

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

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July 1978

New Miami Station Dedicated, Open House Celebrates Event

Nearly 1,000 persons attended the dedication ceremonies and ensuing open house as Amtrak opened its new \$5.7 million Miami, Florida, station, on Tuesday, June 20.

Located at 8303 N.W. 37th Avenue, near the Seaboard Coast Line's Hialeah yards, the new station is the most extensive project of its kind in Amtrak's seven-year history. It replaces the 48-year-old Seaboard Air Line facility on Northwest 7th Avenue that Amtrak had been using.

The \$5.7 million costs included acquisition of the 28-acre site and construction of the building, two 2,000-foot-long platforms, canopies, three new tracks and a 269-car parking lot.

The 20,000-square-foot station building measures 85 feet by 175 feet.

Workmen were putting on the finishing touches even as the speeches were being made inside the station building. Ceremonies were moved indoors because of the day's oppressive heat.

Master of ceremonies for the event was John V. Lombardi, Amtrak's di-

rector, state and local services, Washington. Other speakers included James R. Getty, vice president, passenger traffic, Seaboard Coast Line; Martin Garelick, Amtrak's executive vice president and chief operating officer; and Dr. Delores Kory, who represented Miami Mayor Maurice A. Ferre. Kory presented Lombardi with a scroll proclaiming Amtrak Week in Miami.

Said Garelick, "This new station is representative of Amtrak's continuing effort to upgrade and improve rail passenger travel.

"We're happy to have one of our most modern and comfortable facilities located here in Miami. The New York-Florida route is one of our most popular routes making this project doubly significant."

Among the attractions for the



Participating in the ribbon-cutting ceremony are, left to right, Martin Garelick, John V. Lombardi and Dr. Delores Kory, who represented Miami Mayor Maurice Ferre.



The new station measures 85 by 175 feet and sits on a 28-acre site. The new facility's parking lot can accommodate 269 automobiles.



(Far Left) Attendant Richard Walczak directs visitors to the exhibition cars. (Left) New station replaced the 48-year-old former Seaboard Air Line facility. (Below) Spanish direction signs reflect Cuban atmosphere of Miami area.



(Above) The Silver Meteor, with Engineer Jim McClellan at the throttle, is the first train out of the new station. (Right) Interior is spacious and can accommodate 350 persons. Division offices are on the second floor.

public at the station was a display of passenger cars, both refurbished conventional equipment and Amfleet, and a freshly-painted SDP40F locomotive.

Paper engineers' hats and coloring books were distributed to children attending. For adults there was a sweepstakes drawing for weekends for two in Washington and Montreal. Amtrak sales personnel distributed travel literature and promotional

items to the crowd.

Construction of the new facility began on May 13, 1977, and work was completed ahead of schedule.

The masonry and steel building is one of Amtrak's standard design station buildings and accommodates 350 persons. It can easily be expanded if future ridership warrants.

The station features a spacious carpeted waiting room, a modern ticket office, baggage area and

restrooms on the first floor. A passenger lounge and offices for Amtrak's district headquarters are located on the mezzanine.

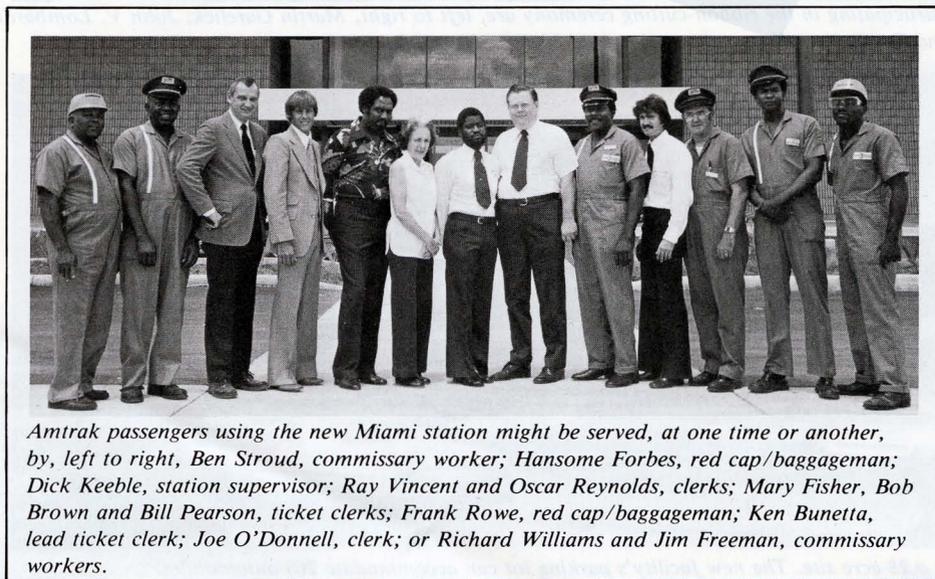
The building, platforms and parking lot have all been designed to be fully accessible to handicapped travelers. Ramps, an elevator, accessible restrooms and telephones have been incorporated into the new building for their use.

A regional flavor has been added to the well-lighted exterior by creation of a small citrus island in front of the station.

The last train to use the old station was the *Floridian* which left the old facility at 5:10 p.m. on Monday, June 19.

The first train to leave the new station was the *Silver Meteor* with Engineer Jim McClellan at the throttle. The train left at 9:10 a.m. as the final preparations were being made for the dedication ceremonies which began at 10 a.m.

