Fort Lauderdale. These included an old Florida East Coast railroad coach; the Ferdinand Magellan, U.S. No. 1, the last Presidential private car; and a long-

retired Florida East Coast steam locomotive. The old steamer, which is used each weekend at the museum, provided a stark contrast to one of Amtrak's modern silver, red and blue F40PH locomotives next to it.

Greyhound and Dade County Metropolitan Transit buses joined Trailways at Miami in setting up a display at the south end of the building. Trailways' new corporate symbol is an Irish Setter dog, named Big Red, and the bus line gave away an Irish Setter puppy at both Jacksonville and Miami.

A miniature operating steam train was set up in the parking lot in front of the station to provide rides for children. Also lined up in the lot were several antique automobiles.

Inside the building were exhibits by Florida's DOT, the Gold Coast

Railroad, the National Association of Railroad Passengers, Family Lines' Safety Express, Amtrak's marketing department, the Miami chapter of the National Railroad Historical Society and Dade County's Metropolitan Transit District.

Excursion rides were also available at Miami aboard the LRC. Amtrak and SCL employees rode free during their special preview session on Saturday from 9 a.m. to noon. The general public quickly bought up tickets creating sell outs on most runs.

The Florida Family Days were three in a series of such events being held to improve the corporate image and employee morale, to attract new riders and to showcase Amtrak equipment and service to leading travel agents, travel writers and the press in the area as well as to the public.



*(Left) After a cold Saturday, the sun shone brightly on Sunday, temperatures rose and large crowds came out. (Below) In Miami, the Gold Coast Railroad's steam locomotive provided a dramatic counterpoint to Amtrak's modern motive power.*



*(Below) Jimmy Morton, lead service attendant, Jacksonville, describes the operation of a newly refurbished Heritage Fleet cafeteria-lounge car.*



*(Left) Balloons were popular with the kids. At Miami, Earl Street, Washington, blows one up for On-Board Services Attendant Robert Gonsalves' son, Michael.*

# Hot Line To President Boyd

**Question:** I'm speaking for six clerks here at 14th Street yard in Chicago. They're making us park in a new place, across the tracks, in an unpaved lot. When we get into the office we have to take time to clean off mud from our shoes and pants.

Can something be done about this? Previously, we parked on the north side of the building on concrete.

**Answer:** Your local management was not aware of the clerk's concern in this matter. They are making arrangements to provide six temporary parking spaces on the south side of the building until the employees' parking lot is paved as planned.

**Q:** I'm an agent at the Los Angeles reservations office and just lost another sale on the Bakersfield-to-Martinez connection to the *Coast Starlight* because they don't connect anymore on the northbound train.

**A:** The running time of train 14, the northbound *Coast Starlight*, was reduced 10 minutes between Los Angeles and Oakland as of last October 26, breaking the connection from train 709, the *San Joaquin*, at Martinez.

As of April 26, the connection will be restored because of adjustments made to accommodate the Superliner operation on the *Starlight*.

**Q:** I'm a furloughed employee and drawing C-2 benefits which are about to run out. Once they do, am I considered an employee who has severed ties with the company or am I just a furloughed employee who will be entitled to a job should one become available?

**A:** Furloughed employees, upon expiration of their Appendix C-2 benefits, retain their furlough status, subject to recall to active service under provisions of the applicable labor agreement.

**Q:** How can Amtrak justify buying two Japanese fork lift trucks for Rensselaer when there is a recession

going on. The money should stay in this country and we should "Buy American."

**A:** Amtrak, indeed, does have a "Buy American" policy that is strictly adhered to but allows us some flexibility within certain parameters.

In this particular case, Amtrak received a requisition to buy two fork lift trucks but because of budget constraints an order was placed to buy just one and lease one.

We believe that the deal was clearly within our parameters for the following reasons:

1- The order was placed with a

local dealer.

2- Amtrak was assured by the dealer that the fork lift truck was assembled in its entirety in Memphis, Tennessee, by American workers.

