

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

Vol. 6, No. 8

July 1979

Galesburg Wins Award As Station Of The Year

Amtrak's Galesburg, Illinois, station, which serves the *Illinois* and *San Francisco Zephyrs* has been named *Station of the Year* after close competition with five other locations.

The three agents who operate the facility—Florence Skeen, lead ticket clerk, and Ruth Fogarty and Floyd Watts, ticket clerks—were brought to Chicago on Wednesday, June 6, to receive their plaque, have lunch at the well-known Cafe Bohemia and sight-see and shop.

Presenting the plaque, which will be permanently mounted in the Galesburg station, to the trio was Chris Wahmann, assistant vice president, operations and general manager. Also attending the Union Station ceremony were Al Clark, director, stations and operations planning; Ozzie Brookes, manager, Midwest division; Rollie Batten, manager, station operations-west; Russ Cadieux, district manager, stations; and Dave Murray, district supervisor, stations.

Don Ulrich, assistant director, station operations and facilities, Washington, and the man who monitored the contest, said, "It was another interesting race.

"All six of the competing stations were excellent choices by their respective divisions. The scoring was very close all across the board and when we totaled the number of points we found, like last year, that only one point separated the winner from the first runner-up.

"Sadly, we can only have one winner. However, all five runner-up stations are to be commended for their exemplary effort."

Runners-up were Birmingham, Alabama; Flagstaff, Arizona; Fort Madison, Iowa; New London, Con-

necticut; and Waterbury, Vermont.

Judging was done using a score sheet listing the various items to be rated. Points were assessed for each item on a scale of one to five. Overall station operations accounted for a maximum of 35 points, while general cleanliness was assigned a maximum of 65. The top score possible, thus, would be 100.

Rated were the appearance and attitude of employees, neatness of the ticket office, sales increases, security and accuracy of accounting.

Cleanliness of floors, restrooms, windows, lights, water fountains and walls were important considerations as well as trash pickup, lighting, land-

scaping and easy access to luggage carts and baggage floats.

Amtrak has two stations in Galesburg with the winning one located on the Burlington Northern. The second facility is on the Santa Fe and serves the *Southwest Limited* and *Lone Star*.

The winning station was built in 1912 to replace an 1884 structure that was razed by fire in 1911.

Amtrak leases the building from the BN and three persons are assigned to the facility. The two-story brick building once housed the railroad's division offices but now is strictly a passenger station.

Although it is large and old, the

C-2? Who Benefits? Who Applies?

Amtrak's final route structure, as of October 1, is yet indefinite as various plans are still being discussed in Congress, including one proposal to freeze the present system.

However, if there is a cutback in the system, there will be employees who will lose their jobs.

While most employees are aware that there is protection provided to such persons, many questions have been raised regarding specific points of that protection.

Section 405 of the Rail Passenger Service Act of 1970, the legislation which created Amtrak, required that fair and equitable arrangements be provided to protect employee interests if they were adversely affected by train discontinuances.

For Amtrak employees, these arrangements are set forth in Appendix C-2, an agreement between the National Railroad Passenger Corporation, the Railway Labor Executives' Association, the Congress of Railway Unions and the Brotherhood of Locomotive Engineers. This agreement was certified as fair and equitable by the Secretary of Labor on October 1, 1973.

There is also an Appendix C-1 containing essentially the same provisions for employees of the contracting railroads.

The questions and answers which begin on page 8 have been prepared by the company's labor relations and personnel department as a guide to Amtrak employees who may be affected by the planned route restructure.

station has been well maintained and presents the traveling public with a pleasant environment.

Most evident feature of the facility is the myriad of plants and hanging baskets that seem to be everywhere.

Says Fogarty, "It all started about a year ago when the city was celebrating *Railroad Days*. We put up two hanging baskets by the main entry door to spruce up the place a little bit. Then we got a couple more to hang near the office and now we've got

Railroad Days '79

Galesburg's *Railroad Days* were celebrated the weekend of June 8-10 this year and Amtrak was well represented.

Some 26,000 persons registered at the station which served as the starting point of Burlington Northern train rides to their various facilities.

Amtrak had two Superliners on display and a sales force team that distributed literature and paper hats to visitors and answered their many questions.

them all over the place."

There are now about 85 plants of various hues and shapes and two large cactus beds.

Fogarty went cactus shopping in California during her vacation last



Photo By Photo Ideas, Inc.

Chris Wahmann, assistant vice president, operations and general manager, presents the trophy for Station of the Year to the Galesburg staff. Left to right are Ozzie Brookes, Ruth Fogarty, Floyd Watts, Florence Skeen, Al Clark and Wahmann.

year. She brought back 45 plants on the *Southwest Limited* and planted them in two large window boxes where they can get some sun.

The two women tend to their plants virtually with religious fervor. Fogarty comes in early on Saturday mornings to water them. Then, each Tuesday, when she works second trick, she stays late to give them another watering. She stores water overnight in four 10-gallon pickle buckets so any residual traces of chlorine can escape.

Many of the hanging plants are ensconced in intricate macrame plant

hangars. These are made by Skeen who does them at home.

Although he doesn't garden or do macrame, Watts, the third member of the crew, is invaluable as a "guard" to see that none are filched during the night hours when he works.

