

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

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Flag Raising, Speeches, Open House Highlight Dedication Of New Cleveland Station

Amtrak's new station at Cleveland, Ohio, was officially dedicated on Tuesday, July 12, in ceremonies at the lakefront site.

Some 300 persons attended and the event was covered by all three Cleveland television stations, plus radio and print reporters.

Speaking at the ceremonies were Mary J. Head, vice chairman of Amtrak's Board of Directors; Cleveland Mayor Ralph J. Perk; C.B. Alban, general manager, passenger

transportation, Conrail; and William Sanzenbacher, member of the board of directors, Ohio Rail Transportation Authority.

Other civic dignitaries, including several representing Congressmen and Senators, plus Amtrak personnel active in operations and sales work in the Ohio and Cleveland areas, were introduced to the crowd from the audience. Master of ceremonies for the event was John H. Lathe, Jr., president, Greater Cleveland Growth Association.

Cleveland is served by the *Lake Shore Limited*, which runs along the southern shore of Lake Erie to connect Chicago with the eastern seaboard.

Mrs. Head praised Cleveland's acceptance and usage of the train. She pointed out that ridership had been increasing until this past winter when it dipped slightly because of the extremely bitter weather plus the annulment of several trains because of heavy blizzards and bad snow conditions in the Buffalo, New York, area.

She also told the audience that track work presently being performed

on the Conrail tracks that the *Lake Shore* uses would mean faster and more reliable schedules in the future. Alban noted the amount of ties and new rail that had been put into the tracks between Buffalo and Chicago during the past two years and promised *Lake Shore* patrons a smoother ride in years to come.

The Cleveland ceremonies began with Mrs. Head and Station Supervisor Santo J. Cala raising a specially-designed Amtrak flag. Cala says the flag will fly alongside the American flag there from now on.

After the speeches the participants moved to the main doors of the station for a ceremonial ribbon cutting. However, there was no actual ribbon. Instead, there was a symbolic silver rail that was chained to the door handles. Mrs. Head and Mayor Perk cut through the chains and the crowd swarmed inside to inspect the new station.

An open house followed. Visitors were treated to cake, coffee and soft drinks. Music was supplied by a three piece band provided by the local musicians' organization.

Amtrak's marketing department



(Above) Mrs. Mary Head and Mayor Ralph Perk cut the chains to officially open the new station. At left is Station Supervisor Santo J. Cala. (Below) Crowds mill through the new station during post-ceremony open house.



had its mobile office van parked outside the station to permit visitors to discuss rail travel with sales representatives, pick up brochures and inspect seating and dining facilities that are available aboard Amtrak's trains.

The 5,700-square-foot station, costing \$552,000, provides Cleveland with an Amtrak facility second to none. It has modern ticketing and baggage counters, rest rooms, food dispensing machines, newspaper dispensers and a comfortably-furnished red-carpeted waiting lounge that can seat 80 persons. Overall, the station can accommodate 150 persons at any one time. The station, which is staffed by eight, plus Cala, will be open 24 hours a day.

Groundbreaking for the station was held last August 31, and construction began immediately thereafter.

The station site is just north of Cleveland's City Hall, along the Memorial Shoreway and near the Cleveland Indians' baseball stadium. The site was chosen because it offered convenient access to public transportation and the downtown area,

free parking and future freeway access. The site — combining city-owned land, freeway right-of-way and land from the then Penn Central railroad — was leased to Amtrak through the cooperation and support of the City Council.

Amtrak's engineering design/construction department prepared the project's original design. A good Amtrak image, extensive weather protection and improved auto access were assigned top priorities.

Marvin Kagan, who was Amtrak's architectural coordinator, states that the design incorporates many new ideas for efficient passenger handling and makes use of many of the new standard station elements which are being designed by the engineering department. The skylight over the waiting area is not only an attractive architectural feature of the building but saves electrical energy by eliminating the necessity for lights being on during the day time.

George Slocum, Amtrak's project engineer in charge of construction throughout the project, provided liaison with city officials and various Amtrak departments during con-

struction. Severe weather conditions of the past winter posed many difficult problems that had to be overcome in order that the project be kept on schedule.

The exterior of the building is covered with 8-by-8 inch brown masonry blocks. Spacious canopies provide protection from the weather and an overhead canopy leads to trackside.