Three trains serve Miami at present. They include the Miami-New York *Silver Star* and *Silver Meteor* and the Chicago-Miami *Floridian*.



Amtrak passengers using the new Miami station might be served, at one time or another, by, left to right, Ben Stroud, commissary worker; Hansome Forbes, red cap/baggageman; Dick Keeble, station supervisor; Ray Vincent and Oscar Reynolds, clerks; Mary Fisher, Bob Brown and Bill Pearson, ticket clerks; Frank Rowe, red cap/baggageman; Ken Bunetta, lead ticket clerk; Joe O'Donnell, clerk; or Richard Williams and Jim Freeman, commissary workers.

Canton Station Opens, City Officials Praise Amtrak

Amtrak dedicated another station in June, this one in Canton, Ohio.

The \$199,600 station was formally opened for service in ceremonies attended by some 250 persons at 10 a.m., on Friday, June 30.

Located on South Market street, the modern masonry and steel building is designed to accommodate over 50 passengers. The barrier-free facility is easily accessible by handicapped and elderly persons and features a modern ticket office and waiting room with vending area.

Speakers at the ceremony included Stanley Cmich, mayor, Canton; Tom Pulsifer, president, Ohio Association of Railroad Passengers; Congress-

man Ralph Regula; and Larry R. Brown, president, Greater Canton Chamber of Commerce.

Also speaking were Al Kaletta, Central region sales director, Chicago, and John Piet, general manager, staff, Washington.

Piet accepted, on behalf of Amtrak, an environmental award which was presented by Dr. William Griffith, chairman, Downtown Canton Association.

Master of ceremonies for the event was Bob Casey, director, public affairs, Chicago.

Said Mayor Cmich, "This day has been a long time coming and I'm glad it is finally here. This is a lovely

station and today we enjoy the end result of a lot of hard work done by many people."

Brown noted that this was "another progressive step in the development of downtown Canton."

Congressman Regula remembered coming to the old station as a child and riding to Chicago to attend the World's Fair. He told the crowd, "As the energy crisis grows and as we realize how important rail travel is, we'll see a renaissance of the rail system in this country."

"We have a good interstate highway system now. Next, we're going to have an interstate of the rails."

After an official ribbon-cutting,



(Left) Tom Pulsifer, president, OARP, addresses crowd at Canton ceremony. (Below) Mayor Stanley Cmich cuts ribbon to officially open the new station. Left to right are Congressman Ralph Regula and Amtrak's Al Kaletta and John Piet.



(Below) Manning the new station are Bob Walls and Richard Sherwood. (Right) The new facility can handle 50 passengers but can easily be expanded if future use warrants.



participants and guests entered the station to take part in an open house. Coffee, soft drinks and a special Amtrak cake were served to all.

Landscaping work and construction of a 26-car parking lot was financed by a \$72,000 contribution from the City of Canton. The exterior work was designed to complement the city's revitalization and beautification of the downtown area. The station is located about four blocks south of the center of town.

In conjunction with the station project, Amtrak renovated the subway entrance leading from the station waiting room to both train platforms. New stairway enclosures have been built and platform canopies modernized. New light

fixtures also have been installed.

Future improvements will include repaving of the two platforms and installation of additional lights. A tall electrically-lighted sign shows passing autos exactly where the station is located.

The station with its bronze aluminum overhang and tinted glass was designed by Amtrak's engineering department and is one of the three available standard station models. It can be expanded if the need occurs in the future.

About 760 passengers board or leave Amtrak trains in Canton every month. Patronage is expected to increase with the improved facilities and with ticketing service available for the first time.

The new station is located on the site of the old Pennsylvania station which was razed in 1976.

Manning the new station will be Bob Walls and Richard Sherwood. Walls has been with Amtrak for six years. During his first two years he worked as a passenger service representative traveling around the country. Since then he has worked in Dayton, Cincinnati and Cleveland.

Sherwood is beginning his third year with Amtrak and has helped open new stations at Cleveland and Elyria. Love for the railroad comes easy for him. His grandfather was an engineer, his father a boilermaker and an uncle a trainmaster.

Notes Walls, "Business has picked up here and it's going to get better."

Rosier, Newman Lead On-Board Services Contest

The first results in Amtrak's year-long contest to find the best on-board services employees are in and Darnell Rosier, Miami, and Marcia Newman, Los Angeles, lead the pack at the end of the first month.

The contest is divided into two distinct groups; employees who have direct contact with passengers such as attendants and waiters, and employees whose jobs in dining car service prevent direct contact. Such people work as chefs, food specialists and pantrymen.

Judging in the first category is being done on the basis of the number of unsolicited complimentary letters an employee gets from either fare-paying passengers or Amtrak employees who do not work in the on-board services department.

The second category is judged on ratings made by stewards or employers in charge of dining cars.

Category I

Leaders in Category I (direct contact employees) at the end of May were:

Boston: Gail P. Bruinsma, Richard Gerrish and Pamela A. Perry.

New York: William S. Hardy, Joseph M. Lally, Woodrow W. Liles

and Clarence E. Scroggins.

Jacksonville: Ida B. Byrd, Melvin J. Day, John F. Duggan, Michael A. Ghelerter, James C. Holly, Everett Jones, Leroy Polite, Rubin A. Stevens, Edward Williams and Johnnie A. Cooper.

Miami: In addition to Rosier, Charles E. Curry, Robert E. Lee, Kirk A. Mitchell, Robert A. Reiskin, Juan L. Reza, Willie E. Watson, Jr., Jeff Zang, Flora Jones, Nancy A. Smith and William W. Ware.

