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# Corridor Takeover, New Equipment Highlight Amtrak's 1976

1976 was the year that Amtrak acquired the Northeast Corridor and put over 75 per cent of its short-distance passengers into new trains.

Both accomplishments were an important part of Amtrak's future development. The decision to buy the Northeast Corridor properties of the bankrupt railroads made Amtrak, for the first time in its history, an operating railroad with 722 miles of its own track and 130 stations.

As the year ended, Amtrak was dispatching its own trains between Boston and Washington and maintaining its own right-of-way.

#### **New Cars**

Amtrak's new passenger cars began arriving in substantial numbers early in 1976.

Conversion from the old to the new was dramatic enough so that by year's end more than three out of every four passengers on short-distance Amtrak trains were riding in new cars.

Trains involved were either Turboliners or the new locomotive-hauled stainless steel Amfleet cars, all of which have been purchased within the last three years. Sixty turbo power cars and coaches and 379 Amfleet cars had been delivered by year's end.

The new equipment first went to the short-distance trains that carry the bulk of Amtrak's riders. But the modernization program has reached the stage where over half of all Amtrak's passengers — both short-haul and long-haul — were now riding in new coaches, behind new locomotives, at the end of the year.

The actual percentage of passengers riding in new cars on shortdistance trains was 78.4 which meant that about 22,500 passengers a day were riding in new cars while only 6,000 were still riding in refurbished conventional cars.

#### For The Long Haul

Amtrak's equipment picture is a very dynamic one. The short-haul passenger was being taken care of with Turboliners, Amfleet trains and the older Metroliners. But the longdistance traveler could look forward to new equipment, too. In Hammond, Indiana, Pullman Standard was getting ready to roll out the first of 284 new double-deck long distance coaches, sleepers and food and lounge cars. The first of the new bilevel cars were scheduled for delivery in mid-1977. The order, which was amended twice during 1976, will include both economy and first-class accommodations sleeping and

"Sightseer/Lounge" cars with wide expanses of glass for easy viewing of the scenery.

In the busy Northeast Corridor, Amtrak was experimenting with an advanced Swedish electric passenger locomotive. A similar locomotive of French design was to arrive early in 1977 for testing. Both are capable of 120 mile an hour speeds.

Experience gained in working with the best foreign-built equipment will be used in writing the specifications for future Amtrak locomotives and cars to be built in this country.

#### **New Services**

The Shenandoah, the Palmetto, the Colonial and the Caltrak San Diegan, were four trains that joined Amtrak's roster in 1976. The Shenandoah began daily service between Washington and Cincinnati on October 31. The Palmetto started running daily

An Editorial

## A Big Pat on the Back

Despite the crush of holiday throngs, bitter cold weather in some parts of the country, some derailments, and slow orders imposed by some railroads because of the below-zero temperatures, Amtrak employees for the most part served well beyond the call of duty during the year-end holidays.

Amtrak News had the opportunity to travel during the period and, based on its observations, has nothing but the highest commendation for the people it found working both on Amtrak trains and in the stations.

Admittedly, the sample was small but if it is indicative of what other Amtrak employees were doing they all worked long hours under rough conditions but kept their good humor during the period.

The first train we attempted to ride didn't exist, at least not at its origination point. The eastbound *Broadway Limited* had been ter-

(Continued on page 3)

## What 1976 Meant to Amtrak

- Acquired Northeast Corridor and took over its operation.
- Amfleet cars put on most short-distance trains.
- Rohr Turboliners arrive, go into Empire service.
- Construction begins on longdistance, bi-level cars.
- Shenandoah, Palmetto, Colonial begin service.
- Fourth San Diego-Los Angeles train put into operation.
- Joint Auto-Train service begins on *Floridian*.

between New York and Savannah, Georgia, on June 15 and the *Colonial* began serving points between New York and Newport News, Virginia, including Williamsburg, on the same day. Also, on October 31, Amtrak and the Auto-Train corporation began joint service between Louisville, Kentucky, and Sanford, Florida, on Amtrak's *Floridian*.

A fourth daily train between Los Angeles and San Diego, the Caltrak San Diegan, was added to the all-Amfleet service on that busy route on September 1.

In New York State turbinepowered trains, based on the original French designs but adapted for American travelers and built in California, will soon have replaced all of the older passenger cars on intra-state routes.