The *Lake Shore Limited* is one of Amtrak's better success stories and the Cleveland station one of the most important on its route.

After the ridership drop in the early part of this year, passenger counts began rising again in May. For the first six months of the year, the station handled over 22,000 passengers that either boarded or disembarked in Cleveland.

Construction of the building and its surrounding walkways and driveway was done by Jance & Company, of Willowick, Ohio. The architectural/engineering firm of Richard L. Bowen and Associates, of Cleveland, developed the construction documents for the new station.



Station Supervisor Cala and Mrs. Head prepare to fly the new Amtrak banner over the station.



(Above) Cleveland station forces include, left to right, Cala; Bob Walls, ticket seller; Becky Mulquin, ticket seller; Steve Lehman, baggageman; Jack Hancock, baggageman; Richard Sherwood, baggageman; Guy Bonnay, baggageman; Betty Kubasky, ticket seller; and Mary Alice Darr, ticket seller. (Right) New station is a one-story, modern structure. View is from Pulaski Square, adjacent to City Hall.



Montrealer Chosen As Pilot Project For Eastern Region Service Upgrading

A program of personalized supervision has been started in the Eastern region that is aimed at upgrading service and making the train ride a more pleasant one for Amtrak's passengers.

Explains Frank Forcione, regional director, on-board services, "What we did was take two trained supervisors, assign a specific train to them and then give them full responsibility for it.

"They are responsible for all employees working the train, the service standards on it, the stocking of the train and the handling of personal or business problems of the employees working the train."

First train picked for the program was the *Montrealer*. Says Forcione, "We thought it would be a good test model. It's an international train, it's the only long-distance train out of Washington with a full diner and it is one of the first trains on our system with an Amtrak-recruited and an Amtrak-trained crew."

On-board Service Inspectors Darcy Shipman and Harry Rogers were assigned to the *Montrealer* pilot project.

Says Shipman, "Our goal is to make the employee feel that he or she is an integral part of the Amtrak system. Our function is to counsel them on service standards, personal appearance, safety rules and regulations and to engender a feeling of confidence in their job and in their management.

"The greater goals of the company are, basically, their goals too. The employee is very important to the company and we want to make sure that he or she knows this.

"One important aspect of the program is that we are readily available to the people working the trains."

To accomplish this Shipman and Rogers have daily briefings at Washington's Union Station with the crew working that day's train. One or the

other is always available on the *Montrealer's* arrival or departure. Both also make periodic trips on the train.

Crews are asked their grievances and suggestions on how Amtrak can make their working conditions better.

The pair keeps in close touch with the commissary to insure that supplies get to the train in time for service to begin as quickly as possible after departure.

The two are also responsible for discipline which they attempt to handle through counseling and training sessions.

Is the program working? After six weeks of operation, crews working the *Montrealer* were surveyed with a questionnaire. Eighty-six per cent responded favorably to the program. Morale of employees has improved and reports from the field indicate that service has improved considerably. Passenger complaints have also dropped.

The program was expanded in late June to include the *National Limited* with the assignment to the train of On-board Service Inspectors James Wilson and Charles Maxey. On August 1, another train, the *Silver Meteor*, will be added to the program.

Supervisors assigned to a train continue to report directly to the manager for on-board services for the city to which they are assigned.

Forcione hopes that the program will be in progress throughout the entire Eastern region within the next three months. That would encompass

all Florida trains, the Northeast Corridor trains, the Empire Service, plus the *Hilltopper*, *James Whitcomb Riley* and *Shenandoah*.

Top Attendant



J. C. McNeill

As part of the program to upgrade service on the *Montrealer*, Darcy Shipman and Harry Rogers have come up with a monthly "Employee of the Month," who receives an Amtrak pin, a certificate of merit and a Savings Bond.

First winner in the program is J.C. McNeill, waiter-pantry, a veteran railroader who began his career with the Seaboard Air Line Railway in September 1940.

Says Rogers, "McNeill is a very good employee and demonstrates leadership by helping trainees develop similar personal high standards for on-board service."

Avoid Reservations Center Peak Hours

Amtrak employees who must make train reservations for personal travel on their passes are asked not to call into the reservations centers during the peak hours of 9 a.m. through 1 p.m., and 5 p.m. through 9 p.m.