Chicago: Charles N. Beatie, Miriam Brav, Phillip B. Carlsen, Thomas L. Davis, James A. Johnson, Glen Sharpe, William C. Sherrod, Leslie Steen and Jesse Sykes.

New Orleans: Prince A. Harrell.

Los Angeles: In addition to Newman, Paul J. Bickham and John W. West.

Seattle: Donald L. Bryan and Grady Radford.

Oakland: Moyse Howard, Lela Janushkowsky and David D. Juhl.

No entries in category I were received for Washington, St. Paul or St. Louis.

Category II

Leaders in Category II (non direct contact employees) for May include:

New York: Rudolph Sambrano.

Jacksonville: Robert F. Martin.

Miami: George A. Burns and Alphonso A. DaCosta.

Chicago: Percy Lee.

Los Angeles: Herman Burton.

Oakland: Ernest L. Bigelow.

At Boston and St. Louis no employees are assigned in this type of service, and no entries were received from Washington, St. Paul, New Orleans or Seattle.

In all, 79 letters of commendation were received during the first month. Rex Holland, Amtrak's assistant vice president, on-board services, admits this is a modest beginning.

"But, that usually happens in contests of this sort," he notes. "They start out slowly but as people find out that we're holding such a competition, they'll get those letters coming in for those employees who go out of their way to help."

Letters of commendation from passengers should be directed to Amtrak's Office of Consumer Relations, P.O. Box 2709, Washington, D.C. 20013. Conductors and stewards can also furnish passengers with official Passenger Response Forms on which they can make their comments.

National Operations Refines Organization, Stress Division Concept In New Lineup

In a refinement of its organization, effective July 1, Amtrak's national operations department has abolished its three regions. Instead, there will now be six divisions that will report directly to the assistant vice president of transportation.

Says Bob Herman, vice president and general manager, national operations, "The six division managers will be responsible for the day-to-day operations in their divisions.

"With the elimination of the region concept, we've cut down what had been a three tier management structure to just two levels, one in the field, the other in corporate headquarters.

"That should streamline our organization to permit greater efficiency, to better communications in both directions and to reduce operating costs."

As part of the change, the existing seven districts were consolidated into six and renamed "divisions." The former South Central district has been absorbed into the new and expanded St. Louis division.

Each division manager will be the ranking company official in his geographic territory.

Two former regional vice presidents have been appointed general managers, staff, and will now assume system-wide duties. C. James Taylor will continue his office in Chicago while John Piet will work from Washington.

Neal Owen, former Western region vice president, recently resigned to take a position with another company.

Under the new organizational lineup, four assistant vice presidents, two general managers and two directors will report directly to Herman.

They include Jim Larson, assistant vice president, contracts; Chris Wahmann, assistant vice president, transportation; Henry Christie, assistant vice president and chief maintenance officer; and Rex Holland, promoted to assistant vice president, on-board services.

Also, besides Taylor and Piet, reporting to Herman will be Brett Tyler, director, administration; and Jim Ramey, director, financial

planning and analysis.

All, except Taylor, will have their offices in Washington.

Division managers and their headquarters locations, will be John M. Acken, Northwest division, Seattle; Jim Cira, Southwest division, Los Angeles; O.W. Brooks, Midwest division, Chicago; Richard E. Fahey, St. Louis division, St. Louis; Bill Grimmer, Southern division, Miami; and E.M. Morris, Empire division, Rensselaer.

Former regional offices in San Francisco and Crystal City (Arlington), Virginia, will be phased out.

The Northeast Corridor Region will now be known simply as the Northeast Corridor. The NEC also changed the titles of its division superintendents to division managers. The four are located at Baltimore, Philadelphia, New York and Boston.

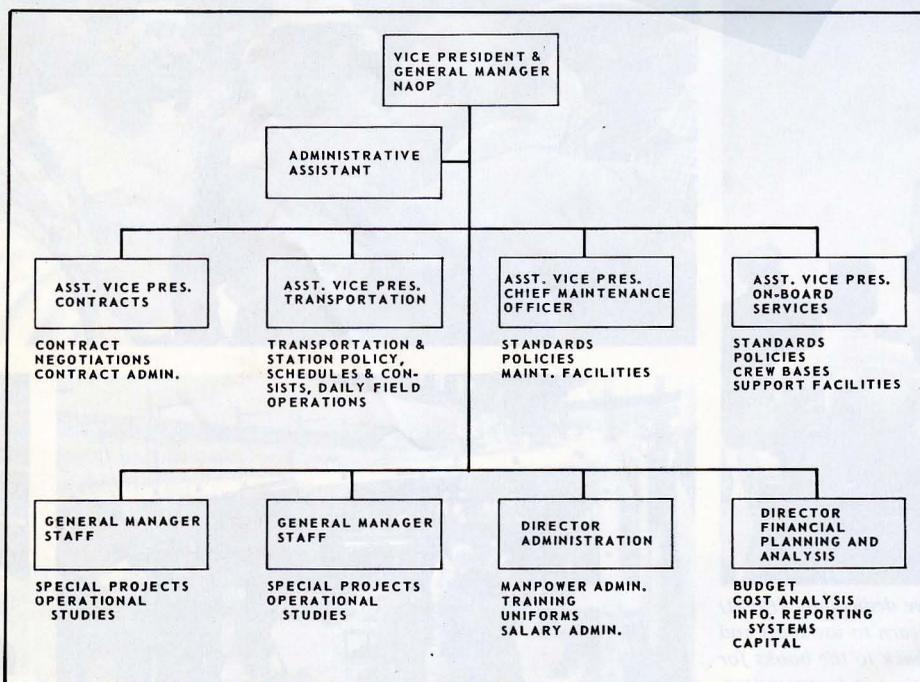
Notes Herman, "The end result of the changes in our organization is a much shorter chain of command. We should end up operating much more efficiently with one less level of management to plow through."