Notes Skeen, "Our customers really like our decor. We've received many comments on how we've managed to 'warm up' an otherwise cold array of brick and wood."

Previous *Stations of the Year* were Milwaukee, Wisconsin, and Emporia, Kansas.

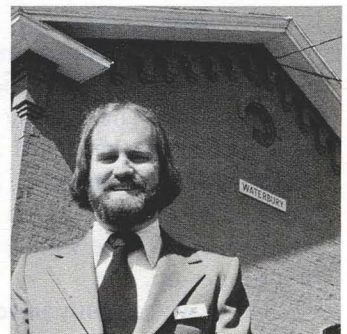
Runner-Up Personnel



(Above) New London/Jim Spottswood, Nancy Stuart, Arnold Feibel and Craig Conner. (Right) Fort Madison/Don Epperson, Bob Hays and Danny Willits.



(Left) Flagstaff/Blake Messimer, Henry Rigg, Jr., Harry Matson and Henry Rigg, Sr.



(Above,) Waterbury/Phil Kidney. (Left) Birmingham/Dave Wilkinson, Bob Hasty and Buford Isom.



Train Travel Heavy But . . . Vacation Travel Still Possible

Although travel will be extremely heavy on Amtrak trains this summer, employees should not totally despair of using the trains for their personal travels.

Says Phil Held, general manager, reservations, "There are seats available on Amtrak trains every day of the week. The trick is to pick the right day and the right segment of the system to travel."

Amtrak's reservations system is a "self-cleansing" one.

If a reservation is made but a ticket not actually purchased, the system will automatically cancel the reservation after a certain period of time. Thus, reservations are constantly being freed for new riders.

How long a reservation is kept in the system depends on how long prior to a prospective trip it is made.

For example, if a person makes a reservation over the phone between eight and 21 days prior to his trip, he must purchase his ticket at least five days in advance of that trip. If he does not do so, the reservation will be automatically cancelled.

For reservations made between three and seven days before a trip is to begin, the customer has until two days prior to that trip to pick up his ticket.

The automatic purging of the computer is done between 3 and 4:30 a.m., eastern daylight time.

Another factor that enters into the picture, according to Held, is the particular segment of a route an employee might want to ride.

"Take the *Sunset Limited*," he says. "It's tough to get a seat west of El Paso, but there are usually seats available between New Orleans and Houston."

"The *Southwest Limited* usually has seats west of Albuquerque, and the *San Francisco Zephyr* west of Denver."

Trains, other than unreserved ones, on which employees have a better

chance of getting accommodations include the *National Limited*, *Shenandoah*, *Cardinal*, *Montreal*, *Panama Limited*, *North Star* and *Pioneer*.

Employees are also reminded they must give up their seats to fare-paying passengers who may be standing because of lack of space.

Yet another factor that comes into play is the day one wants to travel. Weekends, obviously, are tough travel days but Tuesdays and Wednesdays are lighter.

Held's advice is simple. "If you can rearrange your travel plans, do so to travel on the lighter days."

Amtrak employees, of course, are bound by the 24 hour rule. They can not make reservations for pass travel more than 24 hours in advance of the

train's departure. This holds true for all trains and all types of accommodations.

The best advice to employees is to make the call to the reservations center as early in the morning as they can on the day they intend to travel. By doing so, employees will make it easier for themselves as well as for customers by freeing up the lines during normal business hours.

Says Held, "One morning we tested the system at 6 a.m., shortly after the computer had been purged of unclaimed reservations. And we had coach space on every train in the system."

"Admittedly, there weren't any huge blocks of seats but there definitely were some seats on every train."

Fares Increased Over System

A seven per cent increase on most regular fares and accommodation charges became effective July 15.

The only exceptions to the increase are some commuter tickets. Slumber-coach fares on the New York-Chicago and Washington-Cincinnati routes, however, increased by more than the seven per cent.

The increase follows Amtrak's fare policy approved by the board of directors and follows guidelines established by both the U.S. Department of Transportation in its Final Report to Congress on the Amtrak route system and Congress itself in recent legislative bills that direct Amtrak to increase its ratio of revenues to costs over the next several years.

The additional revenues will be used to help offset the need for additional federal subsidies and to keep pace with severe inflationary pressures in certain key areas of the corporation's operating budget. One good example: Amtrak's fuel costs

have increased by over 58 per cent in the last six months alone.

The price increase is in compliance with the President's anti-inflation program and Council on Wage and Price Stability standards.

More Superliners

New Superliner coaches began service on the *Mount Rainier* between Seattle and Portland as of Wednesday, June 13.

The new cars will operate on a daily basis between the two cities for an indefinite period. They will eventually operate on long-distance Amtrak trains in the West.

Superliners have been operating out of Chicago on the *Illinois Zephyr*, the *Illini* and the *Shawnee*. They also ran for a short time in Chicago-Milwaukee service.

Up to June 15, 32 coaches and one diner have been delivered to Amtrak by Pulman Standard.

Los Angeles Station

Houses Varied Amtrak Facilities

Amtrak's Los Angeles passenger station's 40th birthday was celebrated in early May with speeches, formal ceremonies, a special train ride, displays and an open house. The station is unique in railroad architecture, a blend of 1930s modern with old-time California mission style.