With summer travel at its peak, the

reservations centers are swamped during those hours with calls from customers. With employees cooperating in this manner, Amtrak will be able to reduce the number of lost and delayed calls from its revenue-paying customers.

Brushless Car Washer Tested, Model Designed By Amtrak Personnel

Railroading's perennial quest for an efficient car washer moved one step closer to solution with the design and building of the chief engineer's test model of a new style washer.

The new type car cleaner was tested at Amtrak's Ivy City, Washington, D.C., car yard and proved effective in cleaning cars of their accumulated dirt and grime.

The washer eliminates traditional brushes and rollers and cleans entirely by chemical cleaner and water pressure applied by special nozzles.

The new washer was designed and followed through to testing by Amtrak's own engineering department where a task force, under the direction of Herb Gall, assistant chief engineer, design and construction, has been wrestling with the assignment for two years.



A string of Amfleet cars runs through the brushless washer in a test at Washington's Ivy City yard.

Explains Gall, "A car washer task force was created in August 1975 and met many times during the subsequent 15 months to evaluate the effectiveness of present railroad, truck and bus washers.

"It then established requirements for a new design concept, established criteria for chemical cleaners, analyzed some 50 separate cleaners and tested the corrosive and cleaning nature of seven of the most promising. We then performed field tests at three locations, between May and August, 1976, using several cleaners on over 500 Amtrak cars.

"Out of all this emerged the concept of a brushless washer using calculated pressures directed at the exact plane where dirt and the surface of the car interface."

Between August 1976 and last February, Amtrak's in-house engineering designers worked out the critical pressure and attack angles for Amtrak cars.

Washing is done by passing the cars through two shrouds — two inverted U-shaped pipes that have an array of calculated nozzles aimed at the car. Since the contact pressure and attack angle of the cleaner and rinse water are critical, a separate set of two shrouds must be designed for each type of car — Amfleet, Metroliner, Turboliner, conventional and bi-level — that will be using the washer.

A washer meant to clean more than one type of car would need a separate set of shrouds — one for the cleaner, the other for the rinse — for each type of car to be washed.

The shrouds would stand adjacent to each other but only one would work at a time. An operator would select which shroud would be used by simply pressing a button.

In practice the string of cars would be pushed first through the cleaner shroud where the chemical is force-sprayed onto the car. The cars continue down the track to the rinse

shroud where the chemical bath is removed.

Both the cleaner and rinse runoff water is collected in tanks and recycled for later use.

All of the shrouds are the same shape and will allow passage of the largest car in Amtrak's fleet. The difference is in the number of nozzles and the shape of the water stream they eject.

For the Washington test, the shrouds were left in the open, but in actual use at work locations they will be housed inside a cover shed to minimize pollution of the area.

First application of the new washer will be at the Albany-Rensselaer, New York, Turboliner maintenance center.

Advantages of the high pressure brushless washer are:

- Eliminating about 80 per cent of the brush-type washer's moving parts.
- Eliminating brushes and the assorted arms banging against the cars.
- Eliminating motors, spindles and belts that drive the brushes.
- Eliminating the brushes themselves, at a cost of about \$500 a brush.
- Cleaning hard-to-reach places such as around bolt heads, in door corners, around windows, in crevices, in stair wells and in vestibules.
- Washing the roof, something that is not done by any car washer at present.
- Cleaning ends of cars.
- Adapting quickly for future car profiles by merely changing the nozzles.
- Costing less. The initial cost of an Amtrak-designed washer is about 75 per cent of a conventional brush-type washer.

Operating costs for the brushless washer are to be determined but projected estimates appear reasonable.

The washer could also be used to prepare locomotives for painting, ac-

ording to Gall. "All we have to do is design a nozzle pattern for another set of shrouds and boost the impact pressure to about 1,200 pounds per square inch," he notes.

The Northeast Corridor group wants Metroliners to roll right through a washer with their pantographs up, eliminating the need for a separate switch engine to pull them through. Amtrak's engineers

say this will be no problem with a split shroud.