3- Twenty five percent of the components and 100 percent of the services for the trucks were manufactured or procured in the United States.

4- The Datsun fork lift truck was purchased for \$17,927, some \$4,028 less than the lowest quotation for a domestic model.

5- The Datsun truck uses 50 percent less fuel than any available domestic model.

6- Because of the cost and fuel efficiencies stated above, the State of New York and the United States gov-

## We Are Doing Things Right!

At a time when our company is the target for harsh words from various sectors, it is important to keep in mind some of the very important positive achievements of the year.

We are coming of age and operating in a very cost-conspicuous and business-like manner.

Since the passage of the 1979 Amtrak Reorganization Act, the company has increased its fares by 26 percent in three stages. This has resulted in improving the revenue-to-expense ratio from 38.3 percent in 1978 to 41.1 percent in 1980, well within the path of achieving a 50 percent ratio by 1985 as mandated by Congress.

And, please note, this was done while maintaining ridership growth and Amtrak's position in the competitive intercity travel market.

By October, every Amtrak route will be operating with either new or totally rebuilt and modernized equipment.

On-time performance has improved dramatically, now running at over 81 percent. For seven of 12 months, the corporation's on-time performance exceeded the airlines.

Customer complaints have declined as much as 80 percent on routes that have received new equipment.

A new reservations and ticketing system, with much greater capacity than the present outdated one, will be serving customers before the end of the year.

Equipment reliability is up, with the lowest out-of-service rate in Amtrak's history during 1980. The average age of the locomotive fleet—which was 22 years in 1972—is now only seven years.

State funding is now producing 35 percent more state contributions than in 1979, with eight new state-supported services now operating and nine more in the application stage.

Since the 1979 Amtrak Reorganization Act, we have shown outstanding results and measurable economics.

We should be proud of our record. Obviously, we are doing something right.

ernment, through GSA, have purchased similar units. It should be noted that any item purchased by the GSA is in strict accordance with Federal Procurement Regulations which comply with "Buy American" policies.

**Q:** I work in Los Angeles coach yard and wonder why they're giving our trains away. They've given our *Sunset Limited* to New Orleans and now they're giving the *Southwest Limited* to Chicago. That leaves us with only two trains and puts our seniority back about four years. Why are they trying to put Los Angeles out of business?

**A:** The *Sunset* is assigned maintenance at Los Angeles with no change in assignment planned.

Maintenance on the train operating between Los Angeles and Chicago was assigned to Chicago when Superliner equipment was introduced. This was necessary because of the availability of inspection pits at Chicago. These are needed for preventive maintenance.

Programmed maintenance will return to Los Angeles after completion of the Los Angeles Yard upgrade project. In the interim, all inspection programs, train servicing and running repairs performed at Los Angeles and Chicago will remain unchanged.

**Q:** I'm a clerk on the *San Francisco Zephyr* route and am concerned about the new Superliner lounge-cafes.

They're attractive but most of the lounge space is filled with people who smoke, so much so that anybody who doesn't smoke can sit there only for a

few minutes because of the dense smoke.

Will there be any restrictions set up to partition the car for smokers and non-smokers?

**A:** Smoking is presently allowed in the entire car simply because lounge cars have always been designated as smoking cars.

There are two logical options. One is to allow smoking only on one level of the car, either upper or lower. The second option is to split the upper level into smoking and no smoking sections. This might be difficult to police because we might not have an attendant on the upper level at all times.

I think we need some more experience with these cars before we designate any section smoking or non-smoking. Employee observations concerning this matter should be reported to the crew base and your supervisors for development of a final policy.

**Q:** Are they going to extend the Northeast Corridor from Boston to Portland, Maine?

**A:** To our knowledge, there are no plans at present, either actual or legislative, to extend the corridor to Portland.

**Q:** Is there any way that ticket offices can share the names of persons who pass bad checks, other than by just sending random messages through the ARTS system?

It would be nice to have a periodically updated list that everybody could consult.

