

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

Volume 1, No. 7

July 15, 1974

Amtrak's Future Plans Include Four New Train Routes



Advance Bookings Up This Year

The number of advanced summer bookings on Amtrak trains is running well ahead of the same period last year. Amtrak currently has 170,000 active Passenger Name Records (PNR's) on file in its computers. System advance bookings are a healthy 12 to 15 percent ahead of last year.

"The reason advance bookings are so healthy is that Amtrak is in a strong position to better serve the public this year," said Roger Brown, Director - Sales. "We've become more efficient in answering customer telephone inquiries; we're offering a record number of tour packages, and we've added routes to our system. All of this has improved our ability to market our services."

Phil Held, Manager - Reservations Control, said "While these programs have helped to cause a surge in business, there are trains with space available for sale by Amtrak reservations, ticketing and sales personnel. Trains which have good-to-excellent space availability are the North Coast Hiawatha, National Limited, San Francisco Zephyr, James Whitcomb Riley, Montrealer, Panama Limited, Expo '74, and Inter-American. Of these trains, the Montrealer and Zephyr have

Amtrak is planning major route expansions by restoring service on four lines presently without passenger trains. Two of the routes are being established under authority issued to the Secretary of Transportation, and two lines are the result of State Government cooperation with Amtrak.

Boston — Cleveland — Chicago

On June 27, U.S. Secretary of Transportation Claude S. Brinegar announced the selection of the Boston-Chicago Lake Shore route for a two-year experimental rail passenger service.

The route will connect Boston and Chicago by way of Albany, Buffalo, Erie, Cleveland and South Bend. Selection of the route was authorized by the Amtrak Improvement Act of 1973.

In announcing the Boston-Chicago route selection, Secretary Brinegar commented that "of the many alternatives considered, the Boston-Chicago route serves the largest potential market that does not now have connective Amtrak service." In addition, "this interstate route offers excellent system connectivity at Chicago to other major population centers."

Norfolk — Roanoke — Cincinnati

Secretary Brinegar also announced that a route between Norfolk and Cincinnati would be designated for a two-year experimental passenger service in response to provisions of the Second Supplemental Appropriations Act of 1974.

Albany — Montreal

Plans are going forward for a service to be operated in conjunction with New York State on the Albany — Montreal

route via the Delaware & Hudson Railroad. The Proposal calls for service to be restored under the auspices of Governor Malcolm Wilson's Transportation Program, adopted earlier this year by the New York Legislature. The program is to be administered by the State Department of Transportation in conjunction with Amtrak under Section 403(b) of the Amtrak law.

Section 403(b) permits a State to seek additional Amtrak service by contracting with Amtrak to pay two-thirds of any operating losses.

Carl B. Sterzing, Jr., President of the Delaware & Hudson, welcomed the opportunity to cooperate with Amtrak, and said the train "will once again enable national and international travelers to enjoy the scenic D&H route along Lake Champlain and through New York's historic North Country on a daily basis."

Chicago — Lansing — Port Huron

The State of Michigan is proceeding with a plan, under the direction of Governor William G. Milliken, to restore passenger service between Chicago, Lansing and Port Huron over the lines of the Penn Central and Grand Trunk Western.

James C. Kellogg, Michigan's Deputy Director of Urban and Public Transportation, has submitted a Section 403(b) proposal to Amtrak.

Specific details of both 403(b) proposals are under study by Amtrak's David A. Watts, Director - State & Local Affairs, and William Tucci, State & Local Research Assistant.

At a later date, Amtrak will announce schedules, intermediate service points, and the date for inaugurating service over these four routes.

Continued on page 2, col. 1

heavy booking activity close to the departure date."

There are also several trains where space is very tight this summer due to route popularity and advanced reservations. They are the Broadway Limited, Southwest Limited, Empire Builder and Silver Star.

"With so many reservations in the system, we will frequently find trains which appear to be completely booked. The important thing to realize is that we must keep a positive attitude and open mind about this because, quite often, space will open up on a completely-booked train," said Held.