Amtrak's high-pressure washer task force members, and their individual inputs, included:

Herb Gall, for the theories and workable concepts,

Robert Noonan, senior environmentalist, for the chemistry and field trials,

Jim Michel, manager for design,

for the design of the Rensselaer washer and recycler, and

Robert Breese, now senior specialist, executive planning, for data correlation.

Amtrak contracted with Bart Carver, of Enviro-neers, a Ridgefield, Connecticut, cleaning specialist company, to erect the test unit and conduct the tests. Enviro-neers has had broad experience in cleaning agents.

On-board Attendants To Receive New Uniforms

With the introduction of the new bi-level Superliner cars later this year, Amtrak's on-board service attendants throughout the country will begin wearing new uniforms that combine comfort and fashion and present a professional image to the public.

The new uniforms will be worn by all on-board service personnel, including chair car, sleeping car, club car and lounge car attendants and dining car waiters.

The new uniform design incorporates comments and suggestions made by service attendants regarding present uniforms in response to a questionnaire distributed nationwide.

One of the most frequent criticisms of the present men's uniform was that the double-breasted jacket was uncomfortable as well as being too short. Also, the cap, with its solid head band, was hot in summer weather.

The new men's uniform will consist of navy blue pants, white shirt, navy blue four-in-hand tie, navy blue or black socks and black shoes. The new jacket will be single-breasted, longer in length, white with navy blue trim around the inside of the collar and along the two pockets. The collar is a "military type" and resembles the one on the old Pullman jacket.

The new cap will be navy blue and will have a cooler mesh hat band. It will be worn with a new hat badge that has a silver Amtrak logo and the single word, "Attendant." The hat badge is similar to ones presently used by conductors and trainmen.

Women attendants will wear navy

blue slacks, a navy blue blouse or turtle-neck pullover, navy blue or neutral hose and navy blue flat-heel shoes. Women's toppers will be similar to ones currently in use but will be trimmed in navy blue to match the men's uniform.

Hats will no longer be required for women. An optional item for women not working in the diners is the Amtrak logo scarf.

As at present, men's pants, women's slacks and the neck tie will be provided by Amtrak on a 50-50 shared basis with the employee paying half the cost. Two free hats will be allotted each man annually. Jackets and toppers will be provided also by

Amtrak, but each individual employee must provide his own shoes, socks, shirts and blouse or pullover.

Rain coats and storm coats will continue to be available to both men and women on a 50-50 shared basis also.

Says Charlie Sutter, administrator, uniform program, "The new uniforms are designed to show our on-board personnel that Amtrak is concerned with both the image they present to the public as well as their personal comfort.

"The attendants are a part of Amtrak's total commitment to present to the traveling public an image and attitude of complete professionalism."



Modeling the new attendants and stewards uniforms are, left to right, Larry Maxwell, chief of on-board service, Washington; Mike Koch, steward, Chicago; and Emogene Madison, supervisor of requirements, Los Angeles.

George Daniels Appointed Vice President, Labor Relations

George F. Daniels has been appointed Amtrak's vice president for labor relations effective June 15.



George F. Daniels

"Mr. Daniels will be the senior officer responsible for all labor relations for the corporation," says Amtrak President

Paul Reistrup.

Daniels, a former labor relations officer for Conrail, becomes the first person to hold the newly-established vice presidency.

Prior to his appointment, Amtrak's labor relations were under the jurisdiction of the personnel department.

Daniels, 53, began his railroad career in 1941 as a clerk for the former Pennsylvania Railroad. During World War II, he was graduated from the United States Merchant Marine Academy, at Kings Point, New York, as a licensed steam and diesel marine engineer.

Following his return to the PRR after the war, Daniels was named to the labor and wage bureau of the New York division in 1947. During the 1950s and early 60s, he received several promotions, rising rapidly through the corporate ranks. When the Pennsylvania merged with the New York Central in 1968 to form the Penn Central, Daniels was assigned the job of coordinating labor relations matters resulting from the merger.

He served in a similar capacity on the Conrail Activation team when Penn Central and other Northeastern railroads were taken over by Conrail in 1976. Since then he has held the post of assistant vice president for labor relations at Conrail.