**A:** Data for a bad check list is being compiled for inclusion in the new ticketing and reservations system

## Suspicious Activity? Call Police!

Amtrak's police and security department has established a 24-hour-a-day, 7-day-a-week Hot Line to provide immediate response to complaints or to initiate investigation of suspicious incidents.

Any Amtrak employee witnessing suspect or criminal activity is asked to

call the police immediately on the toll-free number: 800-523-9997.

Personnel at the 24-hour police communications desk, located in Philadelphia, will then be able to radio or phone the proper authorities at the scene for prompt assistance in handling the situation.

### President's Hot Line

U.S.A. 800-424-5191

D.C. only 383-2027

### Personnel Hot Line

U.S.A. 800-424-5190

D.C. only 383-3636

### Payroll Hot Line

U.S.A. 800-424-5067

D.C. only 383-3517

Payroll personnel will answer calls live during day shift hours, Monday through Friday. At all other times calls will be handled by an answering machine.

### Jobs Hot Line

U.S.A. only 800-424-5196

All Hot Lines are in operation  
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 the specific Hot Line you want. c/o Amtrak, 400 N. Capitol St., NW, Washington, D.C. 20001.

that is scheduled for implementation in October.

**Q:** Why, according to the timetable, does it take the northbound *Coast Starlight*, train 14, only 20 minutes to travel from Los Angeles to Glendale, but it takes the southbound *Starlight*, train 11, 47 minutes to travel the same distance? Is it for the convenience of the railroad so it can make up time and have a better on-time performance mark?

**A:** What you describe is fairly typ-

ical of all schedules.

The time in train 11's schedule is the result of providing a reasonable amount of recovery time to cover enroute delays and contingencies.

In like manner, train 14 has similar recovery time before reaching Portland.

Only recently has Amtrak entered into the negotiation of internal schedule times.

Amtrak has just concluded a Third Amendment agreement with Seaboard Coast Line which provides for intermediate incentive payments and minimizes the tendency to "bunch" all recovery time at the end of the runs.

This agreement is a forerunner to similar agreements which we hope to negotiate with all of the carriers in the future.

**Q:** Can you please explain to us why payroll checks are late? Sometimes it's very hard to understand what can possibly go wrong to make things late. Perhaps it could alleviate some hot tempers if we could have an explanation.

**A:** I'm not sure what you are referring to since Amtrak has never missed a payday.

In the event that something out of Amtrak's control delays the paychecks in reaching their destination, we have procedures to issue checks out in the field.

Amtrak has accommodated its employees by authorizing the release of checks after 3 p.m. on the day prior to the official payday *if the paychecks are available*. Most complaints concerning "late" paychecks occur because employees forget the "if available" qualifier.

Amtrak, at present, produces 10 separate payrolls representing different pay cycles—weekly, bi-weekly, semi-monthly, etc.—and different pay lag periods.

The date for delivery of checks for each payroll is formally established and we have never failed to provide checks to our employees on these committed dates.

However, in recognition of incon-

venience to employees when checks are released after their shift has ended or delivered on their day off, we try to improve on those committed dates and distribute checks early.

Most of the time we meet this objective, but not always because of various reasons.

The period of time between the last day worked and the day checks are to be distributed is, for many payrolls, very short.

There are also many steps involved, including getting the number of hours worked collected, calculating the pay, making the proper deductions, printing the checks, signing them and then transporting them to destination.

Much of the process is automated but some steps must be done manually and are thus time consuming. Any human error or computer failure can

seriously affect the process. When this does happen our payroll and computer services people spend a great deal of extra effort to get the checks to employees at the time they expect them.

A good example of that type of extra effort is detailed in the story in the adjacent box.

**Editor's Note:** In recent months, some employees have been calling both the President's Hot Line and the Personnel Hot Line with exactly the same question or suggestion.

This is a needless duplication of effort and slows down the entire process of responding to Hot Line queries.

Please continue to use the Hot Lines but address personnel matters only to the Personnel Hot Line and general matters to the President's Hot Line.