When space is not available, Amtrak reservation and ticketing employees encourage travelers to reserve space on alternate trains or dates. A case in point is the Empire Builder and the North Coast Hiawatha. Through July, the Empire Builder is completely booked on many dates. The North Coast Hiawatha, except for a few key dates, has space available and is an attractive alternative. Furthermore, family plan dates on many services are difficult to reserve. If travel can be encouraged on non-family dates, space is usually available.

Amtrak personnel continually purge reservations to open up space on trains by weeding out "no-shows" -- people who make reservations but never actually ride. The no-show problem has plagued the travel industry for many years. By holding reservations for seats not used, no-shows cause other passengers to be inconvenienced and a considerable loss of revenue for the company.

This no-show problem is eased by Amtrak's policy of applying a hold limit to a reservation. Customers who have not purchased tickets for their reservations by a certain date are telephoned by Amtrak reservations personnel. The customer is asked to pick up his ticket or to cancel his reservations.

If the customer had changed his plans and will not travel on Amtrak, his space is immediately made available for use by another customer. The most reliable customer is one who has actually purchased his ticket. He is less likely to become a no-show.

"By doing a conscientious job in ferreting out no-shows, and by encouraging passengers to reserve space on alternate routes and days, Amtrak personnel will insure that as many travelers as possible find the space they need for summer travel. By doing so, employees will be performing a great service for the traveling public," concluded Brown.

Wolverine Makes Special Stop for Town's Anniversary

Residents of Dexter, Michigan want to thank Amtrak for superb performance in carrying over 1,300 passengers to the town's Sesquicentennial (150-year anniversary).

According to Dave DeVries, Amtrak Manager of Sales - Detroit, a special stop was made in Dexter on Trains 361 and 360, the Wolverine, on June 25 and 26 to carry passengers from Detroit and Ann Arbor to the celebration.

Dexter citizens rode the trains in period costumes, carried picnic baskets, and passed out cookies to passengers while explaining the Sesquicentennial. They also distributed a brochure to all passengers, stating: "There will be a slight delay in your trip today because of a special event in Dexter We hope this brief stop won't inconvenience anyone."

The Ann Arbor News, in an editorial, congratulated Amtrak for cooperating with Dexter officials. It said, "Amtrak has scored a public relations triumph" and proclaimed Amtrak "The People's Train!"

"Over 650 of the Dexter-bound passengers were children and they loved the trains. Many of them hadn't been on one before," said DeVries.

The town officials loved the trains, too. Dexter, with a population of 1,800, could not have easily accommodated the guests if all of the families had arrived in their private automobiles.

Ridership Up 25%

Amtrak's system-wide ridership has risen again, increasing by 25 percent during May over the same month in 1973.

The number of passengers was up on virtually all of Amtrak's 34 routes, totalling 1,475,668; about 300,000 more persons than were carried in May of 1973.

The highest percentage of gain was recorded by Amtrak's Chicago-Florida route, up 138 percent over last year. Other long-haul routes which showed significant increases were Los Angeles-Seattle up 65 percent; Chicago-Seattle via Wenatchee and Billings up 41 percent; New York/Washington-Chicago up 47 percent; Chicago-Oakland up 60 percent; Chicago-Houston up 37 percent; New Orleans-Los Angeles up 35 percent; Chicago-New Orleans up 32 percent; and Chicago-Los Angeles up 30 percent.