Los Angeles Union Passenger Terminal, or LAUPT, is owned by the Southern Pacific, Union Pacific and Santa Fe railroads who cooperated in 1939 in having the station built.

Amtrak now operates the station under a five year lease and is, at present, in the third year of that lease. Amtrak manages station concessions

by sublease.

At the present time, several routes of LA's Rapid Transit District bus service operate from the station as well as the Greyhound connection to and from the *San Joaquin* at Bakersfield.

In the future, it looks as if Continental Trailways bus line will make the station its main Los Angeles terminal. Also mentioned is the possibility of having the station as a stop on a projected "people mover."

Los Angeles Union Terminal is home to about 465 Amtrak employees, including 43—station supervisors, ticket clerks, baggage and mail

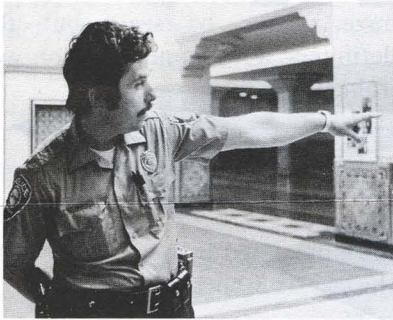
personnel, laborers—who report to Acting Terminal Manager Bill Kennedy and 15 who operate the crew base. Working out of that base are some 361 on-board services employees who man the three long-distance trains and six *San Diegans* that serve Los Angeles.

Amtrak's division administrative offices account for 19 employees, sales for eight, security for 15 and the personnel department for four.

Heading the sales force is Gunther Settele, district sales manager. Currently reporting to him are five sales representatives, a secretary and a regional fare specialist. Located on

Amtrak's Los Angelenos

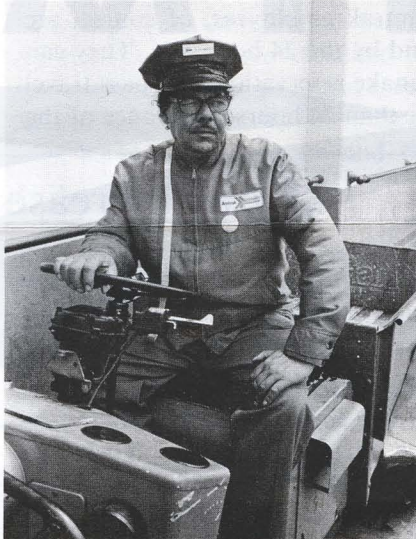
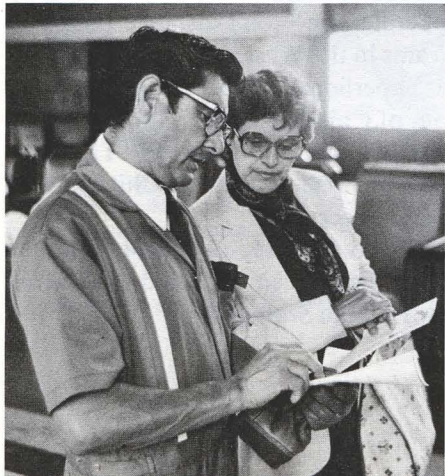
Chuck Benton, Police Officer



Roger Smith, Station Laborer



Steve Gonzalez, Agent FC



Paul Richards, Red Cap

*Henry Knight,
Joseph Rials, Baggage men*



Bill Kennedy, Acting Terminal Manager



*Mary Kay Harbottle, Virginia Crader,
Travel Clerks*

the second floor of the station building, that office is responsible for territory covering Southern California, Nevada, Arizona, New Mexico and El Paso, Texas. The sales offices moved to the station in May 1976.

Amtrak began its presence in the station in late 1971 when then Transportation Supervisors Bob Vanderclute and Jack Cody, Regional Director Bob Edgar and Secretary Marge Sweeney opened offices there.

From early 1972 to 1975, Amtrak had separate operating and service departments but these were merged into a single line operations department in early 1975.

For a short period of time then, Los Angeles became Western region headquarters but that base was quickly moved to San Francisco and LA became base for the Southwest district.

In July 1978, Amtrak abolished its three regions, consolidating operations into six divisions, one of which was the Southwest division, under Jim Cirra, manager, headquartered in Los Angeles.

On November 1, 1978, the North-

west and Southwest divisions were merged into a new Western division, still under Cirra and still based in LA.

The commissary, which once was based in the station, is now located at the 8th Street coach yard.

Cirra is proud of that coach yard operation. Says he, "We're handling twice as much business today on the San Diego line as we did back in 1977 when we took over the facility, but we're doing it with basically the same equipment.

"Our car pool is used as a model of efficiency all over the system."

Amtrak's *San Diegan* equipment—

which has been augmented recently with more cars because of the increased business caused by Southern California's fuel crunch—is serviced at night.

All cars are programmed to be available on weekends when demand is extra heavy. Says Cirra, "Our preventive maintenance is scheduled between Monday evening and Thursday afternoon so they are all rolling on the busy weekend."

Amtrak carried nearly 150,000 passengers on the *San Diegans* during May, surpassing even loads carried during World War II.