## Extra Effort Gets Checks To Employees

Roy Nyquist, manager, Los Angeles reservations office, describes a problem that occurred in the payroll process and the steps taken to insure that all employees at the reservations center received their checks on time.

Checks were supposed to be distributed on Friday, January 9, but as of late Thursday had not yet arrived.

Says Nyquist, "The situation occurred because of an as yet unexplained loss of checks by the U.S. Postal Service. The pack of checks was delivered routinely to the post office in Washington, but did not arrive in Los Angeles.

"On January 8, at 4:56 p.m., Washington time—that's four minutes before quitting time we called Jeannette Bigby, line supervisor in the payroll inquiry unit at Washington, and told her the payroll hadn't arrived. She quickly called the post office to put a tracer on the package, but the search proved fruitless.

"Since supplementary adjustment checks are used infrequent-

ly, each field office keeps only a small supply on hand. We didn't have enough to furnish our people—we needed about 220 checks—so it was necessary to get enough checks here to meet the CRO's payroll the next day.

"Bigby, on her personal time in a snowy Washington, took the checks to the airport and at 9 p.m., using her own American Express card to pay, sent them air express to Los Angeles.

"At 12:45 a.m., Los Angeles time, Dan Baker, administrator, scheduling/planning, went out to the airport here to meet the flight and pick up the checks.

"Then, at 2 a.m., Brenda Dowd, my secretary; Velta Tiger, Baker's secretary; and Paul Kalmen, clerk steno, came into the office to type up the checks.

"I'm proud to work with people like this who voluntarily give up their personal time in a situation that was out of Amtrak's control so that their fellow employees could get their paychecks on time."

# Corporate Library Opens, Provides Central Resource Center

Amtrak, for the first time in its history, now has a corporate library. The library—a repository of information collected from all Amtrak departments plus materials obtained through commercial and government sources—has been put together by Carol Hart, manager, bibliographic services, and Lenore Hardy, corporate librarian.

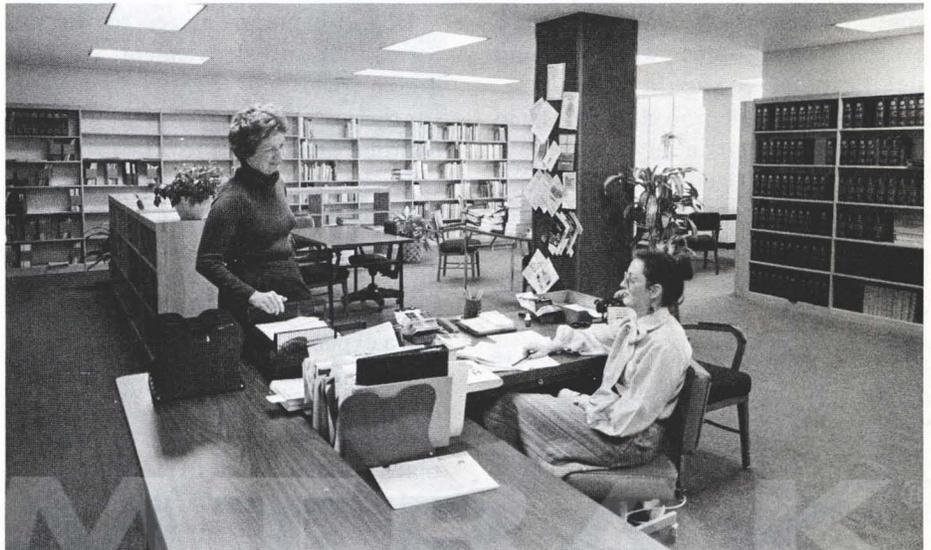
The idea of having a corporate library is an old one and has come up from time to time over the years. This past fall, however, Robert Eckenrode, group vice president, finance and administration, started the wheels rolling to make the project a reality.

The purpose of the library is to provide a central resource center, a place where information relative to the needs and interests of the corporation, can be stored and retrieved for use by all employees. It will also be a place for study or reading by individuals or small groups researching a specific topic.