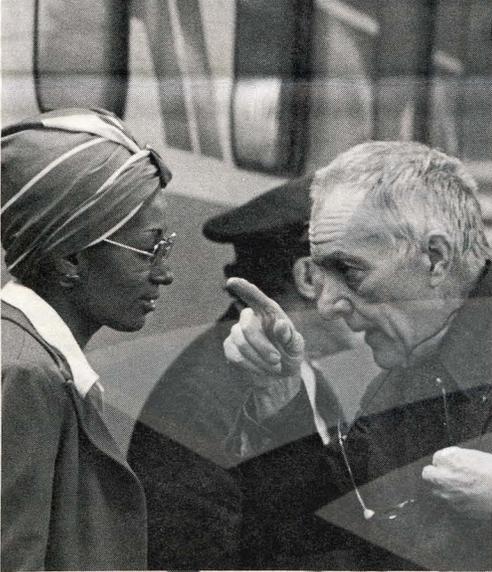
Washington-Cumberland continued to lead the short-distance routes with a 192 percent increase. New York City-Springfield was up 61 percent; Empire Service (New York-Albany-Buffalo) up 52 percent; and Chicago-Detroit up 38 percent.

On the two routes which carry the most passengers -- New York-Washington and New York-Boston -- ridership was up 12 percent and 47 percent respectively. Nearly 800,000 persons traveled by Amtrak trains in the Boston-Washington corridor during May.

AMTRAK NEWS

Amtrak News is published twice a month for Amtrak employees and employees of participating railroads who are engaged in passenger service. It is published by:

National Railroad Passenger Corp.
Public Relations Dept.
955 L'Enfant Plaza North, S.W.
Washington, D.C. 20024



Our Passengers

A passenger is the most important person in our business. A passenger is not an interruption of our work -- he is the purpose of it. We are not doing him a favor by serving him -- he is doing us a favor by giving us the opportunity to do so.

A passenger is not dependent upon us -- we are dependent upon him. A passenger is not an outsider to our business -- he is a part of it.

A passenger is not a cold statistic -- he is a flesh and blood human being with feelings and emotions, biases and prejudices.

A passenger is not someone with whom to argue or match wits. Nobody ever won an argument with a passenger.

A passenger is a person who brings us his wants. It is our job to handle them profitably to him and to ourselves.

[Exerpt from a training manual produced under the guidance of Earle Adamson, Manager of Training.]



Contract Provides Direct Ticketing of Gov't. Employees

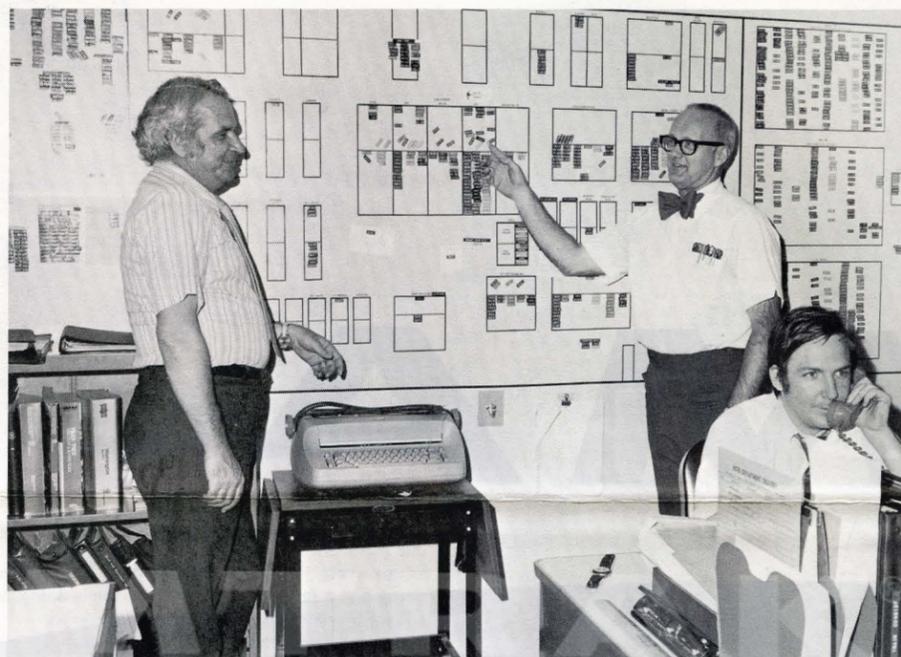
In the year 1951, eighty-four percent of all government commerial passenger travel in the United States was performed by rail. By 1969, the railroad's share of this passenger transportation load had dropped to four percent, and by the time Amtrak came into being, it had dropped to less than one percent. Since that time Amtrak has been working to regain some of that highly prized, approximately \$400,000,000 per year government market.