Edel, Michaud Leave Amtrak

Two Amtrak vice presidents have resigned to take positions with other railroads.

Edwin E. Edel, vice president, public affairs, will become vice president, corporate communications, for Seaboard Coast Line Industries, Inc., effective August 1.

And, Alfred A. Michaud, vice president, marketing, will become

vice president, sales, for Conrail.

Edel will be headquartered in Jacksonville, Florida; Michaud in Philadelphia.

No immediate successor has been named for either man.

Edel has served as Amtrak's vice president, public affairs, since the company's inception in May 1971. Prior to that he was executive assistant to the Board of Incorporators, the Presidentially-appointed body that formed the company at the direction of Congress.

Edel also has over 10 years of other transportation and railroad-related experience.

Between 1967 and 1971, he was the first director of public affairs for the Federal Railroad Administration and before that served, from 1961 to 1967, in public relations posts at the Association of American Railroads.

SCL Industries is the holding company that owns the Seaboard Coast Line, the Louisville and Nashville, the Clinchfield, the Georgia and the West Point Route railroads.

Michaud has been Amtrak's vice president, marketing, since 1975. Before coming to Amtrak, he was president of Sterigard Corporation for four years after having been vice president for marketing of Wynn Oil Company. He also has held key management positions in sales and marketing for other companies, including Knudsen Products and Hunt Foods.

Book Review

The Last of the Great Stations: By Bill Bradley, 110 pages, 11-by-8½-inches, horizontal format, linen cover, \$9.95. Available at book stores or direct from publisher, *Interurbans*, Box 6444, Glendale, California 91205. (Please add 75¢ for mail orders.)

The book's introduction explains the title, that Los Angeles Union is, in fact, "the last in a series of grand, gilded train stations that were built during what might be termed the 'Golden Age' of railroading." It was a time "when railroads were at their peak as corporate giants, new terminals were conceived as status symbols."

The handsome book certainly does justice to the grand station. In its five chapters it runs the gamut from the opening day festivities to the latest timetable, dated January 1979, detailing Amtrak's present service.

There are pages of pictures of various activities during the station's life as well as examples of the various designs submitted for the station and adjacent plaza. Construction photos detail the work that went on and there are also pictures of the several individually-owned predecessor stations that were located in various parts of the city.

Chapter four presents a photo layout of the beautiful architecture, while the last chapter highlights the present, aptly titled, "Under Amtrak."

The final pages present a parade of timetables listing all trains operating out of the station on particular dates over the past 40 years. The initial one, dated May 7, 1939, lists 66 trains operated by the Santa Fe, Union Pacific and Southern Pacific.

The book's layout design is clean and crisp and the printing excellent.

Hot Line Continues,

Questions, Suggestions Keep It Busy

Calls continue to come to Amtrak President Alan S. Boyd on the Employees' Hot Line. Representative suggestions and questions — and their disposition — follow.

Question: Why is Amtrak tearing out all the islands that contain trees at the parking lot at Metropark station in Iselin, New Jersey, just to make more parking spaces?

Answer: The station is owned by New Jersey Department of Transportation. Amtrak has no control over their decisions.

Question: Vandals ripped out the trash receptacles at Metropark station. When are they going to be replaced because the place is getting pretty filthy?

Answer: Verbal assurance has been received by Amtrak that NJDOT will accept billing for replacement containers there. Purchase and installation of new containers is now being advanced.

Question: We'd like to have some new trucks here at the Grand Central commissary so we can do our work the way our supervisors would like us to. We need proper equipment.

Answer: There were three old operational vehicles there. On April 23, approval was obtained to obtain new ones. Two such new vehicles were delivered on June 18.

Question: I'm calling concerning our station here in Jackson. There have been numerous complaints about the bad conditions here.

Answer: Since the Jackson, Michigan, station was completely rehabilitated last year, it is assumed you're referring to Jackson, Mississippi. An authorization of \$80,000 was made to ICG in December to rehabilitate the station. Plans should be completed this month and ICG is being urged to progress the work speedily.

Question: There are railway construction and operations units in the Army Reserve. Why isn't an arrange-

ment made so they could spend their summer camp working on upgrading the Northeast Corridor?

Answer: The idea is good but considerable labor negotiations would have to be undergone to accomplish this. Also, additional equipment would have to be acquired for use by such a unit which would work only a short period of time. Most such army units are not familiar with work in a high density traffic area as the Corridor and serious safety problems would arise.

Finally, by the time the unit was trained to operate on our track, the two-week period would be over.

Question: Why aren't step boxes

S-P-E-L-L Your Name

Employees calling the Hot Line have a choice of identifying themselves or remaining anonymous.

Those who do identify themselves and want a follow-up to their question could help by spelling out their names and giving their location.

In too many cases the transcribing typist is unable to correctly identify a person because they didn't speak clearly, spoke with a heavy accent or the machine slurred over the name.

used on all Amtrak trains in the Corridor?

Answer: Step boxes are used on conventional equipment from Florida trains. North of New York, passengers are transferred to Amfleet.

Amfleet equipment was designed with folding steps so step boxes would not be required. The distance between the rail and the bottom step is 15½ inches and most platforms are above the rail.