Pollution Program

Amtrak's board of directors, at its June 28 meeting, authorized pollution control programs for Chicago and New Orleans at a cost of almost \$1.2 million.

In Chicago, Amtrak will undertake a \$401,000 project in the 12th Street yards to reduce oil spills by repairing fuel storage tanks and constructing spill pads under certain tracks used by locomotives.

In New Orleans, alterations will be made to the locomotive fueling facility in a \$788,600 project. Improvements will include construction of a pollution control building, tanks for storage of recovered waste oils and changes in various fueling systems.



Beech Grove Technical Center Opens, All Training Facilities Now At One Location

Amtrak's new technical training center at Beech Grove, Indiana, began full operations on June 14.

The event was marked with a dedicatory ceremony, attended by some 150 persons, and a short open house and tour of the facility. Attending were civic and labor leaders, representatives of members of Congress, Amtrak employees and local dignitaries.

The opening of the \$1.5 million center at the Beech Grove maintenance facility now allows Amtrak to consolidate all of its technical training facilities, classrooms and offices, which had been located in other buildings at the Indiana site, into one modern well-equipped facility.

The center will operate to accomplish three primary tasks:

- Apprenticeship training
- Journeyman upgrading, and
- Audiovisual development for the entire company.

Speakers of the ceremony included

Martin Garelick, executive vice president and chief operating officer, and Jim Roseman, assistant vice president and chief mechanical officer, Washington; Walter Barrick, general manager, Beech Grove maintenance facility; Elton Geshwiler, mayor, Beech Grove; and David Frick, deputy mayor, Indianapolis.

Representing members of Congress were Joe Smith and Cliff Courtney, of Senator Birch Bayh's staff; Clarence Hodges, from Senator Richard Lugar's staff; and Pat Straub, press assistant to Representative Andrew Jacobs, Jr.

Master of ceremonies for the dedication was Dave Bunting, manager, technical training.

Amtrak's apprenticeship program has Department of Labor certification for the training of four crafts. These are for sheet metal/pipefitters, electricians, carmen and machinists.

At the present time training is being administered only to electricians and

carmen but programs for the other two crafts are scheduled for fiscal year 1979.

Each of the apprentice programs consists of four phases, the first three administered at Beech Grove.

Phase I—Orientation. This consists of a thorough introduction of the apprentice to the railroad industry, to Amtrak in particular, to the Beech Grove complex and to the overall training program.

Phase II—Theory. The apprentices are taught the various aspects of their craft with written materials, slides, tapes and movies.

Phase III—Laboratory work. This is done in the area immediately outside the classrooms. This facet of the training stresses safety aspects of the tools and machinery that the apprentices will be using later in their jobs as journeymen.

Although, in reality they are separate and distinct, portions of phases II and III are at times taught



(Above) Jim Roseman addresses guests at Beech Grove dedication. (Right) Guests inspect the shop area where apprentices learn to use tools and machinery. (Far Right) After the ceremony it's back to the books for Wruth McIntosh and Samuel Wong, electrical apprentices.

concurrently.

Phase IV—The apprentice returns to his home facility and begins a work schedule, moving from one facet of his job to another for specified periods of time. This is done under the supervision of a working journeyman.

Also, during phase IV, the apprentice must spend two days a month attending classes for instruction related to his job.

The five facilities involved in the apprenticeship program at present are Beech Grove, Chicago, Albany-Rensselaer, New Orleans and Los Angeles.

Although the entire apprentice program takes three years to complete, Phases I through III take between 12 and 16 weeks. Since much of the material in these phases of the program is self-instructional, the speed with which a student progresses is dependent on himself. The first three phases, however, must be completed within 16 weeks.

At the end of the three years, each apprentice will receive a certificate from the U.S. Department of Labor attesting to his course completion and a union card stating he is now a

journeyman in the craft.

The training center, which is equipped to handle 160 apprentices a year, is located in the southwest corner of Beech Grove's maintenance building and consists of a series of modern classrooms, offices and working areas.

Besides offices for the supervisory staff, there are separate classrooms for each of the four crafts. Those classrooms open onto a large laboratory area for hands-on instruction in the tools and machinery of the trade. A track runs through the work area permitting entry of up to two passenger cars for direct instruction on the cars themselves.

The audiovisual laboratory faces onto a large multi-purpose room. A large glass window permits observation or videotaping of events there, as well as projection of motion pictures or slide shows.

A library/drafting room is available for study of blue prints and mechanical drawings. Modern wash rooms and a lunch room complete the facility.

Although devoted at present only to apprentice training, the center will

be doing journeyman upgrading training in the future. Already on the books are plans for a welding upgrade course.

The audiovisual center, too, ultimately will produce video tapes, slide films and motion pictures for use by the entire corporation.

The technical training center's staff includes Bunting; Gary Tomey, general supervisor, apprentice training; Ron Deal, senior administrator, technical training; and Ron Gaertner, supervisor, special projects.