A major milestone along the way to reversing this trend and to rebuilding this traffic was reached recently when senior officials of the General Services Administration (GSA) and Amtrak signed a Master Contract to enable the government's travel offices to acquire Amtrak ticket stock.

Michael J. Timbers, Commissioner of GSA's Federal Supply Service (FSS) and Harold L. Graham, Amtrak's VP-Marketing signed the contract creating this system which will enable participating federal offices to issue tickets directly to government employees for official travel. Most government travel offices are equipped with Teleticketing printers for the preparation of airline tickets. As a result, the requirement to draw up a Transportation Request (GTR), send it to the Amtrak ticket office for a ticket, have the ticket returned and then issue it to the passenger was so obviously complicated and time consuming that few would even bother to respond to requests for rail passenger travel.

Almost two years ago, the Manager, Government Marketing--then Fletcher Prouty, opened discussions with Robert Chandler, Chief of FSS' Passenger Transportation Services Branch to see what might be done to solve this problem. The first task was to find a way to permit the government to accept the custodial responsibilities involved in the offer of ticket stock. Two trial offices were set up in Washington and

Amtrak's Operations Center — Control Base for Nationwide Train Operations



Louis Maxberry, Manager - Operations Center (above left) and Morrie Andreasen, Manager - Car Control check the Operations Center's Car Board while Car Clerk Chris Hanlon receives the latest operating information.

R. DALY PHOTO

There's one Amtrak Office in Washington staffed around-the-clock, which coordinates passenger train movements throughout the nation; arranges orders for movement of cars and locomotives from one location to another; monitors on-time performance; sets up detours when floods or derailments block lines, and prepares highly detailed reports that outline the operational status of the railroad.

The location of all this activity is the Operations Center, an integral part of the Train Operations section of the Operations Department. It is the job of Chris Wahmann, Superintendent - Train Operations, and Lou Maxberry, Manager - Operations Center, to insure that the railroad is operated properly and that key Amtrak officials are kept abreast of all developments.

"The Operations Center provides Amtrak officials with a complete picture of its operations," said Wahmann. "Right now, for example, we know which trains are on-time and which are running late. We know that certain lines are blocked and we've detoured trains. We know what cars have been bad-ordered and have

arranged instructions to replace them in trains being made up in yards. There's something going on here every minute."

The staff of the Operations Center has had significant railroad experience, which Wahmann and Maxberry consider absolutely necessary. All the personnel have come from major roads, resulting in a mix of people with different types of railroad experience.

"This center is an important part of Train Operations," said Wahmann. "In this office we also have supervisors for scheduling, car control and car distribution who work closely with the staff of the center and the Amtrak Schedule and Consist Committee."

The committee is made up of Chris Wahmann, Operations Department; Doug Willmott, Marketing; Eric von Schilgen, Services, and Martin Kuhn, Government Affairs. It was established to coordinate the interests of these four departments at Amtrak. (See story in box.)

The personnel in Train Operations receive guidance from the Schedule and Consist Committee and daily information from the Operations Center.

Tommy Thompson, Supervisor - Schedules, is a fine example of how Amtrak personnel work with both groups. Thompson prepares schedules which are developed from Marketing requirements and approved by the Schedule and Consist Committee. To coordinate schedule changes with the railroads, Thompson must be totally familiar with the adequacy of Amtrak scheduling. This requires on-time performance information from the Operations Center.

Another person with responsibilities that are intertwined with the Operations Center and the Schedules & Consist Committee is Morrie Andrea-

sen, Manager - Car Control. Andreasen conducts car availability studies and, working closely with Marketing, plans consists to meet capacity and revenue requirements. By monitoring car availability and utilization along with Marketing personnel, he determines when and where to add cars to crowded trains and remove cars from trains running with light loads. He also works closely with the Mechanical Department in the assignment of cars to the maintenance pools.