Another new route — Seattle to Salt Lake City via Boise, Idaho, — was designated during the year with service to begin in mid-1977.

#### **Better Schedules**

Another significant sign of improvement on the railroad was the reduction in running times of 28 of Amtrak's trains. This was the first significant shortening of the elapsed times for passenger trains in the United States in many years. Reductions ranged from a few minutes on some trains to over two hours on others. One reason for the shorter schedules was upgraded track on Conrail in the

- Testing starts on Swedish electric locomotive, French electric locomotive leased for other testing.
- Schedule times reduced.
- Ridership goes up.
- More shops, yards taken over by Amtrak.
- Construction begins on Rensselaer maintenance facility.
- Salt Lake City-Seattle train via Boise, Idaho, announced.
- U.S.A. Rail Pass offered to domestic customers.

Northeast and Midwest.

But Amtrak was also putting its own money into track improvements in 1976 as well as getting help from some of the states. Significant track work was either completed or underway in Texas and Michigan. Other work was planned for Illinois and New York.

#### The Northeast Corridor

The most significant track project of all is scheduled to begin next summer. Troublesome questions of control and direction of the \$1.9 billion modernization of the Boston-Washington Northeast Corridor were settled late in 1976, and Amtrak's President Paul Reistrup urged federal officials to be ready to start the massive five-year rebuilding project during the 1977 summer work season.

When completed, the Northeast Corridor project is expected to substantially increase speeds and reliability of trains between Boston and Washington.

#### Ridership

The arrival of new equipment in substantial numbers, coupled with new services, allowed Amtrak's marketing department to move agressively in attracting more riders. A local advertising campaign, using newspapers, radio and television, was supplemented for the first time with a national television campaign. The TV campaign concentrated on Amtrak's

newest marketing tool, the U.S.A. Rail Pass, which is available to foreign visitors as well as domestic travelers.

The U.S.A. Rail Pass, geared to encourage travel in off-peak periods, was first offered in March 1976 for a two and one-half month experimental period. Results were encouraging.

Prices were raised during the peak summer months when Amtrak trains often run at near capacity and then lowered again in autumn when more seats were available. During 1976, over 20,000 U.S.A. Rail Passes were sold.

Local excursion fares, which offered round-trip discounts, also helped boost patronage. By mid-year, ridership, which had been below the previous year's figures, began creeping up again and by year's end, it was running about 12 per cent over the previous year. It appeared that the year's average would be about seven or eight per cent over 1975.

Certain routes, particularly those with additional service and new equipment, showed spectacular spurts. Los Angeles-San Diego, with new Amfleet cars and a state assisted fourth daily round-trip, showed ridership increases as high as 90 per cent during the final months of the year.

Promotion of new equipment on other routes also produced results. Seattle-Vancouver, Seattle-Portland, Chicago-Milwaukee and New York State's Buffalo-Albany-New York routes were all up over last year.

#### **Station Improvements**

Amtrak has 470 passenger stations, mostly old buildings built by private railroads in another era. Many need replacement, relocation or refurbishment. Important progress was made in the station program during 1976.

A beautifully restored station was "rededicated" in New London, Connecticut; a renovated Nashville station was dedicated; and the refurbishment of the Baltimore station was begun with costs being borne by Amtrak, the federal government and the

city of Baltimore.

Ground was broken for a new station in Cleveland and a new station will be ready at Duluth for use there shortly.

Work is scheduled to begin during 1977 on new stations at Rochester, New York, Miami, St. Louis and Minneapolis-St. Paul. A \$700,000 expansion program is almost complete at Cincinnati and substantial improvements are planned at Detroit.

Stations in smaller towns should see their share of improvements in 1977, too. Amtrak has announced a \$1 million program to match money with local governments or other groups to pay for station improvements in their cities.

#### Maintenance

As part of a steady move toward independence, Amtrak last year took into its own hands a much larger share of responsibility for maintanance, repair and overhaul of its equipment. A big step came early in the year when Amtrak took over the 12th Street yards and the 16th Street locomotive shops in Chicago from the former Penn Central railroad. Later in the year, formerly railroadowned repair and maintenance facilities in New York, Boston, New Haven, Philadelphia, Harrisburg, Detroit, Buffalo and Wilmington were taken over by Amtrak.

Ground was broken and work started on construction of a new \$14.8 million maintenance base at Rensselaer, New York, to handle the new turbine trains as well as conventional equipment.