The new Amtrak library centralizes services and facilities formerly located in over half a dozen departmental libraries throughout headquarters. This central library is more economical than the several individual libraries which it replaces.

The library staff will offer an increasingly active information service, answering questions, researching topics, locating and obtaining resource materials, providing a newsletter and acquisitions lists plus a variety of other services. If a reference work or book is not available through the company library, the librarian will attempt to find and obtain the information from other sources, such as other libraries and government agencies.

The library is located on the seventh floor of corporate headquarters. The main library room houses reference books, general collection materials, magazines and newspapers covering a wide area of interest from



*Materials for the new corporate library have been assembled by Carol Hart, manager, bibliographic services, and Lenore Hardy, corporate librarian.*

taxes, communications, business, economics and data processing works to management. Tables and chairs along with a copying machine and microform reader/printers are also located there.

With the exception of reference, law materials and looseleaf service, most library items may be borrowed by users, books for a two-week period, journals for three days.

The library staff is also responsible for maintaining Amtrak's law library. The collection will remain at its eight-floor, law department location at corporate headquarters because of space requirements and continual use

by the legal department staff.

Working with the librarians on a temporary basis is Pamela Scott, historian, who is sifting through stacks of Amtrak background and historical material for what will become the basis for the long over-due Amtrak archives. This material is also finding its way into the library center as it is collected and some is being sent to the Library of Congress. Indexing of this collection will begin in early summer.

Personnel from all over the system are encouraged to make use of the library's services. This can be done by a phone call to Lenore Hardy at (202) 383-3632 or ATS-8-733-3632.

## Flagman Retires After 67 Years

Flagman J. B. Brown, Los Angeles, 80 years old, retired on the first of January after completing his final trip from San Luis Obispo on the *Coast Starlight*.

Brown had been a railroad employee for 67 years, originally hiring out on the Chicago and Alton, in Illinois, as a machinist's apprentice. He later worked as a locomotive fireman, once firing a steam passenger locomotive for nearly 600 miles over a 24

hour period because of a detour.

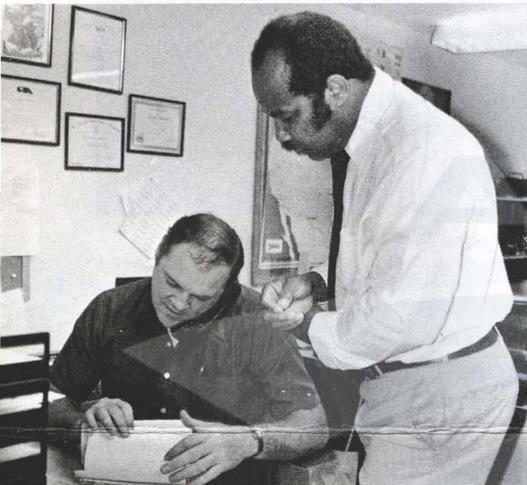
Brown took a leave of absence from his job in 1928 to visit relatives in California. He liked the area so well he joined the Southern Pacific in train service.

He was assigned to the *Daylight* for over 30 years and has been with Amtrak since it began ten years ago. He had worked as a conductor, but voluntarily returned to his flagman's job several years ago.

## Form Ordering By Phone Will Expedite Orders To Users

Beginning April 1, Amtrak's forms control department will begin new ordering procedures which should significantly speed up the process.

The new phone procedure will be in operation 24 hours a day, seven days a week, and will enhance the forms control department's ability to deliver forms in a more timely fashion. The new system should improve ordering and deliveries, reduce the size of in-



*Randy Bush, forms control specialist, and Joseph Tetteh, manager, forms control, keep tabs on the thousands of forms.*

dividual orders, eliminate repetition of orders as well as reduce paperwork and local administration.

Until now forms were ordered through a form of their own which was mailed and could take several days to make its way to Washington.

The person doing the ordering had no way of knowing when the order form arrived or if, indeed, it ever arrived. The end result was that many persons overordered to protect themselves.