Another problem: There are no coach attendants, who might handle such step boxes, on any trains east of New York.

Question: Why aren't the no smoking policies enforced?

Answer: They should be. A directive was issued to all NRPC operations officers reminding them that conductors must assume full responsibility for closely monitoring the smoking policy. Incidentally, that includes employees smoking on duty.

Question: Two questions, please. Why is the Empire Builder often allowed to leave Chicago without a bar car? And, why is the conductor stopping us from sending drinks to the coaches?

Answer: First, we can not guarantee a bar car on each trip because of our equipment shortages. Secondly, in some states it is illegal to allow passengers to take drinks to the coaches. In this case — Washington — we have received citations for this and the state closely monitors our compliance to the law.

Question: I run the *Inter-American* between Fort Worth and Texarkana. This morning we left Texarkana without cups and no working toilets. I spent all of my time cleaning out restrooms for the people and I had 163 of them on the train. What we need is a car attendant to take care of the toilet paper, the drinking cups and keeping the cars clean.

Answer: Your suggestion is a good one. We've put one on beginning June 15. Hopefully, he'll be able to monitor the train so that practices such as stuffing the toilets with paper towels — a major cause of the malfunctions — will be reduced.

Question: In a recent issue of *Amtrak News*, Mr. Boyd talked about trains leaving Chicago without water. Why not have the person responsible for watering the car mark the date, location and his initials with chalk by the filler pipe? That way, the inspector will see this when he is making his final inspection.

Answer: Good suggestion, but rather than use chalk on the exterior

of the car, we'll incorporate it on the Maintenance Analysis Program forms (MAP10T). The supervisor will see it there and a permanent record will be kept.

Question: We've been having trouble with air conditioning on Amfleet out here on the west coast. Car 21196 has been particularly troublesome. It's been reported by me and several persons — at least nine times — and Amtrak repair forces seem to be unable to correct the problem. They seem to be simply pumping more freon in instead of finding the leak.

Answer: Amtrak 21196 is being held out of service and will not be placed in service until permanently repaired. Emphasis is being placed on proper repairs of items reported on all cars.

Question: We could improve some of our maintenance problems by training personnel and equipping them with materials, specifically manuals and prints

Answer: Conventional equipment was purchased from various railroads who made many modifications which were not recorded and thus no prints are available. However, for equipment purchased by Amtrak — Amfleet, SDP40s, F40s, Superliners, Turbos, and such — there are maintenance manuals available for all the components and each is updated when modifications are made.

There's also a comprehensive apprentice program at all major locations and trainers are assigned to various areas to aid in training mechanics requesting such help.

If there is a problem in training or a lack of manuals in your area for which you have not received satisfaction from your local supervision, feel free to call again giving the specific location and problem.

Your information will be held in strictest confidence . . . but will be resolved.

Question: Last night I made a call concerning some problems at my location. Today I spoke to my supervisor and he told me not to use the Hot Line unless I'd spoken to a

supervisor first. He said that it's not my responsibility to call regarding the area I did even though I had knowledge of the problem.

Answer: Your supervisor was way off base. Anyone can call with any problem or suggestion without any approval or OK from his supervisor. Incidentally, your supervisor has been "counseled" regarding this.

Question: Sleeping car porters here can't get replacement linen locker keys. There aren't any key blanks here and our men can't work without keys to protect their linens.

Answer: Your base was out of keys and experiencing difficulty obtaining new ones. Replacements are on the way.

Question: One of the main reasons for low morale at my location is the

Hot Line	
U.S.A.	800-424-5191
D.C. only	383-2027

constant harassment by supervisors. On the train yesterday we ended up with two supervisors, plus one Amtrak trainmaster and a conductor and there was constant harassment.

Answer: It is the responsibility of all management personnel to ride trains ensuring that service to passengers is being conducted in a professional and courteous manner. Amtrak does not condone harassment by individuals. If this happens, we should be advised — with specifics — so the company can take disciplinary action against the offender.

Business Cards Approved For All

One suggestion that came in on the Hot Line recently was that Amtrak allow employees to purchase business cards for themselves.

Amtrak policy has been to furnish such business cards to managers and those in higher positions. Lower level exempt employees sometimes qualify for cards depending on their individual situations. For example, a sales representative with a large territory would be supplied cards.

After reviewing the suggestion, Amtrak agrees to allow any employee to purchase business cards.

Interested employees should fill out the coupon below and send it to Amtrak's Personnel Information Center, 400 N. Capitol St., NW,

Washington, D.C. 20001. Enclosed with each request must be a check or money order—made out to Paramount Processing—in the amount of \$7.50 (for 500 cards, the minimum available).

The personnel office will verify the employee's title and forward the request to the procurement department for processing. Cards will be mailed directly to the employee at his home address. Delivery should take between four and six weeks.

Railroad employees working on passenger trains — conductors, trainmen, engineers, etc.—are also eligible for the cards and should follow the same procedure as outlined for Amtrak employees.

Name _____	
Title _____	
Business Address _____	
City/State/Zip _____	
(If railroad employee, what railroad?) _____	
Home Address _____	
City/State/Zip _____	
<small>(Send with check for \$7.50 to: Amtrak, Personnel Information Center, 400 N. Capitol St., NW, Washington, D.C. 20001)</small>	

C-2 Questions, Answers

QUESTION: Who is entitled to receive Appendix C-2 protection?