A year earlier, Amtrak had purchased from the Penn Central its heavy overhaul and repair facilities at Beech Grove, Indiana. Modernization of this major facility has continued and 320 cars a year are now being overhauled there. In September 1976, Amtrak's Board of Directors announced plans to construct a \$1.8 million technical facility and training center at Beech Grove in addition to the on-going repair program.

#### Pat on the Back

(Continued from page 1)

minated in Philadelphia after running late from Chicago because of a freight derailment. There was no time to get it to Washington in time to service it and get the equipment ready for that day's departure back to Chicago.

So, the *Broadway's* passengers were carried from Washington to Philadelphia that day on the 4:10-departing *Merchants Limited*. Transfer was made quite smoothly across the platform in Philadelphia with the aid of station personnel there.

In Chicago, the scene in Union Station was one hard to believe. Station Manager Cal Martin and his entire crew deserve the highest accolades for their handling of passengers. The heavy travel and below zero temperatures created a myriad of problems and missed connections.

Yet, not once in the five hours we watched the operation, during a two day period, did any employee lose his or her temper.

Below zero conditions affect human efficiency. Locomotives that came into town on late-arriving trains had to be rushed to the engine house for fueling, watering and sanding, and then returned to Union Station for service on yet another train. Delays, under such conditions, were the rule rather than the exception.

Yet, Amtrak people, from ticket seller and duty officers to hostlers and train crews tackled their jobs with devotion and a spirit of wanting to help the passengers.

A large crew of station personnel, for example, worked long hours helping the many passengers who missed connections and waited in the Union Station lounge.

Back on the *Broadway* returning to Washington, after a three-hour delay in departure, the lights failed in the diner shortly after leaving Chicago. Undaunted, the dining car crew borrowed signal lanterns from a deadheading Conrail crew, strung them up in one end of the diner and proceeded to sell food and beverages to the passengers.

A large pat on the back goes to John Gordon, waiter in charge; W.C. Sherrod and H.L. Wisdom, waiters; Curtis Daniel, cook; and Douglas Grant, second cook.

Gordon, for example, didn't even blink an eye when in the middle of all his troubles a youngster insisted he had to have a blue napkin instead of the red one Gordon was laying down on the counter.

And there were plenty of other employees like Gordon over the entire system who faced and overcame problems to serve Amtrak's customers.

The *Broadway's* lights, incidentally, were restored at Fort Wayne, the first division point after leaving Chicago.

Amtrak's job this Christmas was eased by the heavy concentration of new equipment in its fleet. Amfleet worked splendidly on the *Illini* and *Shawnee* despite sub-zero readings on the thermometer.

There were problems during Christmas 1976 but Amtrak people cared and helped our customers whenever and wherever they could. And the passengers responded in kind.

Says Sal Bruno, division trainmaster, Philadelphia, while helping transfer Washington-bound travelers from the *Broadway* to a Metroliner, "The people are real good. They seem to know we're trying to do a good job and I think they appreciate our efforts."

Amtrak, for one, certainly appreciates its employees' efforts.

People



George "Junior" Towns

## Old Timer

George Towns retired from Amtrak last year after a career as a railroad redcap that spanned over half a century and saw large scale changes in the travel habits of the country.

"Junior" Towns, as his friends knew him, took his first railroad job in 1925 when he went to work with the Seaboard Air Line railroad as a messenger in the West Palm Beach station manager's office. When the railroad was completed through to Miami he was offered the job as head redcap at the station.

When Junior retired last autumn from the same station, he was one of three redcaps working there. But, when he first went to work there, he had 25 men under his charge who were responsible for handling over 13 trains a day.

Those trains came in from as far away as New York and Chicago and included such as the *Sunbeam* and the *Orange Blossom Special*. Working conditions then weren't good by today's standards. Town's first train arrived at 4:45 a.m. and his last left after midnight. He slept when he had time, came in when called. All of this effort was expended for 25 cents an hour...with no overtime.

There were other compensations, however. For Towns it was a job at a time when many people weren't working at all. The never-ending stream of wealthy and well-known personalities through town also had its advantages. Towns frequently carried bags for Babe Ruth who came down with the other Yankees for practice at their West Palm Beach winter quarters. His friendship with the Babe earned him a season pass to the stadium there and he spent many afternoons watching Ruth at the field.