"Not only do we implement consist changes as established by the committee, but we are kept very busy in

The traveling public wants to ride well-scheduled passenger trains that offer a variety of accommodations. To insure that Amtrak services and schedules are designed with public convenience in mind, Amtrak has established a "Schedule and Consist Committee" that meets weekly, made up of representatives of four departments. Their job is to assure top level approval for all schedule and consist changes and to coordinate Amtrak interests.

The committee was established in December, 1973. Its members include Chris Wahmann, Operations; Doug Willmott, Marketing; Eric von Schilgen, Services, and Martin Kuhn, Government Affairs.

To function effectively, the committee must be appraised of the operating condition of the railroads over which trains operate. It is the job of Chris Wahmann, Operations representative and chairman of the committee, to inform members about track conditions, length of station platforms, running times, servicing requirements, crew districts -- anything that will affect the operating cost, schedule, and consist limitation of a train. Also Wahmann handles all the negotiations for schedules and consists with the individual railroads.

Doug Willmott represents the Marketing Department. His role is to request new schedules, consists, or station stops based on changing market needs. He provides other committee members with ridership figures, revenue reports, and other back-up data to substantiate marketing requirements.

The Service representative, Eric von Schilgen, recommends changes in on-board services and solicits comment from committee members. He acts as liaison to advise his department on proposals which utilize Service's manpower and materials. He also evaluates staffing levels for station and on-board services in the context of proposed changes in schedules and consists.

Government Affairs, represented by Martin Kuhn, studies schedule and consist proposals to determine if changes will create undue complaints from local governments and communities affected. In the event a scheduling decision will not meet the requirement of a particular locality, Kuhn is in a position to gather data and explain the decision to government officials.

At times, a train's schedule and consist is "planned from scratch" by the committee. This usually happens when Amtrak is inaugurating service over a new route, such as Boston - Cleveland - Chicago, or Norfolk - Roanoke - Cincinnati. The committee will design a train operation which will best serve the needs of the traveling public while taking into account the physical constraints of the railroad over which the train will run.

determining day-to-day changes in consists," said Wahmann. "Sometimes there are changes in traffic patterns caused by heavy bookings or group moves, creating a need for more cars."

Primarily involved with these day-to-day changes is Harry Shepler, Supervisor - Car Distribution. Shepler implements changes in consists that Andreasen has planned in conjunction with the Schedule & Consist Committee. In addition, Shepler fulfills "car overflow requests" received from Phil Held, Manager - Reservations Control. This overflow request is made, anytime from three months to three days before departure, when additional space is needed on a train already sold out. When this happens, and a car is added, the action must be coordinated by Shepler among the railroads, yard forces, Amtrak regional operating and Amtrak food service personnel.

A short-term consist change requires careful examination by Operations and Reservations personnel. Reservations Control may identify a car that is not needed on a particular trip because traffic has not developed to a point where the car will be adequately utilized. For example, even though a sleeper may not be needed on the southbound Lone Star because of an unusually light load, that does not mean it is automatically cut from that day's consist. The number of advance reservations on the day when the same consist returns north must be examined. If the car is needed on the return trip, it must be operated both ways.

Compared to Amtrak's start-up in 1971, the company now has far more control over its own operations. In 1971, for example, Amtrak did not schedule and assign passenger locomotives; this was done by railroads. Now Amtrak has tight control over every locomotive in its fleet. Further, all car assignments are now planned by Amtrak. Increasingly direct control over assignments of cars to trains at yards and terminals is being exercised so that consists will conform to precise Amtrak requirements.

Overseas Tour Packages Prove Popular & Profitable

Amtrak's first "Visit USA" tour packages designed exclusively for overseas sales are proving a success. Since March when they were first introduced in Germany and Switzerland, the five tours have more than paid for their production costs to Amtrak. Alfred Lawrence, Chief of International Sales, expects profits from the tours to increase steadily over the summer season and is planning to expand the program for the 1975 season with French and English versions of the tour brochures.