ANSWER: Any Amtrak employee who is adversely affected by a discontinuance of intercity rail passenger service?

Q: How will an employee know that he may be affected by a discontinuance of intercity rail passenger service?

A: Appendix C-2 requires that the carrier post a bulletin board notice 30 days in advance of an intended discontinuance of intercity rail passenger service setting forth the proposed changes, including an estimate of the proposed changes, including an estimate of the number of employees, by craft or class, who will be affected by the intended changes and that organization representatives be so notified.

In addition, job abolishment notices must be posted in accordance with applicable labor agreements.

Q: Must an employee be directly affected by having his job abolished in order to qualify for Appendix C-2 protection?

A: No. The provisions of Appendix C-2 are also applicable to an employee who is displaced as the result of the exercise of seniority by another employee whose position was abolished incident to the discontinuance of intercity rail passenger service.

Q: What types of benefits are provided by Appendix C-2?

A: Among the benefits for which employees may qualify under Appendix C-2 are a displacement allowance, a dismissal allowance, a separation allowance, fringe benefits, and relocation benefits (moving expenses and certain real estate losses from sale of residence).

Q: How long is an employee's Appendix C-2 "protective period"?

A: The "protective period" is equal in length to the period during which such employee was in the employ of Amtrak prior to the date of his being displaced or deprived of employment, *but not to exceed six years.*

Q: What is a displacement allowance?

A: A displacement allowance is a monthly allowance which an employee may receive if he is displaced from his position as a result of a discontinuance of intercity rail passenger service.

Such allowance will represent the difference between his actual earnings and his average monthly compensation

during the twelve months prior to his displacement. The displacement allowance will continue for the duration of his protective period.

Q: What is a dismissal allowance?

A: A dismissal allowance is a monthly allowance which an employee may receive if he is deprived of employment as a result of a discontinuance of intercity rail passenger service.

Such allowance will be equal to the employee's average monthly compensation during the twelve months prior to the date he is deprived of employment and will continue for the duration of his protective period.

Q: How is an employee's average monthly compensation computed?

A: Each affected employee's average monthly compensation will be determined by dividing by 12 the total compensation earned by the employee during the last twelve months in which he performed service immediately preceding the date on which he was affected by a discontinuance of intercity rail passenger service.

Q: How will the average monthly compensation be determined for an affected employee with less than twelve months of compensated service?

A: By dividing the total compensation received by the number of months he performed compensated service.

Q: If an employee's position is abolished or he is displaced in the exercise of seniority, what are his obligations under Appendix C-2?

A: The employee is required to exercise his seniority to any available position which does not require a change in residence. Former railroad employees must exhaust all rights they may have to return to a position with their former railroad.

Employees unable to obtain a position with Amtrak or their former railroad through the exercise of seniority, are required to accept an offer of comparable employment for which they are qualified and which does not require a change of residence.

Q: When is a change of residence "required"?

A: When the new work location is in excess of 30 miles from the employee's place of residence and farther from his residence than was his former work location.

Q: Is an employee's displacement allowance subject to reduction or discontinuance?

A: Yes. An employee's displacement allowance is subject

to *reduction* when he is unavailable for service due to voluntary absence and when he fails to exercise his seniority rights to obtain a position which does not require a change of residence and which produces compensation exceeding the compensation received in the position he elects to retain.

His displacement allowance is subject to *discontinuance* prior to the expiration of the protective period in the event of his resignation, death, retirement or dismissal for justifiable cause.

Q: Is an employee's dismissal allowance subject to reduction or discontinuance?

A: Yes. An employee's dismissal allowance will be *reduced* if he obtains employment outside Amtrak, to the extent that his combined monthly earnings in such other employment, any benefits received under any unemployment insurance law, any payments under Appendix C-1, and his dismissal allowance exceed the amount upon which the dismissal allowance is based.

His dismissal allowance is subject to *discontinuance* prior to the expiration of the protective period in the event of his resignation, death, retirement, or dismissal for justifiable cause.

In addition, his dismissal allowance may be discontinued if he fails to return to service after being notified in accordance with a union agreement or if he fails without good cause, after appropriate notification, to accept a comparable position which does not require a change in his place of residence and for which he is qualified with Amtrak or a railroad (if he possesses rights to return to such railroad).

Q: What happens to an employee's dismissal allowance if he returns to service with Amtrak during his protective period?

A: In such circumstances, the dismissal allowance will cease. The employee would then be considered as a displaced employee and, depending upon his earnings, eligible for a displacement allowance.

Q: When are moving expenses paid? What expenses are covered?

A: Moving expenses are paid when an employee, in order to maintain employment with Amtrak, accepts management's request to transfer to a position which requires a change in residence.

Amtrak will reimburse such employee for all expenses of moving his household and other personal effects, for the traveling expenses of himself and his family, including living expenses, and for his own actual wage loss, not to exceed three days.

In addition, Amtrak will reimburse such employee for any loss in the sale of his home for less than the fair market value; an employee renting his home will be protected from

any loss or cost in securing cancellation of his lease.