Things changed a great deal for Towns over the 51 years he spent at the station. Years ago, there was no airplane travel and southern Florida had very few roads. Car travel was rugged and the railroads then were the mode to use. Junior remembers that many people traveled to his station in private railroad cars.

He did manage to save enough money to put his son through college while seeing highway and airline travel grow at the railroads' expense.

He still has high hopes for the future of train travel. Says he, "If the men who operate our railroad can maintain good equipment and operate on good schedules, I believe that trains will be around for the future.

"It's mostly a matter of service," he says. "You give the traveling public a well-run and convenient way to travel and you'll be in business."

## Life Saver

Cecilio Suarez, on-board service attendant, works both coaches and dining cars out of his Miami base and handles his job well.

But he ran into a crisis situation one day enroute to New York, faced the challenge and today an Amtrak passenger is alive to testify to that fact.

While working as coach attendant on the *Silver Star* one day last year, he was approached by three passengers from an adjoining car who told him that an elderly man was unconscious there.

When Suarez got to the man, who was traveling with his wife, he showed no signs of life.

Luckily, Suarez had recently read a book on CPR, the medical technique for applying emergency treatment to heart attack victims. He stayed calm, kept frightened on-lookers away and

## Sign Specialist

Miami-based Konrad Dahl, onboard service attendant, is rapidly earning a reputation within Amtrak and improving its reputation with the public by giving his coach passengers a little extra service.

The 31-year-old Dahl has been with Amtrak only since March 1975 but has set a level of service that few can match.

Dahl's passengers always know what the next stop will be and when the train should arrive there because Dahl has created and posts a sign at the front of his coach clearly identifying the upcoming station. The strip of cardboard with the station name is changed after each stop to denote the next station.

He also posts a clock with movable hands and keeps the proper arrival time for the next station clearly marked.

For passengers curious about the history of the train, Dahl puts up photographs and information about the train they are riding.

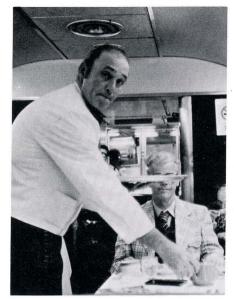
checked for breathing and pulse.

Finding neither existed, he quickly began mouth-to-mouth resuscitation to restore breathing and started chest compressions to manually force the heart to pump blood to the rest of the body.

Performing CPR is an exhausting procedure after a few minutes but, with the help of a fellow passenger, Suarez was able to keep both forced breathing and circulation going for over 15 minutes until the man finally regained consciousness.

When the train arrived in Richmond, Virginia, an ambulance was waiting and the victim was rushed to a nearby hospital where he recovered.

Suarez, who has been with Amtrak for three years, is no "miracle" man. He did, however, stay calm and handled a potentially tragic situation professionally by using basic knowledge he had learned.



Cecilio Suarez

To his fellow Amtrak employees, Suarez is a man who deserves their admiration for coolness in a tough situation. To his passengers on that trip, however, he was a true hero.

He also brings large color postcards of trains for the kids. And if all this wasn't enough, he also carries a tool kit in his suitcase to repair things that might break for his passengers.

A native of Fairlawn, New Jersey, Dahl currently lives just outside Fort Lauderdale. Prior to joining Amtrak he drove a truck and before that ran his own lawn-cutting business.

Says Dahl, "It's not really much trouble to keep my signs in the cars accurate. It did take me a little while to make them, but it was worth the effort because passengers really appreciate them."

Dahl also used to mineograph a background sheet about the train and distribute one to each passenger, but the practice proved too costly.



Konrad Dahl and signs

## Michigan Stations To Be Improved

Amtrak's Board of Directors has approved a project to improve seven passenger stations along its two Michigan routes; Chicago-Detroit and Chicago-Port Huron.

The projects generally involve platform repairs and improved lighting, and will be undertaken in Ann Arbor, Battle Creek, Jackson, Kalamazoo, Niles, Port Huron and Ypsilanti. Total value of work to be performed is \$157,327.

Work at the various stations involves:

Ann Arbor: Pave platform, install crosswalk, improve platform lighting, repaint restrooms, \$16,500.

Battle Creek: Repave platforms and crosswalks, improve platform lighting, remodel ticket office and provide baggage room, repair roof and floor tile, repair restrooms, \$64,650.