Lawrence explains that the tours are unique because they are designed specially for European travelers. Tours begin at the three major points for German/Swiss originated advanced booking chartered flights: New York, Chicago, and Los Angeles. Length of the tours varies from seven to 13 days and optional extra nights may be included at every stop for additional flexibility. Visitors have a choice of first class or coach travel.

All five packages include accommodations, primarily at Hilton Hotels, rail transportation and daily American style breakfasts. In addition, comprehensive sightseeing tours are included at each stopover city.

Lawrence explains that he was able to keep tour costs low and within reach of most European travelers because Amtrak is operating the tours itself and because rail transportation includes the Amerail discount (the standard 25% discount on basic one-way passage tickets between all points on the Amtrak system available to permanent residents of most foreign countries). Tour brochures are printed in German and tour prices are quoted in German and Swiss currency. These prices will be kept stable for the duration of the tour since provisions have been made to compensate for any currency fluctuations.

"This makes the tours particularly convenient to a foreign visitor to the U.S. They have a confirmed ticket and tour before they leave their country. They don't have to shop around once

they are here for ways to really see the U.S. And the entire sale is confirmed at a fixed price in their own currency" Lawrence said.

Amtrak's advertising has gone international. Specially designed ads have appeared in publications in Western Europe, Mexico, Canada and Japan and Amtrak also is beginning to design ads for the non-English speaking residents of the U.S.

In April and May Readers Digest International ran an Amtrak travel ad in their German, French, Mexican, Japanese and British editions. The copy, headed "All over America there's an America you can still see without driving--Amtrak's America", was a general advertisement for the advantages of rail passenger service.

This Spring Amtrak also Adver-tised in German trade travel newspapers in support of the "Visit USA" program, Amtrak's first tours designed exclusively for German and Swiss visitors to the U.S.

An Amtrak ad is appearing in Industria Turistica, a special publication for travel agents, hotel managers, transportation companies and government tour departments in South America and the Carribean. And Amtrak continues to place Montrealer advertisements in Montreal's French newspapers.

A Spanish version of the "All over America ..." ad designed for Readers Digest International was added to the May 19 All America Schedules. In addition, Amtrak ran a thirteen week radio campaign on Los Angeles' two main Spanish stations. James Mariner, Manager of Advertising and Sales Promotion said that this was a test case to measure the ability of radio to attract a specific segment of the traveling public to the train. He feels that the ads did contribute to the recently increased volume of business at Los Angeles' station and city ticket offices.

About Amtrak

An editorial in The Miami Herald:

"The focus for improved rail passenger service should be nationwide and the commitment as ambitious and aggressive as that made in the 50s toward the building of the Interstate Highway System. That program ... has cost the government \$54 billion. It was money well spent ... The nation would do well to turn its attention now to building a national railway system for the same reasons it built the interstate--its own best interest."

Edward J. Wojtas in The Chicago Tribune:

"Chicagoans heading for Expo '74 certainly can get there by flying or driving, but for a relaxing escape try Amtrak ... The dome cars particularly are suited for watching the mountains ... Meals are excellent and the prices moderate ..."

Clyde Hostetter in the Los Angeles Times:

"Note to oldtime train travelers: The fresh roses on every table are still there ..."

Maureen Reardon in the Dayton [O.] News:

"... trains are friendly places ..."

F.S. King, Vice President - Operations, has established a "Superintendent - Operations" in four regions to work closely with local railroad operating personnel, regional Amtrak service personnel, and the Amtrak Operations Center in Washington.

The Regional Superintendents, home bases, and jurisdictions are as follows:

- Charles A. Lockwood, Miami, Southeastern Region
- Robert A. Herman, New York, Eastern Region
- John S. Piet, Los Angeles, Western Region
- John R. Canfield, Chicago, Central Region

The Operations Center in Washington is under Christopher P. Wahmann, Superintendent - Train Operations.