Others include Bruce McClary, traveling instructor; Larry Eades, electrical instructor; Steve Van Treeše, air brake instructor; Mike Hankins, electrician apprentice instructor; Skip Gilley, carman apprentice instructor; William Cherry, audio visual specialist; and Gary Jensen, technical writer.

Beech Grove was acquired by Amtrak from the Penn Central railroad in 1975. The facilities and land cover some 64 acres, with almost 13 acres under roof. The facility is located six miles southeast of downtown Indianapolis.

(Left) Apprentices joke with Dave Bunting during open house. Left to right are Tony Mezire, Joe Oliver, Dave Czahor, Carlos Cruz, Sam Wong and Freddie Guzman. (Below) Mike Hankins, electrical instructor, describes classroom to visitors.



Former Board Member MacDonald Dies

Joseph V. MacDonald, former member of Amtrak's board of directors, died June 17 following a lengthy illness. He was 64 years old.

One of three consumer representatives on the Amtrak board, MacDonald was appointed by former President Richard Nixon in April 1974. He relinquished that position earlier this year to Harry T. Edwards, a law professor at the University of Michigan.

Traveling 40,000 to 50,000 miles a year by rail, MacDonald was well acquainted with the railway system and, in 1972, fought for restoration of rail passenger service in his home state of Vermont. He is credited with being the most prominent force in the creation of the *Montrealer's* route which travels from Washington to Montreal via New England.

Until his recent retirement,



Joseph V. MacDonald

MacDonald was employed by the Continental Can Company, first as corporate buyer of capital equipment, later as manager of purchases, production equipment.

MacDonald, who was born in St. Albans, Vermont, was residing in Farmingdale, New York, at the time of his death.

Annual Retirement Forms Issued, Needed For Unemployment, Sickness Benefits

The U.S. Railroad Retirement Board recently completed preparation of employee Certificates of Service Months and Compensation, Form BA-6, which are distributed every year to the great majority of railroad employees.

These annual statements are important because they provide an employee with a record of his or her service months and creditable compensation in 1977, as well as cumulative railroad retirement credits after 1936. The statements are also used by employees when they apply for unemployment or sickness benefits with the board.

Some 600,000 BA-6 forms have been distributed. Most employees have received them directly from the board by mail, although some BA-6 forms were distributed through employers. These forms are issued primarily to employees who qualify for unemployment and sickness benefits in the benefit year beginning July 1, 1978, on the basis of their 1977 employment.

Employees who worked in 1977 but did not have sufficient earnings to qualify for unemployment and sickness benefits were also sent BA-6 forms if they had 10 years of service or 12 service months in 1977, or if they worked for a local lodge or division of a national railway labor organization. Any employee who worked for a railroad in 1977 who has not received a form should write to the board and request one.

Each employee should check to see whether his own record of service and creditable compensation agrees with the board's figures shown on the form. The important figures that should be checked are indicated on the accompanying illustration.

In checking the 1977 compensation total, employees should be aware that only earnings up to \$1,375 per month were creditable for railroad re-

WHAT EMPLOYEES SHOULD CHECK ON FORM BA-6

1 Service and Compensation Credited Under Railroad Retirement Act in 1977

2 Social Security Number

3 Total Service and Compensation Under Railroad Retirement Act, 1937-1977

4 Name

RAILROAD RETIREMENT BOARD
CHICAGO, ILLINOIS 60611

CERTIFICATE OF SERVICE MONTHS AND COMPENSATION FOR RETIREMENT BENEFITS

WILLIAM F. ADAMS, C.J. CHAMBERLAIN, EARL OLIVER
MEMBERS

FOR UNEMPLOYMENT BENEFITS
IN BENEFIT YEAR JULY 1, 1978 THROUGH JUNE 30, 1979

FOR SICKNESS BENEFITS
IN BENEFIT YEAR JULY 1, 1978 THROUGH JUNE 30, 1979

THIS INFORMATION FOR BOARD USE ONLY

YEAR	SER. NO.	CREDITABLE COMPENSATION
1977	12	16,500.00
1975-1977	36	45,900.00
1937-1974	324	154,350.00
1937-1977	360	200,250.00

S.S. ACCOUNT NO. 999-99-9999 1977

J. J. JONES

SEND THIS STUB WITH YOUR APPLICATION (COVER)

FORM BA-6

tirement in that year. Therefore, the maximum amount of creditable compensation that can be shown is \$16,500. If there is a name problem, employees should note that the form contains only the first ten letters of the last name.

All letters reporting discrepancies in a BA-6 form should be addressed to the Director of Data Processing and Accounts, U.S. Railroad Retirement Board, 844 Rush Street, Chicago, Illinois 60611. The employee must include his social security account number as well as specifying the error. Otherwise, no action can be taken by the board.

Time limits for correcting errors are shown on the back of the BA-6 form along with certain Medicare and supplement annuity closing date reminders.

Form BA-6 has detachable sections at each end. The section on the right side is used when the employee applies for sickness benefits, the left for unemployment benefits.

Reverse sides of these sections also explain the best way to apply for

these benefits. Use of these sections prevents delays in payment of unemployment or sickness benefits. Delays will happen when an employee enters the wrong social security account number on his application for benefits.

Naturalist Rider

A uniformed National Park Service naturalist will be aboard Amtrak's *Empire Builder* for the 56-mile ride between East Glacier and West Glacier (Belton), Montana, stations every Monday, Wednesday and Friday until September 1.