Jackson: Repave platforms and crosswalks, improve platform lighting, \$33,550.

Kalamazoo: Paint platform safety stripe, \$1,100.

Niles: Repave platforms and cross-walks, improve platform lighting, \$22.550.

Port Huron: Improve downspouts, provide new vent in station, \$2,750.

Ypsilanti: Repair platform, install one platform light, \$1,925.

The State of Michigan has agreed to contribute additional funds for the work at Port Huron and Ypsilanti.

## Salinas Bus

A bus connection has been established at Salinas, California, with Monterey Peninsula Transit to serve the communities of Monterey, Carmel, Fort Ord, Seaside and Marine.

Buses will arrive and depart daily except Sunday from the Amtrak station at Salinas and connect with both the northbound and southbound Coast Starlights.

## Amtrak Calendars Offered For Sale

Amtrak's 1977 calendar is off the presses and for the first time available to the general public.

The calendar measures 24 by 33½ inches and has the entire year on display. The top half features a full color painting by noted rail artist Gil Reid.

The calendar is printed on heavy paper and the painting can be cut off and framed when 1977 is over.

Cost of the calendar is \$3.50 plus local sales tax. It can be ordered by mailing a check, made out to Amtrak Calendar, to Western Folder Co. Use the coupon below.



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## **Keeping Track**

## David Kendall Dies

David W. Kendall, chairman of the board of the incorporators of Amtrak, and a former White House and Treasury department official, died on Monday, December 27, at his home in Grosse Point, Michigan.

Born in Princeton, New Jersey, he was a graduate of Princeton University and later earned a law degree from the University of Michigan.

He served as an assistant secretary of the Treasury from 1953 to 1957 after which he returned to private law practice in Michigan. He was recalled to be a special counsel to President Eisenhower from 1958 to 1961. He then practiced law in Washington for several years and, in 1963, became legal vice president of the Chrysler Corporation in Detroit.

In 1970, President Nixon brought him back to Washington as one of the incorporators of Amtrak. He served as chairman of the board during the route selection process and incorporation period.

## **Rochester Station Funds**

At its December meeting, Amtrak's Board of Directors approved spending just over \$1 million for construction of a new rail passenger station in Rochester, New York. The Board had previously approved funds for the architectural and engineering phases of the project.

The new funding covers site preparation, construction of a temporary station and construction of the new 7,200-square foot building.

Bids will be sought for the demolition of the old station and temporary new station work in January. Construction of the permanent station is expected to begin next spring and be completed by early 1978. Amtrak has selected Lozier Engineers, Inc. of Rochester to design the station and site.

The project is a cooperative effort

between the City of Rochester, New York State and Amtrak. The City is providing the land, the State will share construction costs with Amtrak. Total cost of the project is estimated at just over \$2 million.

The new station will be designed to handle up to 150 passengers and visitors and will incorporate modern ticketing and baggage facilities, a spacious waiting room and ample parking. The attractive new facility, along with new Turboliner trains, is expected to boost Amtrak patronage in and out of Rochester.

## French To Sell Rail Pass

Amtrak and the French National Railroads have agreed to sell each other's unlimited travel rail passes beginning February 1.

Under the agreement, the French National Railroads will sell Amtrak's U.S.A. Rail Pass at six locations in Paris, as well as in Nice, Marseille, Bordeaux, Lyon, Strasbourg and Calais.

Amtrak, in turn, will sell the French pass, "France-Vacances," at its ticket offices in Washington, Philadelphia and Boston. The French

## Adams Next Transportation Secretary

Representative Brock Adams (D-Washington) has been named by President-elect Jimmy Carter to be the new Secretary of Transportation, replacing William T. Coleman, Jr.

After confirmation by the Senate, Adams will become an ex officio member of Amtrak's Board of Directors.

Representative Adams, a member of Congress since 1964, played a key role in legislation that created Amtrak in 1971, as well as in the bill, three years later, that paved the way for creation of Conrail. He also was instrumental in the legislation that resulted in the Railroad Revitalization

and Regulatory Reform Act of 1976.

Born in Atlanta, Adams moved with his family at an early age, first to Iowa, then to Oregon and, finally, to Seattle.

After graduating from high school, he enlisted in the Navy and spent the first part of his hitch at the University of Washington in an officer training program. After the war, he returned to the UofW and graduated first in his class with a major in economics and a minor in nuclear physics.