If an employee is furloughed within three years after changing his residence at the request of Amtrak, he will, to the same extent outlined above, be reimbursed for the expense of moving back to his original point of employment.

Q: Who is entitled to a separation allowance?

A: An employee entitled to a dismissal allowance may elect, in place of the dismissal allowance, to resign from Amtrak and receive a single lump sum payment (separation allowance).

Q: How is a separation allowance computed?

A: The amount of the separation allowance is based on the employee's years of service and calculated in accordance with the following schedule:

<i>Length of Service</i>	<i>Separation Allowance</i>
1 year and less than 2 years	3 months' pay
2 years and less than 3 years	6 months' pay
3 years and less than 5 years	9 months' pay
5 years and over	12 months' pay

One month's pay is computed by multiplying by 30 the appropriate daily rate of the position last occupied. In the case of employees with less than one year's service, five days' pay, at the rate of the position last occupied, for each month in which they performed service will be paid as the lump sum.

Q: What rights does an employee who is unable to hold a position with Amtrak due to a discontinuance of intercity rail passenger service possess with respect to reemployment with Amtrak?

A: Any such employee will at his request be granted priority of employment or reemployment to fill a position with Amtrak comparable to that which he held when deprived of employment and to receive such training or retraining as may be necessary to become qualified for such position.

Q: Does Appendix C-2 apply only to employees covered by labor agreements?

A: No. Appendix C-2 provides that non-agreement employees will be afforded substantially the same levels of protection as are afforded to members of labor organizations.

Employees who have additional questions related to the Appendix C-2 may write to J.W. Hammers, Jr., corporate director-labor relations, National Railroad Passenger Corporation, 400 N. Capitol Street, NW, Washington, DC 20001.

Keeping Track Of Amtrak

Safety Standings

St. Louis led the other eight divisions in the President's Safety Contest for the month of May with a .9 injury ratio. Wilmington led the shops with an 9.8 ratio, while nine mechanical facilities went through May without an injury, resulting in a zero ratio.

The nine facilities are Minneapolis, Brighton Park, Detroit, Kansas City, St. Louis, Dallas-Fort Worth, Houston, Buffalo and Jacksonville.

For the year to date, St. Louis leads the divisions with a 3.4 figure, while Beech Grove leads the shops with 11.3.

Five mechanical facilities—Minneapolis, Detroit, Kansas City, Buffalo and Jacksonville—have gone through the year so far without an injury.

Zephyr Continues

The Interstate Commerce Commission, by a 4-1 vote, ordered the Denver and Rio Grande Western Railroad to continue operation of its Denver-Salt Lake City train, the *Rio Grande Zephyr*, for at least another year.

The railroad had petitioned to discontinue the train west of Grand Junction, Colorado.

The *Zephyr* and *auto-train* are the only two remaining intercity passenger trains in the country that are not operated by Amtrak.

The ICC told the D&RGW that it had failed to prove its claim that it was losing \$500,000 a year on the train. The ICC also noted that even if the line had proven the loss, its deficit did not outweigh the public benefits of keeping the train because ridership had improved and alternate transportation was inadequate in the area.

GSA Pushes Train Use

Amtrak and the General Services Administration have reached an agreement that will encourage more federal employees to use Amtrak for trips between Washington and New York City.

Use of trains, instead of air or auto, will also save money for the federal government.

Under the agreement, GSA has issued new federal travel regulations, effective July 1, requiring employees

of all federal agencies to use Amtrak for all business trips in the Washington-New York corridor unless they can justify going via another travel mode.

The agreement also established a 20 per cent discount on Metroliner tickets for federal employees traveling on official business.

New Computer Coming

A new generation of computer processors has been authorized for Amtrak by the board of directors at its May 30 meeting.

The board approved an \$8.3 million program to replace the current computer equipment with two new IBM 303s that are capable of processing four times as much information in a given time as the older IBM370/158s that Amtrak has been using.

The \$8.3 million includes four years' lease costs. However, Amtrak currently owns one of its 370/158 machines outright and expects to sell this unit for a considerable sum.

The computer processors will handle Amtrak's nationwide reservations system plus a host of other statistical functions for the company.

Super Chief Relived

Some 68 persons boarded Amtrak's *Southwest Limited* on Saturday, May 12, to relive the days of the Santa Fe's premier train, the *Super Chief*.

The occasion was the chartering of five special cars by the Twentieth Century Railroad Club of Chicago and having them included in the train's consist. The date coincided with the 43rd anniversary of the *Super Chief's* first trip in 1936.

Named "A Night on the Super Chief," the special trip included three "Palm" series 10-roomette-six-bedroom sleeping cars, a 36-seat former *Super Chief* diner and a special club car. The group traveled to Kansas City and returned the following day.