The train ride along the southern edge of the park is by daylight in both directions this summer as a result of schedule changes this past spring in Amtrak's Chicago-Seattle service.

The naturalist will board the train at 12:18 p.m. at West Glacier for the eastbound trip, then will board the westbound train at 4:01 p.m. for the return. He will circulate through the train distributing literature and interpreting the geology and wildlife of the area for passengers.

Tighter Pass Regulations Designed To Eliminate Rules Violations

Increased emphasis is being placed on enforcement of Amtrak's pass policies to eliminate fraudulent use of rail travel privileges and violations of space availability regulations by both Amtrak employees and other railroad personnel.

Instructions have been issued to confiscate passes of persons suspected of abusing their pass privileges. These will be reported to Amtrak's police and security staff for immediate investigation.

Operations control has also been asked to have space controllers make frequent checks in the ARTS system of pass users for fictitious names, unusual reservations and suspicious cancellations in an effort to find per-

sons who try to get around Amtrak's advance reservation policy.

Beginning August 1, ticket agents will require a second form of positive signature identification to compare with the signatures of employees and spouses on their Rail Travel Privilege and Business Travel Cards.

Suitable identification is also required when a ticket is presented to the ticket seller for any other purpose.

Amtrak employees are asked to protect their pass privileges and to report any abuses they might run across to the company's police and security department at corporate headquarters.

Pass riders are also cautioned that

conductors have instructions to ask for positive signature identification from anyone riding on a pass.

Lack of such proper identification in the past has resulted in some embarrassing incidents.

Pass holders usually do carry their rail travel privilege card with them, but dependents — who would not have the pass holder's card along with them — should be prepared to show the conductor some proper identification on request.

Some confusing situations have occurred in the past when pass tickets were made out in the name of a pass holder but were being used by dependents. Particularly troublesome are tickets being used by dependents whose last names may differ from the pass holder.

To minimize such situations, pass holders are asked to tell the ticket seller—when they request their tickets—who will actually be using the ticket so his or her name can be entered on it.

Express Pickup, Delivery Available

Amtrak's package express service is being expanded to include pickup and delivery in 25 cities through a cooperative program with Purolator Courier Corporation.

The service, which began July 1, applies to Amtrak's three types of express: *Priority*, a high-speed service within Northeast, Midwest and West Coast corridors; *Economy*, for shipments of up to 1,500 pounds; and *Custom*, a specialized service for frequent users.

Cities served by the new program are Albuquerque, Boston, Chicago, Cleveland, Denver, Flagstaff, Houston, Indianapolis, Jacksonville, Kansas City, Los Angeles, Miami, Minneapolis, New Orleans, New York, Oakland, Orlando, Philadelphia, Providence, St. Louis, St. Paul, San Antonio, San Francisco, Seattle and Washington.

Pickup and delivery service will initially be available to companies with an established Amtrak account. Within about six months, however, expansion is planned to include a wider range of customers as well as

additional cities.

Delivery of all shipments will be made within the free commercial zone for \$3.75 per pickup or delivery if no single piece exceeds 50 pounds or the entire shipment tops 100 pounds. Excess weight will be charged at five cents per pound.

Deliveries outside free commercial zones will be charged at ICC rates.

For example, companies may ship a 50 pound package, with pickup and delivery, for only \$15 between San Francisco and Denver, or between New York and Chicago.

Interested shippers should contact either Amtrak's express specialist in their local sales offices or Tim Aufmuth, Amtrak's express specialist in Washington. They can also call Amtrak's toll-free information number listed in local directories and ask for Rail Express Information.

Estimated revenue in the new program's first year is between \$500,000 and \$1 million. Amtrak's express revenue last fiscal year was \$2.2 million, up 26 per cent from the previous year.

Falls Excursion

In the heyday of American railroading, a rail excursion to Niagara Falls was one of the most popular of all American trips.

It's available again at a package price that includes rail transportation from and to New York City, transfers between Amtrak's Buffalo station and hotel, two nights in a hotel on either the American or Canadian side of the falls, day and night sightseeing tours and two "gourmet" breakfasts.

The tour, operated by *76 Adventures of New York*, is priced from \$140 per person, double occupancy. The tour operator also offers "mini vacations" of three to eight days in New York, Philadelphia, Atlantic City and Washington. Brochures are available from Amtrak Tours, Room 1435, 250 West 34th Street, New York 10001.

Keeping Track Of Amtrak

Film Available

Prints of Amtrak's new public affairs film, *Rails West*, are now available for public and corporate distribution.

The film, 26 and a half minutes long, combines scenes drawn from three long-distance trains; the *San Francisco Zephyr*, *Southwest Limited* and *Coast Starlight*.

Paul Anthony, whose voice is also heard in several Amtrak commercials, narrates the film. His script, written by Lou Hazam, explains the background and tradition behind each of the localities selected.

Some points of interest selected along the route of the *San Francisco Zephyr* include Reno, the "desert oasis;" San Francisco, a city of "oriental intrigue;" and Virginia City, Nevada.

Along the route of the *Southwest Limited*, *Rails West* describes the cattle business of Kansas City, the wild west aura surrounding Dodge City, and the old Spanish tradition of Albuquerque.

Coast Starlight line attractions include the continuing fantasy worlds of Disneyland and Hollywood.

Collectively, the scenes from *Rails*

West form a panorama of the American heritage and the role that the railroad played in its development.