He went on to Harvard Law School and later entered private law practice in Seattle before successfully running for his House seat in 1964.

pass can be used on any of the thousands of trains that crisscross France each day. It is available for both first and second-class accommodations.

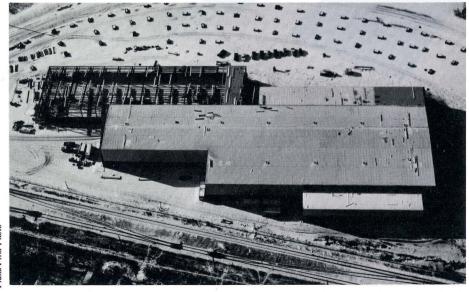
Prices for the France-Vacances are: Nine days for \$80 in second class, \$120 in first class;

16 days for \$120 in second class, \$180 in first class; and

One month for \$175 in second class and \$260 in first class.

Al Michaud, Amtrak's vice president, marketing, notes, "This uniting of two railroad marketing organizations is the first step in a move to combine all of the world's railroads into a single marketing force that will give the international traveler easy access to rail transportation."

Joseph Blumstein, general manager, North America, for the French National Railroads, said, "By increasing the availability of our rail passes we will make rail transportation easier to use for international travelers."



Amtrak's Rensselaer, New York, Turboliner maintenance center continues to rise along the Hudson river just north of the station. As of January 1, about three-fourths of the building was under roof. Track work will start this spring. Construction continues on schedule and the contract to finish the interior of the building has been awarded. Photo is courtesy of the general contractor, Unit-Span Building Systems, Inc., of Albany.

## **AMTRAK NEWS**

Published twice a month for employees of the National Rail-road Passenger Corporation and those of participating railroads who are engaged in rail passenger service.

NEWS STAFF Ed Wojtas, Editor John Jacobsen Gayle Fedrowitz

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## Mardis Gras Train A Rolling Party

Amtrak's 1977 Mardi Gras Fun Train Tour from Chicago will be a dixieland jazz event from the moment the train leaves the bumping post at Chicago's Union Station on Friday, February 18.

A dixieland combo will play in the special Amtrak club car as the train heads south and the New Orleans Heritage Band will meet the train as it rolls into New Orleans Union Passenger Terminal the next morning. From then on, jazz will share the spotlight with Mardi Gras parades.

The Amtrak-American Rail Tours package is priced at \$379 per person, based on double occupancy of hotel rooms, for the seven-day, six-night package from Chicago. Included in the price is the round-trip overnight coach train fare.

Also included are:

- Four nights at either the Hyatt Regency hotel, near the Superdome, or at the traditional Hotel Monteleone in the French Quarter.
- Transfers between rail terminals and hotels and to the cruise aboard the Mississippi river boat, the *Natchez*.

- Welcome cocktail party with an open bar, plus jazz nightclub party, which includes four drinks and tips.
- New Orleans breakfast, including milk punch, at Brennans or the Commander's Palace.
- Sightseeing in the old and new parts of the city.

Last year's tour was a sell-out, and this year space has been reserved for up to 800 persons.

American Rail Tours is also offering a similar tour from Los Angeles.

Participants will leave Los Angeles on Tuesday, February 15, on the *Sunset Limited*, arriving in New Orleans on Thursday. They will return from New Orleans on Friday, February 23.

Fare for the Los Angeles tour is \$649 coach, per person double occupancy. Include in the cost is round-trip coach rail fare, all meals on the train, six nights at the New Orleans Marriott, night clubbing, tours and Mississippi river cruise, tips and transfers.

Details about either tour are available from Amtrak ticket and travel agents and American Rail Tours, 332 N. Michigan Avenue, Chicago, Illinois 60601.

## Dempsey Elected President of AAR

William H. Dempsey, former chairman of the National Railway Labor Conference, has been elected president and chief executive officer of the Association of American Railroads, effective April 1, 1977, succeeding Stephen Ailes.

Upon assuming his new duties, Dempsey will relinquish all responsibilities at the NRLC, which is the bargaining unit for the nation's railroads. His successor will be named at a later date.

Ailes, who reaches the AAR retirment age of 65 in March, has been president and chief executive officer of the AAR since January 1971.

The AAR is the major trade association of the railroad industry and provides a broad range of operational and research services. Amtrak joined the AAR last July.

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