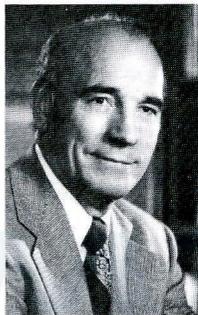
Daniels is working out of Amtrak

offices in Philadelphia at present in order to remain close to the growing Northeast Corridor developments. Later this year, when Amtrak moves its Washington corporate headquar-

ters from L'Enfant Plaza to a new building near Washington Union Station, Daniels will transfer to Washington where he will assume greater responsibilities.

Lorentzsen Elected To Board

Norman M. Lorentzsen, president, Burlington Northern, has been elected to Amtrak's Board of Directors.



N.M. Lorentzsen

being approved by the four railroads that hold Amtrak common stock. He succeeds Robert W. Downing, former vice chairman and chief operating officer of the Burlington Northern, who resigned at the May Board meeting.

A native of Horace, North Dakota, Lorentzsen began his railroad career in 1935, at the age of 19, working as a section laborer and brakeman for the

Northern Pacific railroad. Following military service during World War II in the Naval Air Corps, he returned to the Northern Pacific in 1945 as assistant trainmaster at Duluth, Minnesota. He continued working his way up the corporate ladder and, in 1968, was appointed NP's vice president for operations.

When the NP merged into the Burlington Northern in 1970, Lorentzsen was appointed vice president for operations of the merged company. In 1971, he was elected executive vice president; in 1973, he became president of the transportation division; and in January 1977, he assumed his present position as president of BN.

Lorentzsen holds a bachelor of arts degree in economics from Concordia College, at Moorhead, Minnesota, and is a graduate of Harvard Business School's Advanced Management Program.

Watts Relinquishes Position

David A. Watts, Jr., vice president and general manager, national operations, has asked to be relieved of his position.

In a letter to Amtrak President Paul H. Reistrup, Watts wrote, "I know that you have been seeking a chief operating officer to assume responsibility for all of Amtrak's operating functions — national operations, Northeast Corridor and operations support. It appears to me that this would be a logical time for me to step aside as head of national operations. This would give you and the new officer flexibility in reor-

ganizing. It would also give me an opportunity to assume other duties."

At its June 29 meeting, the Board of Directors accepted Watts' request.

Robert Herman, vice president, operations, Northeast Corridor, has been named interim vice president, national operations, as of July 1.

Says Reistrup, "There will be no changes in the national operations organization or staffing, other than necessary filling of vacancies and such, pending the arrival of a chief operating officer. At that time, too, Bob Herman will return to the Northeast Corridor."

Philadelphia's Joan Wheatley Picked As May's Top Salesperson

Joan Wheatley, sales representative with Amtrak's Philadelphia staff, has been named "Salesperson of the Month" for May.

During the first three months of 1977, travel agents in Wheatley's southern New Jersey territory sold \$220,607 worth of business for Amtrak, 87 per cent more revenue than was generated during the same period last year. This dramatic increase was cited by Amtrak Sales Director Jack Gordon as "an outstanding accomplishment" by Wheatley.

Wheatley is also responsible for Amtrak sales amounting to \$59,000 since last November through Senior Travel Service, which formerly sold group transportation by bus only. She also has been involved in presenting Amtrak services to groups of senior citizens in conjunction with Eastern Steamship Lines' night cruise promotions.

Through Wheatley's efforts, hundreds of skiers will be taking the *Montrealer* to Essex Junction, Vermont, this winter. These ski group packages were sold in conjunction with American Tours Travel, a participant in Amtrak's "second level" travel agency program.

Duffel bags from military personnel filtering through Fort Dix, New Jersey, are now being shipped from Amtrak's Trenton station to all parts of the country. The program, which was spearheaded by Wheatley, is expected to bring in an estimated \$50,000 to \$100,000 per year in revenue to Amtrak, and it may result in the establishment of similar set-ups at other military bases.

Amtrak may reap a variety of benefits from Wheatley's membership on the executive board of the New Jersey Celebration '77 Committee, a state-wide promotion/advertising campaign currently underway.

Wheatley completed the Amtrak sales training program in August 1974, and then spent three months

working at the Amtrak Exhibit at the World's Fair in Spokane. She joined the Philadelphia sales staff in November 1974.

Born and raised in Indianapolis, Wheatley received a bachelor of arts degree in communications from Purdue University in 1974.