More than 100 copies of the film are circulating among general interest groups—including travel agents, civic organizations and various railfan associations—and commercial and cable television stations.

Amtrak employees may also take advantage of the opportunity to view the film. Prints are available for loan to Amtrak departments through regional public affairs officers.

Safety Standings

Five districts—Empire, St. Louis, Great Lakes, Chicago Terminal and Northwest—completed the month of May without any reportable injuries resulting in zero injury ratios for them for the month in the President's Safety Contest.

In the mechanical facilities category, eight locations also went through the month with no injuries and received zero injury ratios. These included New Orleans, Dallas-Fort Worth, St. Louis, Kansas City, Minneapolis, Detroit, Jacksonville and Los Angeles' 8th Street.

In the regional category, Central

region continues its leading ways with a 9.5 ratio, followed closely by the Western region with a 10.1 ratio. Beech Grove leads the shops for May with a 6.5 ratio.

For the year to date, leaders in the various categories include:

District: Empire, with a continuing zero ratio.

Region: Central, with 8.2.

Shops: Beech Grove, with a 15.0.

Mechanical Facilities: New Orleans, Dallas-Fort Worth, Kansas City and Detroit, all tied with a zero ratio.

The ratio is a figure denoting the number of injuries per 200,000 man-hours. All injuries or job-related illnesses that require more than mere first aid are counted in the statistics.

Deputy Chiefs

Effective July 1, Herb Longhelt was appointed deputy chief engineer, national operations, and Denny Sullivan was named deputy chief engineer, Northeast Corridor.

Both report to Robert F. Lawson, vice president/chief engineer.

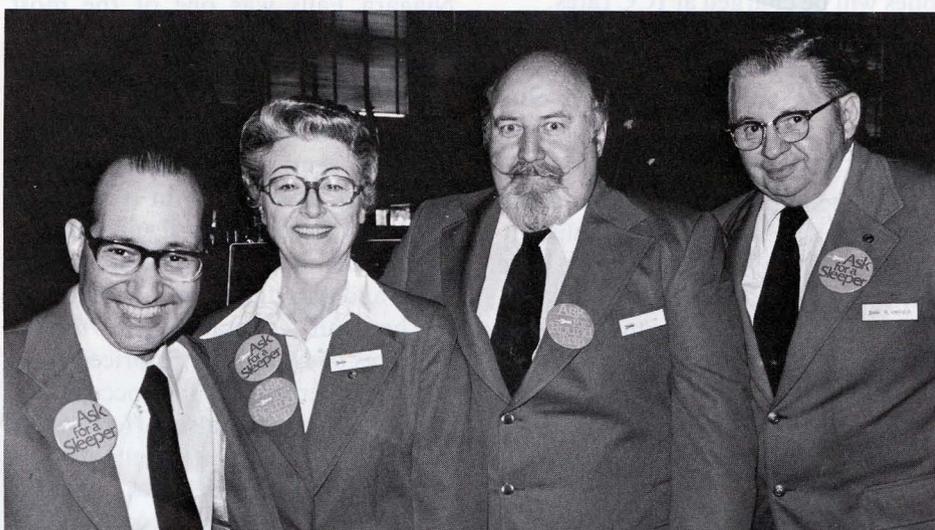
Marketing Awards

In various competitions this spring, Amtrak's marketing services department has won over 25 awards.

- In a field of more than 30 entrants, Amtrak won the top honor, the Grand MAXIM (for Maximum Execution in Merchandising) from the Merchandising Executives Club of Los Angeles.

The MAXIM, which is presented annually, was created to encourage high standards in merchandising and to give recognition for outstanding merchandising campaigns. Unlike other awards that single out just one phase of a company's expertise, the MAXIM pays tribute to the overall marketing communications success of a company.

Amtrak also won four first place awards in the club's competition. These included print advertising for the best newspaper series, television advertising for commercials like "Very Plush," "Going Places," and the U.S.A. Rail campaign; consumer



Amtrak ticket and station agents are wearing large, colorful buttons extolling passengers to upgrade themselves to sleeping or club cars or to purchase round trips at the time of the sale. Los Angeles Union Station personnel sporting their buttons are, left to right, Phil Reiner-Deutsch, lead ticket clerk; Dorothy Shannon, ticket clerk; Richard Ottum, cashier; and Bill Amrhein, ticket clerk.

incentives, for the Amtrak-Kellogg Kiddie Ride campaign; and for the company's complete merchandising campaign, including Amtrak's trade show exhibit booth and all merchandising material such as posters and brochures.

On top of the Grand MAXIM and the four individual first place awards, Amtrak also received nine certificates of excellence for individual programs.

- The American Marketing Association presented Amtrak with five EFFIE certificates of excellence.

These included a gold award for the overall national campaign and four silver awards for television and print advertising that included advertising of the Los Angeles-San Diego run, the "Sure Beats Driving" campaign, the *Blue Water* route campaign and the Amtrak-Kellogg Free Kiddie Ride program.

The EFFIE judges deemed that Amtrak's various campaigns "achieved sound marketing objectives through clear and creative media and advertising strategies."

- In Washington, the DC Advertising Club honored Amtrak with two first place awards, called AD-DIES, for the best radio and television commercials, and three certificates of excellence.

- Finally, Amtrak was a finalist in the television advertising category in the prestigious CLIO competition sponsored by the American TV and Radio Festival group. Amtrak was nosed out of the grand award by a mere two points, according to Joe Falsetti, Amtrak's director, marketing services.