Now, as the telephoned order is typed in the word processing center, an acknowledgement card will automatically be filled out and sent within five working days as confirmation.

Procedures of the new system have been formulated and will be sent to all ordering points by mid-March.

Amtrak's forms control department rides herd on over 2,000

separate forms used over the system.

Departments are urged to use the forms control department to help design forms and then to stock them for their use. There is no cost to an individual department for their service.

If the new form requires outside printing or special paper stock for in-house printing, the requesting department will have to transfer budget money to forms control to cover this extra expense.

Next fiscal year all using departments will be requested to identify approximate use of forms as well as plans for new forms to the forms control department so that these expenses can be incorporated into the forms control budget in advance.

Since several million dollars worth of forms are in use over the entire system, it is important that Amtrak gets better control over forms issuance and save itself significant amounts of money. The new phone ordering system is just one step of an integrated forms control and records

management system.

Some sophistication does come into play in designing forms for Amtrak's use. Marv Liebow, senior director of program administration, finance and administration department, points out some details an average person might not think of.

Says Liebow, "A forms design on the wrong size paper could cost considerably more. Sometimes, cutting down a form a mere quarter of an inch can save money.

"There are many subtle things that our people are trained to spot quickly and make suggestions about changing them."

Working in the forms control department are Joseph A. Tetteh, manager, forms control, and Randy W. Bush, forms control specialist. They're the ones who make the forms design suggestions, keep tabs on the thousands of forms stocked and process orders to the trains.

Liebow also notes, "We'll have some bugs in the new system at first, so I hope our users don't get discouraged. If they do have problems though, they should call ATS-8-733-2646. Someone will help them out quickly."



*Bob Herman, vice president, operations, presents Amtrak Police Officer William R. Bessette with his President's Achievement Award in a special ceremony at Providence, Rhode Island. Bessette, who was recuperating from a gun shot wound received in apprehending a suspect aboard the Merchants Limited in New London, Connecticut, was unable to attend the formal ceremony in Washington.*

## Board Appoints Gardner, Spence

Amtrak's board of directors has appointed Timothy P. Gardner as vice president, corporate planning, and Sandra Spence as corporate secretary.



**T. Gardner**

**S. Spence**

Gardner, a summa cum laude graduate of Swarthmore College, holds a master's degree in law from Oxford University and a J.D. from Yale Law School. He has been with Amtrak since May 1980 when he was appointed senior director, government affairs.

In his new capacity as vice president, corporate planning, Gardner will report to Robert Eckenrode, group vice president, finance and administration.

In her new position, Spence will function as the primary liaison between Amtrak's senior management and the board of directors.

A native of Mount Pleasant, Pennsylvania, Spence joined Amtrak in 1978 as director of congressional affairs in the government affairs department.

An expert in legislative affairs, Spence has held various key positions in the Pennsylvania state government, the Appalachian Regional Commission, the National Association of Counties and the California Department of Transportation.

Spence is a Phi Beta Kappa honors graduate of Allegheny College, Meadville, Pennsylvania, and holds a master's degree in political science from Rutgers University's Eagleton Institute of Politics where she held the Eagleton Fellowship.

## 1980 Winners: St. Louis, Wilmington

Winners of the 1980 President's Safety Awards are St. Louis, in the division category, and Wilmington, in the shops category.

In making the announcement of the winners, Bob Herman, Amtrak's vice president, operations, said, "The 10.3 overall system safety ratio that we achieved last year is the lowest and best since Amtrak acquired the

followed by Beech Grove with 13.3 and Albany-Rensselaer with 13.8.

Three mechanical facilities—Minneapolis-St. Paul, Dallas Fort Worth and Niagara Falls — went through the entire year with no injuries and thus won a zero ratio for the year.

Said Herman, "Our goal, of course, is to continue this trend, but we need the help of all employees to do so. I hope that each of them will set a good example for the others to follow."

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

### January Standings

For January, the Southern led the seven other divisions in the President's Safety Contest with a 4.0 ratio, followed very closely by the Western with 4.4 and Philadelphia with a 4.8.