Terminal Operations Subject of Lawsuits

Amtrak recently filed one lawsuit in Washington, D.C., and settled another in Kansas City, in matters relating to operations in terminal companies.

Amtrak filed a civil action in U.S. District Court in Washington, D.C. against the Washington Terminal Company and its railroad owners on June 28. The suit charged the company with taking a \$27 million windfall profit from land transactions growing out of the Capital Visitors Center project while, at the same time, defaulting on a commitment to build a replacement for Union Station. The suit asks the court to require the defendants to provide an adequate terminal for Amtrak's passengers.

The railroads named are the Baltimore & Ohio, the Penn Central and the Philadelphia, Baltimore & Washington Railroad as well as

subsidiary corporations. (As explained by Amtrak's attorneys, Penn Central and the PB&W will not become parties without permission from the courts overseeing their bankruptcy proceedings, to the extent this permission may be necessary.)

The lawsuit notes that Union Station and the land connected with it amounted to an \$8 million dollar gift to the railroads from Congress and the District of Columbia back in 1903 when the station was new. Then in 1968 Congress passed an act providing for a National Visitors Center on the Union Station site and specifying the construction of a new passenger terminal on or near the site.

Amtrak alleges that after the passage of the Visitors Center Act the Washington Terminal Company con-

veyed ownership of Union Station land to the B&O and Penn Central and then arranged for the federal government to take over mortgages for the National Visitors Center amounting to about \$43 million.

Since the ceiling cost of building the Visitors Center and parking facility which is the responsibility of the railroads is only \$16 million, the effect will be that the two railroads will be selling the present station to the government for a \$27 million profit.

It points out that the government still may have to pay an additional \$24.6 million to build the Visitors Center and parking area, but despite a statutory obligation to build a new station the Terminal Company hasn't started construction and insists it will spend no more than \$3 million when it does.

Amtrak's suit alleges that the defendants' actions were illegal and in violation of the National Visitors Center Act. One of six counts alleges that the conveyance of the property in question by the Terminal Company to the railroads was in violation of the District's Fraudulent Conveyances Act. Another count seeks relief under federal antitrust laws.

Separately, Amtrak's lawsuit against the Kansas City Terminal and its railroad operators has been settled out of court after the Terminal Company agreed to pay Amtrak \$1,950,000 and set a new schedule of charges for Amtrak's use of the Station.

The new cost schedule will reduce the amount Amtrak pays for its use of the Kansas City station by no less than \$150,000 a month. Additionally, it was agreed that future controversies between Amtrak and the Terminal Company will be resolved before an independent arbitration panel.

The railroads involved in the lawsuit, in addition to the Kansas City Terminal Railway, were the Santa Fe; Missouri Pacific; Burlington Northern; Milwaukee Road; Chicago & Northwestern; Illinois Central Gulf; Norfolk and Western; and Union Pacific.

The settlement agreement was filed with the federal district court in Kansas City.

PSRs Complete Training

Thirty-three new Passenger Service Representatives (PSR's) have completed a one-week training session and are now based in Chicago, Los Angeles and Miami. The PSR's received a comprehensive overview of Amtrak, and instruction in methods of serving the traveling public. The training was conducted at the Manpower Development Center in Silver Spring, MD.

The training sessions "went smoothly" and were under the direction of Earle Adamson, Manager - Training, and Dick Sears, Coordinator of On-Board Service Training.

The PSR's were introduced to Amtrak ticketing and reservations procedures, fares and tariffs, consists, diagrams, accommodations, reporting methods aboard trains and first aid. Representatives from American Airlines gave instruction on proper grooming and posture, and several Amtrak departments outlined their programs and responsibilities.

Christie Koontz, General Supervisor - Special Services, thoroughly explained the PSR program from its beginning in 1971 to the responsibilities that each PSR has today.

"The PSR program has been developed in several stages," Christie

said. "In the first phase, Amtrak wanted to get people out in distinctive uniforms to be seen by passengers, to let them know that something new had been started. This was tied into our public relations and advertising programs. In our second phase, we began to issue reports about the equipment and general operation of the trains."