Coffee, Tea Anyone?

Complimentary wake-up coffee and hot tea are now available to sleeping car passengers anywhere on the system. Up to now, the popular feature was available only on a few select trains.

The service will be provided between 6:30 and 9:30 a.m., local time, on request of passengers who will fill out a special form and hand it to their sleeping car attendant the night before.

Book Reviews

1978 Steam Passenger Service Directory: *Marvin Cohen, Editor, 168 pages, 5-1/2-by-8-1/2, soft cover, \$3 postpaid, Published by Empire State Railway Museum, P.O. Box 666, Middletown, New York 10940.*

When the first robin arrives signaling spring, can the museum's latest edition of the directory be far behind? Not really, and the new 1978 edition, the 13th annual, is bigger than ever.

The guide is simplicity itself. It lists—alphabetically by states—the major steam tourist railroads, trolley museums and sporadic steam excursions over mainline railroads that are available to tourists in this country. Additionally it lists 13 such operations in neighboring Canada.

The format is easy to follow. One page is devoted to each attraction. The listing has one photograph of the line, plus the exact location, a description of the ride, schedule, fares and equipment on display and in use.

The address and phone number of each line is noted as well as other items of interest such as availability of a gift shop, picnic area, refreshments and accessibility by Amtrak.

The Remarkable GG1; *By Karl R. Zimmermann, 72 pages, 8-1/2-by-11, horizontal format, soft cover, \$4.75 postpaid, Published by Quadrant Press, 19 W. 44th St., New York, New York 10036.*

The GG1 was—strike that—The GG1 is a remarkable locomotive. What with 139 built between 1935 and 1943, to date only 33 have been retired. The rest continue to labor for Amtrak, Conrail and New Jersey's Department of Transportation.

The GG1 was born in the mid-1930s, during the depression, as the Pennsylvania Railroad's answer to the need for a high-speed locomotive that was to be used on the 2,677-mile electrified system the railroad was

planning. Sadly, the electrification never did expand that far but what did evolve has seen plenty of GG1s.

The locomotive was on hand on February 10, 1935 to power the first train to run over the newly finished electrification between Washington and New York City.

The book is evidence of the author's love affair with the locomotive. The photos are good and the reproduction excellent. Every important detail of the life of the GG1 is listed, including the day one unit's brakes failed and the train crashed through the bumping post and into the concourse of Washington's Union Station.

There are pictures of the locomotive on the Pennsy's main passenger trains, on freight trains, and even Bobby Kennedy's funeral train. Well detailed, too, is Industrial Designer Raymond Loewy's contribution to its design as well as the 1977 repainting of unit 4935 to its original color scheme and the ceremonies that surrounded the event.

The cover is a four-color rendition of the *Broadway Limited* crossing the Delaware river near Trenton. It was painted by Grif Teller who did 27 calendars for the Pennsylvania Railroad between 1928 and 1958.

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Indiana Minority Construction Share Reaches 43 Per Cent In June

Amtrak is fully committed to minority participation in its current construction at Beech Grove and as of June had awarded 43 per cent of its present construction work to minority contractors for a total dollar figure of \$540,134.

The program went into full effect after a meeting between representatives of Senator Birch Bayh's office and Amtrak personnel that discussed work opportunities available at Beech Grove for this past spring.

Amtrak expressed a full commitment to achieve maximum minority participation through the competitive bidding process. To enhance the minority contractors' chances in the bidding, Amtrak did break down the size of projects into smaller packages which required less pressure on the contractors' cash flow.

The scope of the work involved rehabilitation of existing facilities at Beech Grove with the exception of some new construction on an annex to the wheel shop and an employee parking lot. Total cost of the 11 work projects was estimated at \$2 million.

In February, Amtrak's procurement and engineering personnel developed a series of 18

smaller packages within the general categories of available work. The packages were sized to attract both small and larger minority bidders with the projects ranging from \$12,000 to \$171,000.

Amtrak's procurement department immediately developed a comprehensive bidders list of minority construction firms. The Minority Business Resource Center of the Federal Railroad Administration and the Indiana Regional Minority Purchasing Council were contacted to help locate such firms. Ultimately, 53 such contractors were pinpointed in the state.

All of the minority firms were invited to a special prebidders conference at Beech Grove in late February. Some 28 attended.

Amtrak asked how its procedures or general requirements might pose problems for some of them. Potential problem areas were noted by the contractors and Amtrak modified some of its requirements to accommodate issues raised.

The end result was that through March, April and May, regular conferences were held on an almost weekly basis for each project being

bid at Beech Grove. Prospective minority bidders were telephoned and told of the meetings.

As of June, eight of the available 18 contracts were awarded to bidders for a total of \$1,245,378. Of this amount, \$540,134 went to minority firms, either in prime or sub contracts, achieving a participation of 43.3 per cent.



Photo By Susan Straus

Amtrak personnel and minority contractors work together at Beech Grove. Left to right are George Ruddick, Modular Structures, Inc.; Mrs. Walter Ezzell, co-owner, F&W Associates; Allen Myers, Myers Wrecking Service; Walter Ezzell; Joe Smith, of Sen. Bayh's office; John Pawk, purchasing agent; Carl Jones, president, Cawff Construction; Bill Riley, manager, industrial engineering; Bob Nedzesky, project engineer; and "Biff" Oliphant, senior buyer/construction.

Amtrak

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