In the shops category, Wilmington, kept up its winning pace with a 7.5 ratio.

Ten mechanical facilities tied for first place in their category with no injuries and a zero ratio. The ten were Redondo Junction, Minneapolis-St. Paul, Detroit, Kansas City, St. Louis, Dallas-Fort Worth, Houston, New Orleans, Niagara Falls and Jacksonville.

Northeast Corridor. This decrease in injuries makes Amtrak a better place to work. And I'm quite proud of the effort expended by everyone to lower that ratio from what it had been."

The overall ratio for 1979 was 10.5 and for 1974 it was 15.1

Since St. Louis has now won the best division award for the third time, it will keep the large trophy permanently. The trophy will be awarded to the superintendent of the Central division, into which the St. Louis division was merged at the beginning of the year, at ceremonies in the near future. Wilmington's award—its first—will be presented in ceremonies at the shops there.

St. Louis' safety ratio for the year was 4.1, followed by the Southern with a 5.3 ratio and Empire with 5.4.

Wilmington's final ratio was 8.1,

### Bank Thief Caught

Amtrak Police Sergeant Santos Marchesi, Trenton, helped city police there apprehend a bank robber after a brief chase on Thursday, January 22.

The robber stole \$3,457 from the National State Bank, located inside Amtrak's Trenton station. Police were alerted to the robbery by a silent alarm and Marchesi joined some Trenton policemen, who happened to be at the station at the time, in apprehending the thief.

### AMTRAK NEWS

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

#### STAFF

#### Editor

Ed Wojtas

#### Editorial Assistant and Circulation

Marguerite Broynhill

400 N. Capitol St., N.W.  
Washington, D.C. 20001

202-383-3865  
ATS-8-733-7865



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## Connecting Olympia-Amtrak Bus Service Inaugurated

Special ceremonies were held on Saturday, January 21, at East Olympia, Washington, to inaugurate intermodal Trailways bus service between there and Olympia to connect with the *Mount Rainier* and the *Pioneer*.

Participating in the event were Amtrak President Alan Boyd, Trailways Chairman and Chief Executive Officer James Kerrigan and Cascade Trailways President Roger Peck.

Also on the program were Lisle Watson, mayor of Olympia, and William Bulley, secretary of transportation for the state of Washington.

Boyd cracked a bottle of champagne over the hub cap of a Trailways American Eagle bus while Kerrigan did the same over the coupler of the Amtrak locomotive.

At a press conference in Tacoma preceding the ceremony, Kerrigan said, "This new intermodal transportation service is an excellent example of how air, rail and bus, working together, can provide a service that better meets the public's need."

"The Trailways/Amtrak intermodal service being initiated today in Olympia is an excellent example that we hope will encourage additional new intermodal services throughout the nation."

After the press conference, civic of-

ficials, members of the press and Amtrak and Trailways personnel boarded three American Eagle buses for



*Present at the Inaugural train-bus service were Harold Jewell, bus operator; Ken Clauson, regional director, passenger services, Seattle; Roger Peck, president, Cascade Trailways; Jim Church, manager, facility planning, Portland; and Harold Taylor, Amtrak conductor.*

## Freeman Named Engineer Of The Year

Belknap Freeman, Amtrak's senior communication and signal-electric traction engineer, Northeast Corridor, was declared "Engineer of the Year" by the Delaware County chapter of the Pennsylvania Society of Professional Engineers at its annual dinner meeting on February 18.

Belknap was also elected president of the chapter. He had previously served as secretary, treasurer and vice

East Olympia and the champagne ceremony there after which they boarded the *Mount Rainier* for return to Tacoma.

Regular bus service between Olympia and East Olympia, costing \$1.25 each way, began the next day.

president as well as working on the legislative committee at both the state and chapter level for many years.

Belknap worked for the Pennsylvania Railroad from 1941 to 1968, then the Penn Central to 1976 when he joined Amtrak.

Speaker at the dinner was William Sponseller, managing director of construction, Northeast Corridor Improvement Project.

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