Blood Programs Help Employees

A number of cooperative Amtrak Red Cross blood bank programs have begun throughout the company at various locations. The programs make Red Cross blood supplies available to all Amtrak employees in a particular area if that group meets a specified blood donation quota.

Here's how the programs work. A regional headquarters can have all of its employees qualify for blood if at least 20 per cent of the employees there donate each year. Employees' families also qualify under the programs.

Corporate headquarters, in Washington, established such a program last year under the coordination of Industrial Nurse Virginia Langston. Dates set aside this year for donors to meet blood quotas were July 12 and 13.

Amtrak Chicago area employees will participate in a "Blood Assurance Program" to be held July 18-25 at Union Station as well as at each of the yards there. Maureen Johnson, performance analyst at Chicago's regional headquarters, is the blood drive coordinator. Committee representatives have been appointed at various facilities in the Chicago area.

Northeast Corridor headquarters initiated a blood bank program last year when Karl Matthews, director of personnel, suggested one. Barbara Maurizzio, payroll accountant, coordinated the program this year. The Northeast Corridor met its donor quota when it had its bloodmobile and donor locations set up last April.

In general, blood donors must be between 17 and 65, in good health and with a minimum weight of 110 pounds.

Donors are asked to eat prior to their blood donations but must avoid heavy and fatty foods up to four hours before giving.

At \$50 a pint, or more, large blood requirements can be a large financial drain on those employees who might face surgery. By participating in one of these programs, Amtrak employees protect both themselves, their families and their fellow workers.

Power Blackout

At press time, New York was hit by a total power black-out that brought the city to a standstill and halted all Amtrak trains into or out of its two stations there.

As Amtrak awaited the return of electrical power, all trains were terminated at Newark, New Haven and Albany.

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Night-Owl Fares Appeal To Late Hour Travelers

Rail passengers who have access to Amtrak trains only during the "wee hours" of the night now can use Amtrak's new "Night-Owl" round-trip coach excursion fares to save themselves some money. The experimental fares, which will end on August 15, offer a round trip for just one dollar more than the one-way fare.

The fares apply to selected cities on specific routes and are good only to other cities on that particular train's route.

The new fares are designed to encourage people to use trains that serve communities in the middle of the night.

The fares are good inbound or outbound from the specified cities.

Example: A party wanting to travel from Spokane to Milwaukee, Wisconsin, would pay the one-way fare to Milwaukee, plus one dollar for a round trip. Similarly, a person from Milwaukee who wanted to visit someone in Spokane would also pay the one way fare, plus the dollar for a

round trip between two cities.

Forty-four test markets for the special fare were designated along the following routes:

Lake Shore Limited: Erie, Pennsylvania

Broadway Limited: Canton and Crestline, Ohio

James Whitcomb Riley: Staunton and Clifton Forge, Virginia; White Sulphur Springs and Hinton, West Virginia

Floridian: Birmingham and Montgomery, Alabama

Inter-American: Texarkana, Marshall and Longview, Texas

Lone Star: Lawrence, Topeka, Emporia and Newton (southbound only), Kansas

Southwest Limited: Emporia; Newton (westbound only) and Hutchinson, Kansas; Kingman, Arizona; Needles, California

San Francisco Zephyr: Lincoln, Hastings and Holdrege, Nebraska; Elko, Carlin and Winnemucca, Nevada

Pioneer: Shoshone and Pocatello, Idaho

Empire Builder: Willmar, Morris and Breckenridge, Minnesota; Libby, Montana; Sandpoint, Idaho; Spokane, Washington

North Coast Hiawatha: Valley City, Jamestown, Bismarck and Mandan, North Dakota; Sandpoint, Idaho; Spokane, Washington

Sunset Limited: San Antonio and Del Rio, Texas; Yuma, Arizona; Indio, California

Coast Starlight: Dunsmuir, Redding and Orland, California.

No stopovers will be permitted with the special fares. Children, 2-11, will pay one-half of the adult excursion fare. Tickets will not be sold on the trains but must be purchased from either an Amtrak ticket office or an Amtrak-authorized travel agent.

The experimental fare applies only to coach travel. However, tickets can be upgraded to sleeping cars, on a space available basis, after boarding the train.



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