Now that Amtrak is more widely known by the public, and Service Directors inspect trains and report malfunctions, the PSR program has been moved into its third phase -- that of implementing special on-board programs. Now PSR's help to break up the tedium of long-haul trips by providing some diversionary entertainment. This is a big selling feature that is appreciated by many passengers.

"We have to do a good job making the passengers feel as if their vacation started the minute they board the train," continued Christie. "Your job isn't just to implement the special programs, but to gauge opinion on our special events, such as Happy Hour, Early Bird Dinners, Bingo and so forth. Your review and input into headquarters is important as to whether we continue certain programs."

the response, primarily for Metroliner travel, was encouraging.

A draft contract was drawn and approved by Amtrak. GSA, acting in its role as the government's transportation manager, referred the draft agreement to other government agencies and transmitted the final proposal to the General Accounting Office for its approval.

Concurrently, studies were being made of GSA's Automatic Payment Procedure. APP permits the government travel office to prepare one GTR at the beginning of an agreed upon period of time (one month, two weeks, etc.) and to use that same GTR for all tickets purchased under a single fund citation during that time. The government processes more than 3,000,000 GTR's per year and anything that can be done to reduce the time and cost involved in their preparation is beneficial. This feature, the single GTR and APP, has been written into this new agreement and will be utilized wherever it will save time.

All of these plans were designed to prepare Amtrak for the day when its own computers and ticketing machines would be available. With this in mind, the APP has been carried one step further. At the end of the approved time period, the government travel office will total up all of the tickets issued and issue one check, without any billing from Amtrak (another time saver), void the GTR and mail the check in

payment of all the tickets at one time. A listing of the entire transaction will accompany the check for audit purposes and for verification of all transactions.

During this period, the government had been moving ahead with a new GTR of its own. The venerable GTR dates back to 1881, when a "Request for Transportation, Form No. 15," was used for troops and officers of the U.S. Army traveling at government expense. The present GTR green card form No. 1169 was adopted May 1, 1955. A new form will come into use sometime early next year. With this in mind, discussions centered on more simplification: using the GTR as a ticket. In a sense, the GTR is the original "credit card" and is the government's promise to pay for travel received. Its use has been dictated by the fact that a very old federal Statute (31 U.S.C., 529, 1823) provides that "no public money shall be advanced or paid to a contractor before the performance of any service". Today it is clear that this requirement has been eroded as a result of procedures and practices; but the Comptroller General of the United States has construed this to apply to the pre-payment of transportation charges. So we still must use the GTR; but there is no reason why it cannot be used in the APP process or as a ticket itself. As a result, the federal government has now been informed by Amtrak that the GTR may be used in lieu of a ticket for Amtrak travel. In actual practice, this new facility complements and may overtake the ticket stock idea.

The procedures and methods for carrying out the above agreements are being finalized and will be processed through normal Amtrak channels soon. Once in effect, the new system will provide a major opportunity for Amtrak to win a fairer share of the government traveler market.

Trudeau Proposes Amtrak-like Corp.

Prime Minister Pierre Elliott Trudeau has promised to form a Canadian Passenger Transportation Corporation, similar to Amtrak, that would assume responsibility for operating all intercity passenger train service in Canada.

The Canadian federal government presently issues a subsidy covering 80 percent of the costs of unprofitable passenger services on the Canadian National and Canadian Pacific Railroads. The government would like to gain further control over passenger operations, and an Amtrak-type corporation is the recommended solution.

The Wall Street Journal, on June 19, said "As one of its first priorities, the new corporation, which appears similar in concept to the U.S. Amtrak, would plan on introducing high-speed passenger rail service. Primary target areas for such service would be the corridor from Quebec City to Windsor, Ontario, through Montreal and Toronto; the Montreal-Ottawa-Toronto route, and the Edmonton-Calgary link."



First Class Mail
U.S. POSTAGE
PAID 1 oz.
Permit 44651
Washington, D.C.