To assure a genuine *Super Chief* experience, the club insisted its special dining car serve only those



Photo By Debbie Marciniak

Gayle Fedrowitz, administrative assistant, public affairs department, displays the latest two items offered for sale by the marketing department: a large beach towel featuring the popular "Beach Within Reach" theme and plastic Amtrak "flying saucers." The towels go for \$10, the frisbee-like discs for \$1.50. Each is available by mail from Western Folder Distribution Company, 850 West Fullerton Ave., Addison, Illinois 60101. Checks should be made out to Amtrak Travel Center.

dishes actually available to the train's patrons during its heyday. Santa Fe officials cooperated with the club and Amtrak, opened up their recipe files and established a seven-course champagne dinner, offering a choice of the train's three most popular entrees—roast duck Cumberland, tournedos of beef with sauce bear-naise and sauteed Rocky Mountain brook trout.

Breakfast on the return trip was equally authentic, offering the Santa Fe's famed corned beef hash with poached egg, scrambled eggs with ham and chives, or a chicken liver omelet.

Even on board services personnel were "authentic" because all were Santa Fe veterans.

Working the special consist were Deno Zarlenga, steward; William Jackson, Jr., and James Ballou, chefs; William Spraulding, second cook; and Herman Clifton, Sheridan



Photo By Bill Fahrnewald

The on-board services crew that worked the special train included, left to right, front row, John Gillis, Francis Smith, Clarence Berry, Fred Johnson and Gusine Newman. Back row, left to right, are Henry Nelson, William Jackson, James Ballou, William Spraulding, Deno Zarlenga, Andrew Petty, Luther Viney and Sheridan Sanders. Missing in the picture is Herman Clifton.

Sanders, Andrew Petty and Fred M. Johnson, waiters.

Also, Luther Viney, lounge car attendant; Francis W. Smith, Gusine Newman and Clarence Berry, sleeping car attendants; Henry Nelson,

traveling chief; and John B. Gillis, on board services supervisor.

The trip was so well received that the club is exploring the possibility of operating more trips recreating trains of other railroads.

April Top On-Board Services Employees Picked

April winners in the on board services *Employee of the Year* contest include:

Category I

Seattle: Three-way tie between Paul Albers, Carmen Lopez and Robert Murray.

Chicago: A 12-way tie between Hiawatha Allen, Eph Burks, David Cummings, Cornell Edmonds, Joseph Hudson, Joseph H. Jones, Bennie Morris, William Newton, Jimmie Nixon, Oliver Robinson, Milton Rogers and Harold Parker.

Miami: An 11-way tie between Walter Barut, James Benson, James Farley, Robert Gonsalves, Lloyd Humphreys, Walter Kee III, James Kelly, Linda McAtee, Samuel McClary, Clarence Perkins and Virginia Williams.

Oakland: Floyd Beacham.

New Orleans: Robert Sine.

Los Angeles: Three-way tie between Gary Blalark, Lea Walker and Walter Young.

St. Paul: Azariah Buckley.

New York: Three-way tie between

Daniel Davis, Gary Gardner and Watson Jones.

Jacksonville: Everett Jones.

Boston: Two-way tie between Steve Kaufman and Edgar Pinkney.

Category I winners are those employees who have direct contact with the traveling public such as waiters and attendants on sleeping, club or parlor cars, or in coaches. Winners are "picked" on the basis of the number of unsolicited complimentary letters that come to Amtrak regarding the employee's service to the customer.

Category II

Jacksonville: A tie between Carl Green and Bobby Newsome.

New York: Frank Humphrey, Jr.

Washington: John McLurkin.

Miami: Leslie McFadden.

Chicago: John E. Green.

St. Paul: Virgil Hadley.

New Orleans: A tie between Paul Brock and Eddie Cooper, Sr.

Los Angeles: Eugene Carter.

Oakland: A tie between Cornelius

McDowell and Thomas McCall, Jr.

Category II employees are those who do not have direct contact with the traveling public such as chefs, pantrymen or food specialists. Monthly winners are picked by stewards and other personnel in charge of dining cars.

AMTRAK NEWS

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

STAFF

Editor

Ed Wojtas

Circulation

Marguerite Broyhill

Reporter

Debbie Marciniak



Amtrak News is a member of the Association of Railroad Editors.

Material in Amtrak News is not copyrighted. Readers may use what they wish with proper attribution to Amtrak News.

Upgraded Cars Back In Service

The first train of rebuilt and refurbished Metroliners went into regular service between New York and Washington on Monday, May 14.

The upgraded equipment, operated as trains 108 and 117, and consisted of three snack/coaches and one Metroclub car. These were the first cars available for service from an order of 34 coaches, snack/coaches and club cars that are being remanufactured by General Electric at its Erie, Pennsylvania, plant at a cost of \$42 million.

The cars are easily distinguished by a new front end design that features a large "Amtrak" completely across the front and by "humps" in the center of their roofs where equipment originally placed underneath the cars has been relocated.

The cars have been completely rewired, recarpeted and fitted with new seats that incorporate individual fold-down tray tables.



The refurbished Metroliners present a new and sleek profile to the public. The raised area on the roof houses components that had previously been located beneath the car.



(Left) The front ends of the upgraded Metroliners present a dramatic and new graphics style. (Above) The interior of the Metroclub features two-and-one seating.

Amtrak

National Railroad
Passenger Corporation
400 N. Capitol St., NW
Washington, D.C. 20001

First Class Mail
U.S. POSTAGE
PAID
Permit 1911
Merrifield, VA

FIRST CLASS

ADDRESS CORRECTION REQUESTED